

Centennial Village Corporation
130 West Brown Road
Mesa, Arizona 85201-3445



Centennial Village	<i>12/01/2023 Release</i>
House Rules (24.1)	<i>01/01/2024 Effective</i>

HOUSE RULES; Lease Attachment No. 3
Guidelines for Resident Behavior & Campus Procedures

Introduction

Our House Rules, and the accompanying policies, have been established for the purpose of maintaining the safety, cleanliness and peaceful enjoyment of our community. These rules have been established by the Village management team and approved by our board of directors to ensure the optimum housing experience for our residents and have been reviewed by the Arizona Department of Housing and the Phoenix HUD Field Office before implementation.

House Rules are attached to your lease¹, and as such, are considered mandatory standards of behavior for all residents and guests. Violations of the House Rules may lead to non-renewal of the lease agreement, termination of the lease, or eviction.

The management team and the board evaluate the appropriateness and effectiveness of the House Rules on a regular basis and will make revisions as needed. Centennial Village will make available to residents a copy of any change to the House Rules 30 days prior to the effective date of such change.

House Rules of a general or campus wide nature will take effect 31 days from publication. House Rules regarding apartment specific standards will be enforced beginning with the next Preventative Maintenance Inspection (PMI) of your apartment after the effective date. There is no grandfathering or exclusion from new provisions for existing residents (*A.R.S §33-1342(B)*).

Where appropriate, the applicable regulation(s) are listed in *italics* for reference. The Lease paragraphs are from the HUD model lease signed by all residents, a copy of which is provided at lease signing. The Arizona Revised Statutes from the Arizona Landlord Tenant Act listed may be obtained at the Arizona Department of Housing's website, and the HUD Notices may be found on www.HUD.gov.

¹ HUD-90105-b

Centennial Village | 130 West Brown Road | Mesa, Arizona 85201 | PH: 480.833.6036 TTY: 711 National Relay
Centennial Village Corporation does not discriminate on the basis of disabled status in the admission or access to, or treatment or employment in, its federally assisted programs and activities. If you are disabled and would like to request an accommodation or if you have difficulty understanding English, please request our assistance and we will ensure that you are provided with meaningful access based on your individual needs. Federal Civil Rights Laws addressing Fair Housing prohibit discrimination against applicants or tenants based on one or more of the following classifications: race, color, national origin, sexual orientation, gender identification, disability, religion, and familial status.



CAMPUS POLICIES – Section 1

1.1 Smoke Free Campus

Smoking, vaping, or use of e-cigarettes of any kind, is not permitted anywhere on campus by anyone, including within the individual apartments. A single violation by a Resident or Guest *will* be deemed a material and irreparable violation of the lease and good cause for termination of tenancy, the forfeiture of the security deposit, and possible damage charges.

Apartments or Common Areas which smell of smoke or have indicators of smoking or tar will be required to complete smoke remediation service(s) to return the apartment and mechanical systems to the original condition as determined by Facilities Staff. All staff time and contractor services required will be billed as damages to the Resident during tenancy or upon the Final Move Out Inspection. Centennial reserves the right to add wireless or physical smoke monitoring devices to any apartment as deemed necessary to ensure compliance, either at Centennial's or the Resident's cost as the situation warrants.

Centennial will enforce this policy but is not a guarantor of a smoke free environment nor of any specific air quality standards. Violations should be reported to the Compliance Office providing time and date details.

Lease ¶ 15(d); A.R.S §36-601.01 (Smoke Free Arizona Act); HUD NOTICE H 2012-22

1.2 Crime Free Campus

No illegal or criminal activity of any kind by a Resident or Guest will be tolerated. Any occurrence of such activity, or engagement in any act intended to facilitate criminal activity, will be deemed a material and irreparable violation of the lease and good cause for termination of tenancy.

Violations include but are not limited to, possession of any illegal or controlled substance (*Federal or State, see Special Notice and Citations*), and/or any behavior which threatens the health or safety of another resident or Staff.

Neither an arrest nor criminal conviction is required for the enactment of this provision, a preponderance of the evidence is sufficient.

Special Notice: While Arizona legalized Medical Marijuana (Proposition 203) in 2010, and Legalized possession and use of Marijuana (Proposition 207) in 2020, the use of marijuana, or any other controlled substance in any form that is illegal under Federal Law (CSA, 21 U.S.C. Section 801 et. seq., and Section 577 of the Quality Housing and Work Responsibility Act of 1998) is completely prohibited anywhere, by anyone, at any time on campus. Residents or Guests with marijuana on campus will be in violation of Federal Law which will be deemed a material and irreparable violation of the lease and good cause for termination of tenancy, the forfeiture of the security deposit, and application of damage charges. A Reasonable Accommodation for Medical Marijuana is prohibited by HUD.

Lease ¶ 9(i); A.R.S. 13-1377 (Special Detainer); A.R.S. 13-1368 (Non-Compliance); A.R.S. 13-3451 (Controlled Substance); A.R.S. 13-1202 (Threatening or Intimidating); A.R.S. 13-1203 (Assault); Controlled Substance Act, Section 102 [21 U.S.C. 802]; A.R.S. 13-3451; HUD memorandum Use of Marijuana in Multifamily Assisted Properties (12/29/2014); HUD memorandum Medical Use of Marijuana and Reasonable Accommodation in Federal Public and Assisted Housing (01/20/2011)

1.3 Common Amenities

Common amenities (e.g. Clubhouse, Ramada, Pool, grounds, etc.) are for the use of Residents and a limited number of Guests. Guests *must* be accompanied by a Resident. Unaccompanied Guests may be asked to leave the campus.

Common amenities are not leased premises, and as such, continued use by a Resident or Guests are at the complete discretion of Staff. Items left or added to any interior or exterior common areas will be removed or disposed of without prior notice. Residents intentionally leaving items in the common areas will receive a lease violation.

Should any common areas need service or attention, Residents are to report the need via the work order system.

a. Clubhouse

The Clubhouse will be open Tuesday – Thursday, 9:00am – 3:00pm; unless closed for Holidays or work required.

b. Ramada and Patio

Use is restricted to seating available. Residents are expected to maintain appropriate noise levels and to clean up thoroughly after each use. Flammable liquids or gases, open flames and purpose-built combustibles are strictly prohibited on campus.

c. Pool

Residents must be present when guests use the pool and must abide by all posted pool rules and instructions. Failure to abide by any written rules or instructions will result in a lease violation and possible revocation of pool privileges.

Centennial Village reserves the right to close the pool at any time for service, safety, or regulatory requirements.

The following Maricopa County Environmental Health Rules & Regulations apply:

- i. Keep the gate closed and latched at all times. Preventing the gate from closing or intentionally keeping the gate unlatched is never allowed.
- ii. No food, drinks, glass, gum, tobaccos or alcohol permitted.
- iii. No pets.
- iv. No diving.
- v. No running.

- vi. Courteous behavior is expected at all times.
- vii. Use the toilet before entering the pool.
- viii. Take a shower before entering the pool.
- ix. Do not enter the pool with a cold, skin or other body infection, open wound, diarrhea, or any other contagious condition.
- x. If incontinent, swimmers must wear tight fitting rubber or plastic pants or a swim diaper.

d. Grounds

Residents are to maintain the integrity of the landscaping. Residents are to walk on provided paved surfaces and are not allowed on the landscaping at any time. No items may be added onto or left on the grounds at any time. Any items added to the grounds will be removed by Staff and disposed of without prior notice.

e. Laundry Rooms

The laundry facilities are available for Residents only. Residents may purchase access to the laundry room(s) on their floor at the current monthly rate (*see section 4.10*).

The monthly access charge allows a Resident to do all laundry required for their lease household only. Use of the laundry for anyone not listed on the lease for that unit is strictly prohibited.

Residents are expected to clean up after themselves after each use, including cleaning the dryer lint trap after each use.

Residents with Pets or Assistance Animals are to remove pet hair prior to washing as much as possible and must wipe down the interior of the machines after use.

Residents who do not abide by the Laundry Room guidelines will be billed for cleaning charges and/or damages outlined in Section 4.10. Residents who lend their key, grant access, or who complete laundry for a non-household member will have their access to the laundry revoked for a (3) month period.

Laundry Access Fees will *not* be pro-rated should a Resident choose to no longer use this service, lose the privilege due to violation(s), or should the Resident Move out of Centennial Village prior to the month end.

f. Bicycle Enclosures

Residents may rent a numbered space in the Bicycle Enclosures at the current monthly rate. (*see section 4.10, subject to availability*)

The Bicycle Enclosure features an electronic gate and security camera as well as a wall-mounted loop for a cable lock.

Residents who rent a space will receive a dedicated 4-digit access code for the locked gate.

Residents may keep one working bicycle, trike, or electric scooter in the assigned space. Each space is approximately 40” wide. No additional storage of items is permitted.

Resident is responsible for the safe keeping of their bicycle or scooter within the storage unit. Centennial is not liable for any lost or stolen property in the Bicycle Enclosures.

Bicycle Enclosure Fees will *not* be pro-rated should a Resident choose to no longer use this service, lose the privilege due to violation(s) or should the Resident Move out of Centennial Village prior to the month end.

1.4 Parking Lot, Driveway and Vehicle Provisions

All Residents and Guests are to observe and obey all clearly posted parking lot signage and roadway and parking indicators at all times.

All vehicles must be in working order (e.g. *must* run, *must not* leak oil, *must have* all windows able to be closed and secured while parked, and *must not* have major components missing, damaged or loosely attached, *must not* have any patently crude or vulgar signage), be registered with Centennial, and have current insurance to be on campus. Insurance must list the Resident by name on the policy or as insured or an additional insured.

Residents *must* submit a Vehicle Registration Request Form & Agreement prior to maintaining a vehicle on the premises. Residents may register (1) one residential vehicle (e.g. *non-commercial, non-CLD, non-motorhome*) per lease signer, with a maximum of (2) residential vehicles per apartment. Residents *must* contact the Compliance Office within 48-hours of a new vehicle being on campus to request Registration.

A Centennial Village parking tag *must* be visible on each parked vehicle at all times. Vehicles must be parked in a single, marked parking space, and may not be backed into spaces adjacent to any pedestrian sidewalk.

Violations of clearly posted signage (e.g. speeding, double parking, parking without displaying proper registration tag, disability tag or license plate) or damage to the campus, will result in the appropriate warning notice(s) and damage charges according to Section 4.10 below being assessed to the resident and may lead to the revocation of the Resident’s privilege to park a vehicle on campus. Willful disregard for municipal and state driving laws (ADA parking violations, parking in fire zones, unlicensed or uninsured vehicles, etc.) and Centennial parking restrictions (restricted parking, loading zones, unregistered vehicles, etc.) may result in fines and/or towing charges. Such charges are the responsibility of the resident. *Centennial reserves the right to tow vehicles and is not responsible for costs and or damages.*

48-hour notices will be provided to Residents via Auto-Dial or Phone Call when a vehicle is required to be moved. Vehicles not moved within this time frame will be towed and the resident will be charged all towing charges and/or be required to pay for the recovery of their vehicle.

Vehicles violating policy and/or signage will be towed under agreement with Kwik-Tow and can be retrieved by calling (623) 444-1020 and/or calling or visiting location listed on posted signage.

Residents and Guests park at their own risk and Centennial is not responsible for vandalism, theft or damage.

Mesa City Code Title 10 Chapter 9

1.5 Disruptive Behavior

Residents and Guests are expected to behave responsibly on campus at all times. No behavior that breaches the quiet and peaceful enjoyment of others will be tolerated. Proper attire must be worn at all times around campus (i.e., shirt, pants, and shoes).

Loud noises of any kind, behavior which exhibits unstable, indecent, damaging, threatening, or harassing behaviors, or which exhibit signs of drug or alcohol impairment towards Residents, Guests, or Staff will not be tolerated.

Residents and Guests should comply with reasonable requests made by Staff members without argument. If a Resident or Guest believes an unreasonable request has been made, they are to follow the Resident Dispute Resolution procedure outlined in this document.

General quiet hours for the campus are 10:00pm to 6:00am. Residents are not to engage with other Residents about rule violations, disruptive behavior or excessive noise, but are to report such behavior to the Compliance Office, the Mesa Police Non-Emergency Number, or the Mesa Police, as the situation warrants.

Disruptive behavior may be a substantial or minor violation of the lease and may be grounds for termination of the lease.

Lease ¶ 9(d); A.R.S §§33-1341(7), 33-1368(G)

1.6 Guests

Residents are to convey the rules pertaining to the campus to their Guests and persons in their employ (e.g. housekeepers, caregivers, etc.), and are responsible for the behavior of anyone who is, or should be, under the Resident's control while on campus.

Residents are allowed to have **overnight** guests in their unit for no more than **(14)** days per calendar year in total. Apartments are limited to a maximum occupancy of **(2)** persons.

Guests are any person residing in the apartment overnight, residing on campus for any 14-hour period day or night, or any person sleeping or maintaining personal items in the apartment, or whose pattern, behavior, or access to the unit makes such a designation reasonable.

Residents must fill out and submit to the Compliance Dropbox a Guest Registration

Request a minimum of (7) days prior to a guest being on campus. The Compliance Office will approve or deny request within (3) business days of receiving the request.

Unregistered guests, vehicles, or pets are not allowed on campus overnight.

The Guest Registration Request Form will ask you to provide:

1. Full Legal Name of the Guest
2. Relationship of the Guest to the Resident
3. Vehicle Information (Make, Model, Color, License Plate and Proof of Insurance)
4. Pet Registration & Deposit (Type of Pet, Breed, Weight, Color)
4. A Copy of a Photo ID will be Required for all Overnight Guests over the age of 18

Centennial reserves the right to request, and/or to enforce the removal and/or prohibition of any guests or persons on campus, and/or their vehicle(s) or pet(s), that do not have a Lease Agreement with Centennial, in accordance with current Mesa Police Department policy. Guest days will be tallied when registered, and Centennial is not obligated to un-tally any unused Guest days after registration. Guest days are per calendar year and do not roll over or accumulate.

Lease ¶¶ 9(i), 13; HUD Handbook 4350.3, chg. 4 Glossary; Federal Register, Vol. 63, No. 245, 12/22/1998, Fair Housing Enforcement – Occupancy Standards; Statement of Policy; A.R.S §§33-1368(G), 33-1378

1.7 Pets & Service Animals

All Residents and Guests are to observe and obey all clearly posted Pet and Assistance Animal related signage and instructions at all times. While Pets and Assistance Animals are very different in the eyes of the law *and* different rules apply to each category, the following guidelines apply to both categories of Animals while on campus.

Residents *must* submit a Pet Registration Request Form & Agreement *prior* to maintaining a Pet in their apartment.

Residents *should* submit an Assistance Animal Request Form & Agreement *prior* to maintaining an Assistance Animal in their apartment.

When leaving the apartment, animals must be on a leash or in a cage. The resident must maintain complete control of their animal(s) at all times. Residents *must* not allow Animals to approach other residents in common areas unless *specifically* requested. Residents *must* not enter an occupied elevator with their Animal unless *specifically* allowed by the occupant. Pets and certain types of Support Animals (*i.e.* Emotional Support Animals) are *not allowed* in the pool area. Service Animals *may be* allowed in the pool area *if* a specific Reasonable Accommodation Request has been made and approved. Please contact the Compliance Office if you need to request a Reasonable Accommodation for your Service Animal to enter the pool area.

Animals *must* use the dog park for all outdoor animal waste and must remain on sidewalks to and from the dog park. No landscape area is acceptable for walking and/or Animal waste usage. Residents who do not pick up and dispose of waste properly, or who allow or do not clean up any Animal marking on sidewalks or buildings, will receive a lease violation and

will be billed according to Section 4.10 below. If a resident's Animal has an accident in any interior or exterior common areas, the resident *must* call in a Work Order to request cleaning (*cleaning charges may apply*).

If Facilities will be working in the apartment and during any 48-hour notice of work, Animals *must* either be under the direct control of the resident, leashed, or caged during the work period. Animals *must* not bark or whine inside the apartment when minor and normal activity is occurring in the common hallways, and during normal interactions with other residents, staff, guests, or other Pets or Assistance Animals in the common areas of campus.

Residents with animals bear the full responsibility to ensure their Animal's behavior does not infringe on the rights of any other resident to the peaceful enjoyment of the premises.

Violations should be reported to the Compliance Office, and possibly reported to the City of Mesa Animal Control Center at 480-644-2268.

Lease ¶ 16; Pet Rules, Lease Attachment No. 4; HUD NOTICE FHEO-2020-01; Maricopa County Environmental Health Code, Chapter VI, Section 1, Regulation 4

1.8 General Provisions

a. Right of Privacy

Centennial Village will not disseminate, distribute, or provide resident data to anyone other than what is required by HUD for the purposes of providing the Housing Assistance Subsidy as outlined within the HUD 9887 & 9887-A and as instructed in writing by the lease holder(s) in the Authorization of Entry & Disposition of Asset Forms.

b. Non-Canvassing

Centennial Village prohibits postings, solicitations or canvassing of any kind on the property. No tenant or non-tenant may post signs, canvass, solicit or infringe on the privacy of residents. If a resident encounters solicitors on campus, please ask the person(s) to leave the premises, call the Mesa Non-Emergency Number (480-644-2211), and call the Compliance Office providing the date, time and location of the interaction.

c. Surveillance Systems

Centennial Village reserves the right to maintain surveillance cameras in any portion of campus that is not leased space. Camera footage is the sole property of Centennial Village and will only be used in the administration of the campus or the prosecution of crimes at the request of law enforcement.

RESIDENT POLICIES – Section 2

2.1 Self-Evacuation Policy

Residents are responsible for their decision to move to or remain at Centennial Village.

Centennial Village is not a licensed health care or assisted living community but an apartment community for independent senior adults, and it does not have the number of staff, nor staff with the professional training or credentials needed to physically transfer or evacuate non-ambulatory persons from harm in the event of an emergency. In the event of a fire or other emergency, residents are responsible for their own self-evacuation to safety.

2.2 Resident to Maintain Emergency Call System Contact Information

Residents are responsible for maintaining a current Emergency Call System Contact sheet at all times. Residents can update their contact information by submitting a completed form to the Compliance Drop Box, and Compliance Staff will update the information with the monitoring company within (2) business days.

If you have a medical emergency and are able, call 911 directly.

The Emergency Call System is for life and safety emergencies, and for major water leaks or plumbing backups nights and weekends. Residents who abuse the system for other than its intended purpose will receive a 10-Day Notice, or a Notice of Non-Renewal of Rental Agreement.

When your E-Call is pulled, a monitoring company will attempt to call the number you have listed on your form. If they do not reach you, Emergency Services (911) will be dispatched and will enter your apartment. If you answer the phone they will inquire as to the emergency you are experiencing and will contact 911 or Facilities Staff as appropriate.

While Centennial maintains the E-Call system and tests at scheduled intervals, Centennial cannot guarantee the operation of the system, nor that of the monitoring company. The E-Call system is an amenity offered, and Residents who wish to have, or are likely to need, a more robust, backup, or wireless monitoring system are encouraged to obtain, learn, and plan for, their safe occupancy of the apartment.

2.3 Resident to Maintain Authorization of Entry and Disposition of Assets

Residents are responsible for maintaining an apartment Authorization of Entry and Disposition of Assets form at all times. This form *must* list all individuals who are authorized by the Resident to enter the apartment and handle the residents' personal property in the case of the death, or inability of the Resident to continue living in the apartment. To update your Authorization of Entry and Disposition of Assets form, contact the Compliance Office.

If individuals listed on this form require Centennial to provide access, they should expect to wait (1) business days for their request to be granted and scheduled with Facilities Staff, and Lockout Charges listed in section 4.10 below may apply.

In the event that a Resident or their representative(s) abandons any possessions on the property after lease ending and/or possession of unit relinquished (other than an eviction)

and the Facilities Staff reasonably determines that the cost to move and store the possessions is more than its value, the Resident agrees that Facilities Staff may dispose of it immediately.

A.R.S §33-1314(F), 33-1370(H)

2.4 Duty to Report

Residents have a duty to promptly notify Facilities Staff of any and all situations or occurrences that require Centennial to provide maintenance, make repairs, provide pest control, correct, or otherwise take action. Failure to report can/may lead to a lease violation, including immediate termination, and possible charges for damages caused by the failure to report.

Residents have a duty to promptly notify Compliance Staff of any situation or occurrence that requires Centennial to modify, recalculate rent or terminate the lease agreement, lease attachments, Housing Assistance Payments or Resident registrations or agreements.

Lease ¶ 24; A.R.S §§33-1341(8), 33-1368(1)

APARTMENT POLICIES – Section 3

3.1 Resident to Maintain Apartment

Apartments are to be kept in the same general physical condition as when the lease is begun. No alterations will be permitted nor allowed to remain without previous written consent. Apartments must be clean, sanitary, and free of clutter or odor of any kind. All garbage is to be *double bagged* and removed routinely to the appropriate dumpster outside. Required repairs must be called into the work order system or entered online promptly.

Facilities Staff must be able to access all areas in need of repair, service or inspection without obstruction from clutter, obstruction from excessively large furniture or amounts of furniture, or having to clean or sanitize the area in order to provide themselves and their co-workers with a safe, clean working environment.

a. Front Doorways

No items may be placed in the common areas in front of, near or beside the front door (e.g. floor mats, flowers, bells, etc.). No items may be placed on the front or back of the door or door frame which attach to, damage, or obstruct the door, any hardware, or the signage. *Locksets may not be altered or removed, and no additional locking devices or barriers to operation of the Front Doorway are allowed at any time and are hereby expressly prohibited.* Residents wishing to hang items *must* use 3M Command Strips and *cannot* use nails or make holes in the door in any manner. Facilities Staff may instruct items to be removed from the door at any time, and any cosmetic or physical damage caused by the resident will be billed according to Section 4.10 below.

b. Self-Closing Device on Apartment Front Door

The front door of your apartment is equipped with a self-closing device and a smoke seal around the door jamb. These items are required by Fire Code and HUD, and may not be altered, modified, disabled, or tampered with; any of these items *will* result on a 5-Day Health and Safety Notice and/or an immediate or future Notice of Non-Renewal.

Residents are required to promptly notify Facilities Staff via the Work Order line should any of these items not function properly or be in need of repair or adjustment.

c. Patios

No items may breach or protrude beyond the plane extending above the patio edge or railing, except for an Approved Satellite Dish. No items may attach or rest upon the railing. No items may be attached to the ceiling of the patio. Patios may contain *only*:

- i. Outdoor rated furniture:
 - 1. 42” or smaller table
 - 2. Small patio chairs
 - 3. Lounge or chaise style chairs
 - 4. Rubbermaid Vertical Storage Unit Placed Opposite the Window
- ii. Plants in containers with drip pans resting on patio or table only
- iii. Chimes or plants hung from a freestanding base of adequate support
- iv. Small Hummingbird feeder on a freestanding base
- v. Outdoor rated decorations, appropriate for the season
- vi. Satellite Dish Approved by Centennial, on base or clamped to railing.
(Satellite Installation Approval must be obtained prior to installation by placing a Work Order)

All of the above *may not* cover more than 50% of the patio square footage and *must* Maintain Safe Conditions as outlined in section 3.2 below.

Staff reserves the right to disallow any of the above should it prove a nuisance to the peaceful enjoyment of other residents, cause damage, or cause additional cleaning or maintenance to be required. Damage caused by the resident will be billed according to Section 4.10 below.

d. Pest Control

Apartments are certified pest free by a licensed pest control contractor prior to leasing, and pest control educational materials are provided with the Applicant’s Document Request Packet. *Residents are fully responsible to maintain a pest free environment within their apartment, using the services outlined below.*

Residents are unconditionally prohibited from spraying or applying any pest control chemicals or products anywhere on campus, including inside their apartment, or from taking any measures or control techniques that constitute mitigation. Only Approved State Licensed Applicators may apply pesticides or

pest control measures at Centennial Village. A violation of this policy *will* result in a 5-Day Health and Safety Lease Notice and *may* be deemed a material and irreparable violation of the lease and good cause for termination of tenancy, the forfeiture of the security deposit, and possible damage charges.

Centennial provides the following services to aid the Resident:

- i.** Routine pest control treatment services are available bi-monthly (every 2nd and 4th week of the month) by a licensed pest control contractor at *no cost to the resident.* Requests are to be made via the work order system, and all routine requests will be scheduled for the next available service date.
- ii.** Special inspection requests (e.g. roach, bed bug, or other possible infestation) will be provided free of charge when *all three of the following requirements are met:*
 - 1.** Are requested through the work order system.
 - 2.** Are approved by Facilities Staff.
 - 3.** Are requested as promptly as conditions require.

Special inspections not meeting the above criteria will be charged to the resident at actual cost incurred.

- iii.** Infestations *must* be treated promptly by a licensed pest control contractor, approved by Facilities Staff. A predetermined treatment and cleaning schedule *must* be approved by Facilities Staff and maintained by the resident and contractor until the unit is deemed pest free.

Until the unit is cleared by a Licensed Pest Control Professional Approved by Facilities Staff, Residents, guests or caregivers of that unit may not utilize any of the common laundry amenities on campus nor enter any other apartment on campus, nor allow any guests or residents to enter their unit. Until the unit is cleared by a Licensed Pest Control Professional Approved by Facilities Staff, residents of a unit undergoing treatment are fully and solely responsible for all treatment and service costs due to their actions, regardless of campus location.

Infestation treatments are the sole financial responsibility of the resident and will be paid directly to an approved contractor or to Centennial as reimbursement for treatments by a licensed pest control contractor and/or other damage and services rendered during an infestation treatment according to Section 4.10 below.

Residents with infestations *will* receive a lease violation notice pursuant to our policies and procedures.

Lease ¶¶ 15(b)(c)(d)(e), 18, 19; A.R.S §§33-1341, 33-1342, 33-1369; HUD NOTICE H 2012-5

e. Secondary Appliances in Apartment

Secondary appliances utilizing a compressor, motor windings, or heating elements are not permitted (e.g. window or portable air conditioning unit, freezers, refrigerators, space heaters, etc.).

Lease ¶ 15(c)(f)

f. Moving Notification for Personal Property

Residents *should* notify the Compliance Office prior to moving any furniture, appliance, or boxes larger than 27.0 cubic feet (3'W x 3'H x 3'L) into, or out of, *any* apartment. Notification to the Compliance Office *should* be provided at least (1) business day prior to the moving event.

Moving Notifications serve three purposes:

- i. Protect the campus and common areas of the buildings from damage resulting from the moving of large, heavy or bulky items.
- ii. Identify prohibited items or items required to be inspected by Facilities Staff (pest infestations, etc).
- iii. Ensure residents are abiding by their lease agreement and maintaining the unit in the condition required.

3.2 Resident to Maintain Safe Conditions

Apartments, appliances, fixtures, drains, and air conditioning systems are to be used and kept in a safe manner and condition at all times.

Plumbing drains are to be used responsibly and with care (e.g. no food, grease, oil or coffee grounds are to be put down the drains). Food waste should be placed in the trash before washing.

Chemical Drain Cleaners of any type are specifically prohibited at all times (e.g. Drain-O) as it is harmful to the drainpipes and will corrode the drain line until it develops leaks.

Flushable wipes are not permitted as they do not break down and clog the main building drains.

Flammable liquids or gases, open flames (e.g. candles, incense), purpose-built combustibles (e.g. charcoal) space heaters or supplemental heaters of all types (including, but not limited to: oil, propane, kerosene, electric) are strictly prohibited within the leased premises, which includes the patio. Daily materials that are combustible (e.g. newspaper, boxes, mail) may not be stored in the apartment in excess of daily need.

Electrical systems (e.g. GFCI's, breaker panel) must be accessible at all times without the removal of any obstacles and must be used appropriately and without alteration (e.g. light bulb outlet adapters, grounding removal devices, high-amperage appliances, extension

cords, power strips).

Life safety systems (e.g. smoke detectors, emergency call stations, self-closing doorway, smoke seal, apartment identification signage, apartment locksets) cannot be altered, modified, or tampered with in any way, and must be used appropriately at all times. *Emergency Call Stations must be visible, easily accessible, not covered or blocked in any manner, and the pull string may not be taped, draped or altered in any way that prohibits activation, and must be within 12” of the floor in all situations.* The path to the bedroom and bathroom emergency call stations, and the call stations themselves, must be clear of obstructions.

Egress into, out of, and through the apartment must be maintained at all times for emergency personnel access, including, but not limited to a 32” wide path from the front door to the patio door, extending to the patio edge or railing, as well as underneath the bedroom window on both the interior bedroom and exterior patio side.

Pathway restrictions, trip and fall hazards, or items that may impede the safe movement within the apartment are prohibited.

Failure to follow any of these guidelines will result in a lease violation and damage charges according to Section 4.9 and 4.10 respectively below.

Lease ¶¶ 15(b)(c)(f), 20; A.R.S §§ 33-1341, 33-1342

3.3 Declaration of Heating and Cooling Limits

Centennial provides all cooling and heating to the apartments and pays all utilities included in the rental agreement. Centennial maintains set points engineered for our campus and equipment, and according to the equal distribution of services. Set points will not be changed except for routine maintenance or service, or in the event that a tenant submits a work order requesting to have a *lower* heating set point, or a *higher* cooling set point, thus *reducing the system demand*. Apartment temperatures are tenant controlled between 72-82° F in heating, and between 77-84° F in cooling. Apartment units automatically change between heating and cooling depending on the temperature in the unit. Centennial reserves the right to vary any set points to compensate for system load, repair work, or extreme outdoor air temperature at any time without prior notice.

Some settings are adjustable, and Residents are encouraged to call in a Work Order if they are uncomfortable. Residents should not make any adjustments to any equipment, including the air vents and registers in the apartment.

Lease ¶ 20; A.R.S §33-1342

3.4 Move Out Procedure

For the Apartment Security Deposit to be *eligible* for refund, residents must have already completed their first-year lease period, and all procedures outlined in this section *must* be followed. Failure to follow these procedures may result in the forfeiture of the Apartment

Security Deposit.

- a. Residents who intend to end their lease agreement voluntarily *must* submit a Notice of Intent to Vacate form **at least 30 calendar days** prior to the intended last day of lease. This Notice Period is Enforced and Rent is Due throughout this period.
- b. Residents who are required to end their lease agreement due to medical necessity and will be moving to a care facility of any kind or will be returning to live with family due to medical need, *must* submit a Notice of Intent to Vacate form **at least 15 calendar days** prior to the intended last day of lease. This Notice Period is Enforced and Rent is Due throughout this period.
- c. Should the sole Resident and lease holder of the apartment pass away while living at Centennial Village, HUD *requires* the subsidy payment of that apartment cease (14) days from the actual date of death of the sole lease holder. This is a HUD requirement, and Centennial Village may not alter this HUD guideline, and will work with the person(s) listed on the *Authorization and Disposition of Assets* form.

Residents are obligated by their lease agreement to pay rent through the date provided on the Notice of Intent to Vacate. The Compliance Office will process the HUD-50059-A removing the resident's subsidy from Centennial Village on this same date.

Once accepted by the Compliance Office, the Notice to Vacate is binding and the resident has given up the right to the lease, subsidy and apartment.

In the event that a Resident or their representative(s) abandons any possessions on the property after moving (other than an eviction) and the Facilities Staff reasonably determines that the cost to move and store the possessions is more than its value, the Resident agrees that Facilities Staff may dispose of it immediately.

Any and all *eligible* remaining portion of the Apartment Security Deposit and Apartment Pet Deposit will be certified mailed to the Resident within (14) business days after the completed move out. Damages withheld from the Apartment or Pet Security Deposit will be assessed per Section 4.10 below.

Lease ¶¶ 7, 9(a); A.R.S §33-1321, 33-1370(H); HUD 4350.3 Change 4 6-29(D)

ADMINISTRATIVE POLICIES – Section 4

4.1 One Product Policy

Centennial Village, through its Staff and Board of Directors, aims to provide the highest quality affordable housing possible.

In order to achieve this, Centennial provides one product, which is a 1-bedroom, 1-bathroom, utilities included, subsidized apartment.

Centennial provides maintenance services through our Facilities Office Work Order voicemail, and Compliance services through the Compliance Office voicemail and email. All Residents utilizing these vehicles to request service will receive the highest possible service.

4.2 Limitation of Liability

Centennial does not require residents to carry or maintain Renter's Insurance; however, it is *highly* recommended to all residents. Centennial is *not* liable for any of your personal belongings, food, furniture, electronics, etc. that may be damaged, destroyed, go missing, or suffer diminished value during tenancy, caused either by unforeseeable circumstances or failures, or by other residents' actions, unless allowed by law.

Centennial abides by the directives governing this paragraph as set forth in A.R.S §33-1315.

4.3 Resident Communications

Centennial communicates with residents via the Display Screens located in the Lobby of each apartment building, an automated phone and/or text message system, and/or color coded door hangers. It is the resident's responsibility to utilize the above systems to maintain an awareness of property notifications.

Residents are required to have a working telephone number and a working voicemail box during their tenancy for the Emergency Call system and for Centennial Staff communications. Residents not maintaining a working phone and voicemail box may be subject to a 10-Day Notice for interfering with the management of the property and/or billed for Staff time required due to a phone and/or voicemail being unavailable.

Notifications are available in English and Spanish.

Compliance Office

In order to maintain the required compliance documents with the greatest amount of accuracy and timeliness for each Resident, Centennial Village maintains a Compliance Office that is *available by appointment only*.

Residents needing to schedule a Recertification meeting or requiring assistance with a lease or payment issue are to leave a voicemail for the office at 480-833-6036 or by email at Compliance@CVsupport.org. All Resident requests will be responded to during office hours Tuesday - Thursday.

Documents that are requested by Compliance Staff are to be submitted to the Compliance Drop Box, via email or by setting up an appointment with the Compliance Office. Centennial *will not* return submitted documents as they are part of the tenant file and will be maintained and destroyed according to HUD requirements.

Annual Recertification: In order to maintain compliance with HUD, documents requested

by the Compliance Office for resident annual recertification must adhere to specific guidelines. These guidelines will be provided in the notice sent 120 days prior to the recertification month. If guidelines for required documentation are not followed, the resident's subsidy with HUD may be adversely affected. When the recertification letter is received, residents who have questions or concerns should contact the Compliance Office for clarification.

The HUD subsidy is independent of the Lease Agreement; should a resident fail to complete the subsidy renewal process, they are legally obligated for the full market rental amount which is increased by HUD guidelines each February 1st, and Centennial will pursue rent amounts due by all legal means and professional collection methods.

4.4 Facilities Maintenance Procedures

Facilities Staff will always leave their worksites as clean as initially found and will restore small items required to be moved when the work is completed. Compliance and Facilities Staff are not allowed to work without appropriate closed toed footwear, and Staff cannot remove or discontinue use of any essential safety items or tooling as the job requires. These requirements are not meant to convey any disrespect to the wishes of the resident, but to ensure the safety, insurability, and professional service standards set.

Residents will receive notice from the Facilities Office via the following methods:

Residents will receive a white door hanger any time requested or scheduled maintenance is conducted in their apartment, listing the items fixed or the status of a repair.

Residents will receive a yellow door hanger any time emergency maintenance is conducted in their apartment, listing the items fixed or the status of a repair.

Residents will receive notice of future scheduled work in their apartment, listing the day(s), time(s), and scheduled work items, by receiving either a green door hanger if the work or notice is isolated to a small number of apartments, or by receiving an automated phone call.

Facilities Staff will enter apartments in the following three instances only:

1. Resident submits a Work Order request via the phone system.
2. Facilities Staff have provided a 48-hour notice to the resident.
3. In case of emergency, without prior consent or notice from either party.

Facilities Staff will not respond to verbal requests for work orders. Only maintenance requests placed through the provided Facilities phone or online system will be processed.

Residents with an email address on file will receive a copy of their submitted work order as well as when their work order is closed or placed on hold.

All Work Order requests will be completed, scheduled, or acknowledged within (2)

business days of submission.

Facilities Staff member(s) will be On-Call during evenings, weekends and holidays to monitor incoming work orders for *emergencies only*. Residents are expected to make prior arrangements for the possible interruptions of air conditioning, heating, cold or hot water, refrigerators or elevator service. Facilities Staff *will respond in a timely manner*, but service will likely not be *immediate* and should *not be expected* by residents or family.

If Facilities responds to a Work Order and damage or negligence is attributable to the resident, damage charges as outlined in Section 4.10 below will be applied.

Lease ¶ 15(e); A.R.S §33-1343

4.5 Monthly and Quarterly Preventative Maintenance

Facilities Staff follows a thorough and consistent preventative maintenance program, in which every apartment air filter is changed monthly, and in which every apartment is fully inspected bi-annually. The Bi-Annual inspections occur in the following order:

A Building: January, July
B Building: February, August
C Building: March, September

Air filter changes and inspections are always preceded by a green door hanger or by an automated phone call providing residents with a 48-hour notice, and as a courtesy, will list the day(s) Facilities Staff estimate they will be entering the apartment, and list the scheduled work to be done.

These inspections serve two purposes. The first is for Facilities Staff to carry out necessary routine services (e.g. change air filter, test the smoke alarm, etc.), as well as to test and fix any items Centennial Village is responsible for maintaining. The second purpose is to ensure residents are abiding by their lease agreement and maintaining the unit in the condition required.

Units failing inspections (*see sections 3.1 and 3.2*) will receive lease violations as warranted.

Lease ¶¶ 15(e), 17; A.R.S §33-1343, HUD 4350.3 Change 4 6-29(A)3-4.

4.6 Resident Dispute Resolution Procedure

Centennial will address an individual concern with an individual Resident. Dispute Resolution is not to address a laundry list of concerns by a Resident or a group of Residents. Residents are advised to read and understand all lease documents, particularly the HUD model lease signed upon move in, as well as the House Rules, also signed upon move in. The Compliance Office will schedule a meeting to go over these documents with any prospective or current Resident.

To have any Grievance or Dispute Address, the Resident or Family *must*:

- a. Contact the Compliance Office via Voicemail or Email communicating both the nature and any pertinent specifics of the issue the resident would like addressed.

The Appropriate Department or Business Unit Manager will call or schedule an appointment with the resident within (2) business days of the request. The Appropriate Department or Business Unit Manager will provide a complete response or notice of additional time required to respond to the grievance or concern within (2) business days after the meeting occurs.

Should the responsible supervisor not be available within the listed time frame, Centennial may request that the resident allow Centennial more time to respond, or the General Manager for the property may fulfill the responsible manager's duties in responding to the Grievance or Concern.

Centennial reserves the right to suspend all verbal interaction and/or alter staff interaction guidelines and response timelines when a resident threatens or pursues legal action against Centennial or its Staff. In such cases, Centennial will notify the resident in writing of those changes and may require all communication be in writing and/or through the resident's attorney.

Any grievance submitted which is a police matter will not be pursued by staff or management unless directed by the appropriate law enforcement officials.

4.7 Rent Payment

Rent is due each month in full, without invoicing, or a request for payment. Payment is accepted in either of two methods:

- a. Automatic Deductions from a Bank Account: Rent payments made this way will be deducted from the Resident's account on the 4th of each month. A new authorization agreement *must* be signed every year upon recertification.
- b. Payment by Check: Rent payments made this way *must* be placed in the Compliance Office Drop Box *before* the close of business on the 3rd of each month regardless of the day on which it occurs (e.g. weekends, holidays). The exterior Compliance Office Drop Box is offered as a courtesy and the Resident uses this at their own risk. The interior Rent Dropbox is available when the Clubhouse is Open, Tuesday – Thursday 9 am – 3 pm.
- c. E-Money Order: Rent payments made this way will have the funds transferred directly from the resident's checking account to Centennial. Residents must request a payment coupon from the Compliance Office, or residents may download it themselves in the Resident Portal. This transfer must be complete on the 4th of the month or prior.

All rent payments will be batched and processed on the 4th of the month, or the first business day thereafter.

Any payment not meeting the guidelines above, or which is returned due to insufficient funds, will be considered late. Late rent will result in a lease violation.

Residents whose payment is late more than (3) times in any 12-month rolling period may have their lease non-renewed for repeated minor violations.

Residents whose payment is returned due to insufficient funds may be required to submit *all* future payments via certified funds (i.e. Money Order, Cashier's Check).

Lease ¶¶ 5, 6, 9(d); A.R.S §33-1321, 33-1368(B), 33-1371, 33-1314(C)

4.8 Damages

Centennial Village will maintain the apartments, provided appliances, and the campus on a routine basis. Items in need of service arising from normal and wear and tear as expected or experienced by Facilities Staff will be completed at no cost to the Resident.

Items in need of service arising from damage, neglect, unapproved alterations, misuse, or made substantially worse due to damage, neglect, unapproved alterations, or misuse, will be billed to the Resident at the actual rate of service and replacement cost, or a pro-rated basis of the actual rate of service and replacement cost when the item has a defined useful life expectancy.

Centennial reserves the right to bill for any and all services rendered (either by Facilities or Compliance Staff) to remedy any deficiencies caused by a Resident's violation of the guidelines outlined in these House Rules.

Damage and service charges are due in full at the next periodic rent cycle on the 4th of the upcoming month, and *must* be paid separately from rent. Centennial is under no obligation to offer, or to agree to, repayment terms; however, Centennial will accept the repayment schedule below, *if* requested by the resident *in advance* of the funds being due, and *if* there are no mitigating circumstances that warrant immediate collection of funds.

Damage Charge Amount	Maximum Repayment Terms
\$10 - \$50	(1) month
\$51 - \$100	(2) months
\$101 - \$150	(3) months
\$151 - \$200	(4) months
\$201 - \$250	(5) months
\$251 and above	(6) months

Unpaid damages may result in the cancellation of any Rent Auto Pay agreements, and a 5-Day Pay or Quit Notice being issued for the entire amount due. Damages may be paid by credit card at the sole discretion and approval of the Centennial Staff.

Services rendered by Centennial Village Staff will be billed at actual cost per hour as listed in section 4.10. Materials will be billed at actual cost, rounded up to the nearest dollar. Services rendered by a Centennial Village Contractor will be billed at actual cost, rounded up to the nearest dollar.

Lease ¶¶ 15(d)(e), 19; A.R.S §33-1369

4.9 Lease Violation Policies

When a resident and/or guest of a resident violates the Lease Agreement or the House Rules, they will receive a written notice outlining the items that must cease and/or must be corrected, and if applicable, the timeline for doing so.

All notices will be hand delivered, affixed or slid under the apartment door *and* certified mailed on the same day.

All notices that are corrected within the given timeframe will be recorded as a *minor violation* for that resident. Residents may receive (3) *minor violations* during any 12-month rolling period. After the 3rd *minor violation* within that 12-month rolling period, the resident *must* meet with Management to address their pattern of behavior, and Management *may* choose to non-renew the Lease Agreement at that time, based on the circumstances and nature of the violations. Upon the (4th) *minor violation* within a 12-month rolling period, the resident *will* receive a Lease Non-Renewal.

Some lease violations will result in the *termination* of the resident's lease, effective either immediately, or within 10-days of notice. These violations would include, but not limited to, repeated violations of the same or similar nature of a previous notice, severe damage to the property, willful disregard to the health and safety of the other residents, guests, or staff, or threatening or intimidating actions or language.

The HUD-Subsidy will cease the day the Lease is terminated or non-renewed. Any charges accrued thereafter will be billed at the current, full market rate for the apartment, not at the subsidized rate which the resident had been paying during the lease term.

Any resident remaining in the unit after the Lease has been terminated or non-renewed, or communicating their intent to do so, will have their case referred to Centennial's attorney.

4.10 Fees & Services

Payments for fees and services must be paid by a *separate* personal check, certified funds, or ACH agreement. Rent and other amounts due *cannot* be paid with a single transaction. Centennial Village is under no obligation to agree to repayment terms for any of the items or services listed below.

- a. Additional Apartment Keys: \$10.00/key
Apartment keys do not need to be returned upon move out. Residents receive (3) Apartment keys upon move in.
- b. Additional Mail Keys: \$15.00 for (2) Mail Keys w/ New Lock
Mail keys should be returned at move out. Mailboxes are rekeyed upon move out. Residents will receive (2) mail key upon move in or lock replacement. Centennial will not make mail key copies; residents may have those made at any hardware store or locksmith.
- c. Additional Building Keys: \$45.00/each
All Building keys must be returned upon move out. Failure to return all keys issued whether provided upon move in, or purchased, will be charged at the prevailing rate. Residents will receive (1) Building key upon move in.
- d. Additional Laundry Keys: \$15.00/each
All Laundry keys must be returned upon move out. Failure to return all keys issued whether provided upon move in, or purchased, will be charged at the prevailing rate. Residents may only receive a Laundry key for the floor they live on. Residents will receive (1) Laundry key upon move in.
- e. Additional Pool Keys: \$15.00/each
All Pool keys must be returned upon move out. Failure to return all keys issued whether provided upon move in, or purchased, will be charged at the prevailing rate. Residents will receive (1) Pool key upon signing the Pool Agreement.
- f. Bicycle Enclosure Access: \$10.00/month
Tricycles and large scooters should be kept in the Bicycle Enclosures. Bicycle Enclosure Access Fee will not be returned or pro-rated should a Resident lose the privilege due to violations of the Agreement or move out prior to the end of the monthly billing cycle.
- g. Laundry Access: \$24.00/month
Auto Draft Agreements will be setup annually, January to December, and should be renewed each year in December if access is to continue into the following year. Residents may signup or discontinue service with notice throughout the year.
- h. Replacement Laundry Access Key Fob & Programming: \$15.00
- i. USPS Parcel Locker Key Replacement: \$15.00
- j. Apartment Keybox Access with (1) Key: \$48.00 or \$4.00/mo for (12) months with Auto-Draft
- k. Lockout Service During Business Hours: \$15.00/occurrence
- l. Lockout Service After Business Hours: \$68.00/occurrence
Centennial reserves the right to discontinue lockout service for any resident at any time due to unprofessional conduct, interactions, expectations or recurring lockouts.

Residents have the right to call a professional locksmith when Lockout service is discontinued but are liable for all damages to any and all hardware.

- m. E-Call Reset For Non-Emergency During Business Hours: \$15.00/occurrence**
**Additional charges may apply, see item (u) below. No fees will be assessed for E-Call resetting after any actual emergency whether for medical, fire or property need. Fees are for inappropriate, accidental or negligent use where a resident does not reset their device and/or does not answer a staff member's phone call and requires a staff member to reset manually.*
- n. E-Call Reset For Non-Emergency After Business Hours: \$68.00/occurrence**
**Additional charges may apply, see item (u) below. No fees will be assessed for E-Call resetting after any actual emergency whether for medical, fire or property need. Fees are for inappropriate, accidental or negligent use where a resident does not reset their device and/or does not answer a staff member's phone call and requires a staff member to reset manually.*
- o. Apartment Door Rekey: \$55.00**
When a Resident requests their apartment to be rekeyed for any reason, this charge includes the new key core and (3) Apartment Keys, with work performed during business hours. This does not include any other hardware or cover any damage of any kind. If a door rekey is requested to be completed after hours, there will be an additional charge of \$84 for a Level 2 Technician After Hours/On Call.
- p. Parking Lot and Driveway Violations: \$35.00 minimum/occurrence**
- q. Animal Poop Pickup Violation: \$35.00 minimum/occurrence**
Animal clean up is a Health & Safety Item and is not pro-rated by time. \$35 minimum charge applies in all cases.
- r. Vehicle Sticker Registration Replacement: \$10.00/occurrence**
No fees will be assessed to residents who pre-emptively request a new registration sticker due to sun-damage discoloration or to register a new vehicle.
- s. Apartment Air Filter Replacement: \$15.00/occurrence**
This damage charge will be applied when a residents' behaviors or actions require the replacement of the apartment air filter prior to the monthly replacement schedule, to maintain the airflow in the HVAC unit and to prevent damage from occurring to Centennial's equipment. This is most often due to cooking with hot oils, humidifiers or animals.
- t. Compliance Staff Service: actual cost incurred, not to exceed \$52.00/hour**
Charges will be administered according to section 4.8 above. Billed in actual time administered.
- u. Facilities Staff Service: actual cost incurred, not to exceed \$98.00/hour/staff member**
Charges will be administered according to section 4.8 above. Billed actual time charge for the responding facilities staff member.
 - i. Facilities Technician – Level 1: \$45 Regular/\$68 On Call/After Hours**
 - ii. Facilities Technician – Level 2: \$55 Regular/\$84 On Call/After Hours**

iii. Facilities Technician – Level 3: \$65 Regular/\$98 On Call/After Hours

- v. Materials Cost: actual cost incurred, rounded up to the nearest dollar
Charges will be administered according to section 4.8 above.
- w. Licensed Contractor Service: actual cost incurred, estimated at \$105.00/hour
Charges will be administered according to section 4.8 above, for services provided by a state-licensed contractor meeting the bonding and insurance requirements set by Centennial.
- x. False Fire Alarm Activation: actual cost incurred
This fee may apply when the Mesa Fire Department or a Centennial Staff member(s) respond to a Fire Alarm activation for no actual emergency through the fault of an identifiable resident or guest, and where the resident or guest knowingly activated an alarm for no purpose.

No fees will ever be assessed for responding to any actual or perceived emergency. Centennial expects all residents to use their own good judgement in determining the use of the Fire Alarm System. Centennial abides by the directives set forward in A.R.S §33-1315.

- y. Attorneys' Fees: actual cost incurred
Attorney's fees will apply to any legal action required during, or post tenancy, and will be billed at the actual cost incurred. Estimated rates are as follows:
 - (a) Court Filing Fee: \$75 or actual charge.
 - (b) Attorney Fee for Eviction/Process Detainer to Judgment: \$180 or actual charge.
 - (c) Attorney Fee for Filing/Court Date Vacated: \$75 or actual charge.
 - (d) Process Serving: \$65 or actual charge.