



Vicinia Luxury Retirement Living **Resident Guide**

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Welcome to Vicinia Independent Luxury Living

Congratulations and welcome to your Vicinia Independent Luxury Living Community! As a part of our Vicinia Family you will get to enjoy all the luxury services and amenities available to you. In support of your independence, we offer personalized programs in wellness, recreation, life enrichment and personal development.

Please invite your friends and family to visit your new home – we have guest suites available for rental too! Along with privacy and comfort you will find and enjoy the many gathering and common spaces Vicinia has to offer. The Fitness & Wellness Center, Theatre/Chapel, Pub/Bistro, Salon and Spa are just a few of the experiences available to meet your new neighbors or to visit with old acquaintances.

This Resident Guide will give you an overview of the many services we offer and will be helpful to you as you learn about your new home. The Resident Guide is updated periodically, and you will be asked to add and/or remove pages as we improve and grow together. Please keep your Resident Guide where it can be easily located. The Resident Guide contains not only helpful information, but it also contains safety and emergency evacuation procedures. As per your Residence Agreement, it is your responsibility to follow and adhere to the policies and procedures described.

If you have additional questions, please contact any of the Vicinia Independent Luxury Living Team Members who will provide information or assist you as you familiarize yourself with your new home. Our Vicinia Team is committed to providing you the active lifestyle you deserve while lending a helping hand.

Thank you for choosing Vicinia Independent Luxury Living, *A neighborhood you can call home.*

Sincerely,
Your Executive Team

Access to your Home

As a resident, you control access to your home; however, it may be necessary for you to allow access at any time in case of an emergency. The Maintenance or Housekeeping Department will notify you before entering during routine maintenance requests and housekeeping services. They will also enter your Suite on your scheduled cleaning days. If you do not want Housekeeping to clean on your scheduled cleaning day, then just hang your “do not disturb” tag on your doorknob and you can forfeit your cleaning for that cleaning period. You will be put back into the next cleaning rotation schedule and no further action is required to make this happen. If you want the cleaning staff to return you may put in a written request and be willing to pay at the current hourly rate.

To assist in maintaining the highest level of access, control, and security, you will be requested to list the individuals you authorize to enter your home while you are absent, on vacation, or in the event of illness and/or transfer to a healthcare center or hospital. Please submit a “While I am away” form located in the mailroom anytime you know that you will be out for more than 12 hours. If possible, please provide information about where you may be reached in case of an emergency.

You will be provided with 2 door keys to your home upon move in and a key card with your picture on it to access most exterior entry doors including the main front sliding doors after hours. Any replacement keys or key card will cost \$25.00 each if lost or damaged.

In case of emergency, please call: 911

To contact the Concierge, please call: (810) 354-7050

To contact the Medical team, please call: (810) 347-0600

Address for your Residence

Vicinia Independent Luxury Living

4031 Vicinia Way

Suite _____

Fenton, MI 48430

If you want something mailed to the business office, please use same address with:

Attention: Business Office

Appliances

Your unit includes a microwave, refrigerator, dishwasher, oven/stove as well as its own washer and dryer. Thermometers are placed in your refrigerator and must be maintained and or replaced for your safety. Please notify us if your temperatures appear to be out of normal range. Fridge should be between 32 – 40 degrees, Freezer should be less than 32 degrees or able to freeze water.

Cable Television

Our exclusive cable television provider is Charter Spectrum Cable and hook-ups are located in each room. You can order service in your home by contacting Charter with the informational flyer provided upon move in. Charter Spectrum Cable will be scheduled to turn on services at

their earliest availability. Spectrum TV Select is included in your lease. If you want additional services, let Charter know and they will bill you directly for those additional services. All cable services and technical support are provided by Charter Spectrum Services (877) 571-0694. Please confirm they check in with Maintenance to allow access to IT Quadrants. It is your responsibility to return all equipment and cancel your account upon your move out.

Internet Access

Limited Wireless Internet access is available throughout our community. If your needs exceed the limited wireless access, then you may have to contact Charter directly to establish service and pricing.

Wi-Fi name: *Vicinia-Guest*

Wi-Fi password: *beourquest*

Common Areas

The common areas are located throughout the community and provide an excellent opportunity for activities and gatherings. You and your guests are encouraged to visit and enjoy all our common areas.

Currency

Cash and credit cards are accepted as a form of payment in various areas of the building, including but not limited to: The Vicinia Pub/Bistro, Store, and Dining. Credit cards may have a processing fee, and these will be posted.

We would love to have your guests to join us for Brunch and/or Dinner as well. To plan properly, please give our kitchen staff notification of plans for guests via the concierge, within 24 hours before, if possible. Meal vouchers for your guests may be purchased in Steffey's Pub for a reasonable rate.

Dining Services

Mealtimes are posted outside the dining area for Brunch and Dinner and are subject to change.

Pub/Bistro hours are posted outside of the Pub/Bistro and are subject to change.

Alcoholic beverages are allowed only in designated posted areas.

Any changes to mealtimes & pub hours will be posted for your notification.

The Vicinia Gardens dining room serves as a hub for our neighbors to come together, socialize, and share fellowship. We believe this fellowship is equally important to our mental well-being as nutrition is for our bodies. While we encourage you to savor the delicious meals prepared by our very own chef, you're also welcome to bring your own dish to personally enjoy. However, to maintain a safe and healthy environment for all residents, we kindly request that you refrain from sharing home-prepared meals within our common spaces, including the dining room.

Meal Ordering Policy

Meal Vouchers can be purchased at Steffey's Pub

"Green" To-Go Containers are a \$15.00 charge (initial & additional)
(to be switched out with each delivery/pickup or charged again)

Delivery Charges are \$10.00 per meal (if a "green" to-go container is switched out at delivery)
(an additional \$15.00 charge for a "green" to-go container applies if not switched out at delivery)

Pickup Charges are FREE per meal
(a \$15.00 charge for a "green" to-go container applies if not switched out at pickup)

Credit/Debit cards are accepted for to-go orders

Meal Periods: Brunch – 9:30am & Dinner – 4:30pm

Number for To-Go Orders: (810) 354-7328

Ordering Timeframe: To-go and Alternative Menu orders must be placed before scheduled mealtimes (Brunch by 8:30am and Dinner by 3:00pm). Any orders placed after these times will be delivered after the current meal service period is over.

Ordering Process: Resident will submit a To-Go Order Form to a server in the dining room or call the number above to place their order directly with the kitchen staff (provide name, date for to-go order, meal service (brunch or dinner), suite #, meal choice, and phone number to the server or voicemail box if no answer). A server will return the call to verify, provide their name to the resident, and place the order for the kitchen with the suite number.

Delivery Timeframe: Deliveries begin 30 minutes before scheduled mealtimes (Brunch at 9:00am and Dinner at 4:00pm).

Alternative Menu orders must be placed by 3:00pm. If after 3:00pm, the resident must wait until the end of meal service to receive their order. Option #1, Option #2, and Catch of the Day orders take precedence during all meal services (alternative options could be delayed).

If the resident is unable to answer their door or provide payment to Vicinia staff, they must place their order with the medical team for additional assistance.

If the resident has leftover food from the dining room, they must place it in their own to-go container or ask their server to cover it in tin foil or plastic wrap (Vicinia will not provide a to-go container for leftovers).

Dress

The common areas such as hallways, dining rooms, theatre, etc., are shared by all residents and guests. Please dress appropriately and be respectful of your neighbors. For instance, sleepwear of

any kind is not acceptable in public areas. Exceptions will be made for planned activities and themed dinners.

Emergency Response System

If you need emergency assistance anytime, day or night, the in-house 3rd party healthcare services staff can be alerted by pull cords in the bathroom (charges may apply if used on a regular basis without urgent need). Designed with your safety in mind, each residence is equipped with the Tek Care Emergency Response System.

Pendants are available for purchase for residents who choose to opt for onsite healthcare services with The Medical Team located on the 2nd floor.

Fire Safety

Fire safety and prevention are important to everyone who lives, works or visits Vicinia Independent Luxury Living. The building and your Suite are fully equipped with sprinklers and smoke detectors.

The Main Residences are also tied into a state-of-the-art monitoring system that reports directly to the local fire department. Fire Chief Voltz (Fenton Township Fire Chief) has assured us they will have personnel on site within 2-5 min of a triggered fire alarm from an actual emergency (ex: not burn toast or cooking issue). If you can safely evacuate the building in the event of an emergency, the gathering location (staging point) will be in the courtyard under the covered pavilion. If for any reason you do not feel you can evacuate safely, then remain in your room with the door shut and wait for further instructions from the fire department.

If an evacuation is ordered by the Fenton Township Fire Department, you will be notified as to evacuation procedures. If a total evacuation is called, all residents and staff shall assemble in the courtyard area under the covered pavilion and await further instructions.

If there is a fire in the building, the alarm will continue to sound. The fire doors in the hallways will automatically shut compartmentalizing the building into 14 different smoke and fire compartments. If you must go through a fire door after it has closed, touch the door for heat and look through the window before opening the door. Use the EXIT door or nearest stairway located within your area if possible.

If you cause smoke in your suite, (ex-burnt toast/popcorn), **don't** open the hallway door as this will trigger the hall detectors, which in turn can trigger the fire emergency services. Instead, open your exterior windows and turn on your bath fan to clear the air.

In case of fire inside your Suite:

1. Vacate your Suite immediately
2. Close the door behind you
3. Pull the closest fire alarm and notify staff of where you witnessed the fire
4. Exit your wing through a fire door or exit the building via the exterior EXIT door or stairway, whichever is nearest your Suite

If the general alarm sounds, and the hallways are filled with smoke:

1. Stay in your Suite
2. Keep the door closed
3. Place a wet towel or bed sheet against the crack at the bottom of your door to prevent smoke from seeping in
4. Stay low to the ground
5. Open your window and place or waive a white flag to notify fire personnel of your need for help

If you are in the hallway and notice smoke coming from under a doorway, locate one of the fire alarms pull stations and activate the alarm.

Random fire drills are conducted annually for formal staff training and certification of all equipment. This is to ensure alertness and proper protocol in the case of an emergency. We appreciate your patience during these tests and ask for your cooperation during the drill. Wherever you are in the building, be familiar with the locations of the nearest fire alarm pull station, the nearest fire extinguisher, and evacuation routes which are posted throughout the building.

We will communicate to all residents by way of iPad, channel 900, phone or some measure of communication if the alarm is a test or real emergency. We will communicate where the danger is so all can evacuate that compartment or exit the building. One of these methods will also be used to sound all clear when issue is resolved. Please familiarize yourself with the posted exit plans around the building.

Fitness-Runyan Fit & Yoga-Open 24 hours

No one is allowed under the age of 18 unless under close supervision of an adult. Class sizes may be limited, and resident(s) will be accommodated first.

Residents and guests will adhere to the rules and regulations posted in the fitness center and Management policies. The Fitness Center is not supervised. Resident(s) are solely responsible for their own appropriate use of equipment. Resident(s) shall carefully inspect each piece of equipment prior to use and shall refrain from using any equipment that may be functioning improperly or that may be damaged or dangerous.

Resident(s) shall immediately report to Management any equipment that is not functioning properly, is damaged or appears dangerous, as well as any other person's use that appears to be dangerous or in violation of Management Rules and Policies.

Resident(s) shall consult a physician before using any equipment in the Fitness Center and before participating in any aerobics or exercise class and will refrain from such use or participation unless approved by Resident's physician.

Resident(s) must accompany guests, and no glass, food, alcoholic beverages, pets, or black soled shoes are permitted in the Fitness Center.

Front Lobby Entrance

The entrance doors are open for residents and their guests during regular business hours. If your guests arrive after business hours, they will need to use the intercom system located in the air lock between the outside and inside lobby. This will automatically connect to your Suite's video intercoms or to a staff member that can let your guest in the building. If you would like to purchase additional keys or badges for family members, please see the concierge desk.

Good Neighbor Check

Your Suite is equipped with a sensor only motion detector. This allows us to complete a good neighbor check without you having to do anything but use your apartment. If there is no motion detected within a 12-hour timeframe in your Suite, we will check in with you just to make sure everything is ok. Please pause your good neighbor check if you will be away for more than 12 hours or overnight for a night or more. See the Concierge to submit a "While I'm Away" form which can be found in the mailroom.

Gratuities

The service provided by our staff is part of your monthly service fee. Staff are not permitted to accept significant monetary valued gifts or gratuities from you, your family, or friends. Should you feel the need to gift more than \$25, please see the Resident Director. Family may be notified.

However, a donation to the Staff Appreciation Fund with a note of appreciation to a staff member is always welcome. Our *Excellence in Action* box is in the mail room and these funds go towards purchasing shirts, treats, and more for our staff members.

Holiday Decorations

All holiday decorations should meet Fire code. Fresh trees and wreaths are *not* approved by the Bureau of Fire Services.

Housekeeping

Your Suite will be cleaned every other week. Upon moving in, you will be contacted by the Director of Housekeeping to explain what day you will receive housekeeping services. The following is a list of housekeeping duties performed:

1. Sweep and mop floors
2. Clean kitchen countertop and the exterior of your refrigerator
3. Vacuum carpets
4. Wipe down bathroom shower, toilet, and sink
5. Remove trash

Note that if you need to remove trash prior to your scheduled cleaning day, for any reason, you may utilize the trash room on your floor located off the hallways in each wing labeled trash room. Please secure your trash bags and double bag if any leaks or holes are discovered.

Additional housekeeping services are available, such as linen changes, laundry services, etc. Please complete a *Maintenance/Housekeeping Workorder Form* located across from the mail room. Submit this form to the concierge, and the Director of Housekeeping will contact you with more information.

Suites may request an annual or “deep” cleaning. The Maintenance Director or their representatives will contact you to schedule the time and date with your approval. Please complete a Maintenance/Housekeeping Workorder Form for a quote of the current hourly rate. Typical annuals take about 3 hours. The following *may* be included in this cleaning:

1. Dusting
2. Top of cabinets
3. Doors and windows
4. Blinds
5. Behind Refrigerator
6. Baseboards
7. Sweep and Mop
8. Light fixtures
9. Spot cleaning carpet

Please note we are not responsible to care for your pets, however, services can be added for an additional cost. Additional fees may apply for any pet waste or bodily fluid clean up.

Landscaping

Vicinia Independent Luxury Living, along with other community groups and landscape designers, have participated in the design and selection of planting and landscaping. This was done not only to ensure the beauty of our community but to also compliment the rest of the neighborhood. We greatly value your opinion on landscaping, which can be shared through comment cards or discussions with Maintenance or Resident Directors.

Lost and Found

You may turn in any found items and report any lost items to the Concierge at the Front Desk. Items will be held for 30 days then disposed of or donated.

Mail

Your mail will be delivered to your assigned mailbox in the mailroom.

Your mailing address is:

4031 Vicinia Way

Suite _____

Fenton, MI 48430

Mail is delivered and picked up daily (Monday – Saturday) by the U.S. Post Office. There is an outgoing mail slot located in the mail room on the first floor. Parcel lockers are also available for larger packages.

Be sure to have your mail forwarded with the U.S. Post Office if you no longer reside at Vicinia Independent Luxury Living. This service is available online.

If you lose your mail key, please report it to the Fenton USPS representative with a copy of your lease. As of the date of this document, the Fenton post office charges \$25.00 for a lock change which comes with 2 keys.

Modifications to your Home

We want your home to be exactly that, your home. If **you** wish to paint, wallpaper, or modify *anything* in your home, please complete a Maintenance Request Form located in the mailroom and turn it into the Concierge who will forward your request to the Executive Resident Director and the Maintenance Director for approval or discussion. The Maintenance Director will review changes with you and assist in the coordination of these services with our maintenance team. The resident will be billed at the current quoted rate per hour plus materials for both changes and restoration prior to work being done, and timing will depend on the availability of the maintenance crew.

Monthly Fees/Billing

Prior to the beginning of the month, you will receive an invoice for your monthly service fees. Your payment may be dropped off at the rent drop box located just around the corner of the mailroom on the first floor. Please review your Residence Agreement/lease for additional information regarding monthly service fees, late charges, etc. If you prefer, your invoice may also be mailed to a family member, financial advisor, or other responsible party. However, there is a \$5.00 fee for monthly billing to be sent via mail, but email statements are free of charge. Please let the Leasing Office know of any special arrangements you may need.

Please note that Vicinia Gardens does not control or monitor billing.
Please contact Assisti Care at (810) 629-9368.

Motorized Personal Vehicles

Motorized personal transportation must be used safely, and with consideration for others. Residents may be required to pass a motorized transportation vehicle safety evaluation. All motorized personal vehicles must be stored in Resident's Suite. All owners and operators of a motorized scooter, wheelchair or other personal device will be charged for any damage caused by negligence on behalf of the operator and/or owner. Only electric wheelchairs are allowed in the dining room. Please ask the Resident Director for measurements.

Patio/Balconies

Balconies and patios shall be always kept neat and clean. No rugs, towels, laundry, clothing, appliances, hot tubs, water features or other items shall be stored, hung, or draped on railings or other portions of balconies or patios. No misuse of the space is permitted, including but not limited to, throwing, spilling, or pouring liquids or other items, whether intentionally or negligently, over the balconies or patios.

Residents shall not display any signs, flags, exterior lights, or markings on the apartment. No awnings or other projections shall be attached to the outside of the building of which the apartment is a part of. We ask that you refrain from planting around the patios. All foliage must be in pots. Any changes to the exterior must be pre-approved by Management.

Parking

We may regulate the time, manner, and place of parking for all cars, trucks, motorcycles, bicycles, boats, trailers, and recreational vehicles. Motorcycles or motorized bikes may not be parked inside an apartment unit or on sidewalks, under stairwells, or in handicapped parking

areas. We may have unauthorized or illegally parked vehicles towed or booted at owner's expense under an appropriate statute. A vehicle is unauthorized or illegally parked in the apartment community if it:

1. Has any condition rendering it inoperable; or
2. Is on jacks, blocks, or has wheel(s) missing; or
3. Has no current license plate or no current registration and/or inspection sticker; or
4. Takes up more than one parking space; or
5. Belongs to a resident or occupant who has surrendered or abandoned the apartment; or
6. Is parked in a marked handicap space without the legally required handicap insignia; or
7. Is parked in a space marked for manager, staff, or guest at the office, or in an assigned carport; or
8. Blocks another vehicle from exiting; or
9. Is parked in a fire lane or designated "no parking" area; or
10. Is parked in a space marked for other resident(s) or unit(s); or
11. Is parked on the grass, sidewalk, or patio; or
12. Blocks garbage trucks from access to a dumpster; or
13. Belongs to a resident and is parked in a visitor or retail parking space

Pest Control

Vicinia Independent has a monthly cockroach and rodent program for pest control, and a perimeter treatment done two times annually. See pest control Section 3 located in this agreement.

Pets

Resident(s) may have certain approved small cats or dogs, 35 pounds or under. Resident(s) must be able to independently care for their pet. Pets are only allowed in resident suites, hallways, and outside areas. Please see Pet Section 4 in this resident agreement for the Pet Policy and charges.

Power Outage

Please note in the event of a power outage we have outlets in the community areas and some hallways to accommodate phone chargers, oxygen machines, etc. These are indicated with a red dot sticker. For your convenience during a power outage our Main Dining, Kitchen, Satellite dining rooms, corridors and all elevators will be operational including lighting, heating, and Air conditioning.

Rate Increases

Rate increases or decreases will be evaluated at the end of your lease agreement (month to month or annually, depending on your individual lease), with a minimum 30-day notice.

Refund Policy

In the event of a move out, if there are any funds due back to the Resident, they will be refunded within 4 to 6 weeks of move out.

Renters Insurance

Residents are required to insure the contents of their Suite. We can refer you to a company per your welcome packet. You also have the option of purchasing through a company of your choice. You must provide the certificate of insurance as well as any renewals.

Resident/Family Satisfaction

Everyone likes to hear about the things they do well, and the Vicinia Independent Luxury Living staff is no different. When you see or experience a staff member being particularly helpful or caring, please take a few minutes to complete an Excellence in Action Form. You can find these forms in the mailroom. Recognizing and rewarding superior customer service is valued at Vicinia Independent Luxury Living.

When concerns arise, you and your family members are encouraged to contact the Executive Director or any management team member for resolution. The entire staff at Vicinia Independent Luxury Living will always strive to make your residency at Vicinia Independent Luxury Living a positive experience. *Cause for Concern* forms are also located in the mailroom.

Resident Responsibilities/Code of Conduct

Along with your rights as a resident, you and your family have responsibilities that come with community living at Vicinia Independent Luxury Living.

These include:

1. Respecting the rights of other residents and Vicinia Independent Luxury Living employees

This means:

1. Treating employees, residents and their guests with courtesy
2. Making sure your use of television, radio, telephone, and other sources of sound does not interfere with other residents or their guests
3. Respecting the personal and family privacy of others
4. Complying with the pet policy
5. Complying with the motorized cart policy
6. Smoking only in the designated areas
7. Keeping Vicinia Independent Luxury Living staff advised of absences from Vicinia Independent Luxury Living or other scheduling issues (Please advise the Concierge when you plan to be away from Vicinia Independent Luxury Living)
8. Paying on time for all items and services you receive
9. Complying with dining etiquette

Everyone living, working, and visiting Vicinia Independent Luxury Living has a right to be free from harassment, a hostile environment, and discrimination.

Furthermore, Vicinia Independent Luxury Living will not tolerate an environment unwelcome conduct that is severe or pervasive as to interfere with:

The availability, sale rental, or use or enjoyment of our properties, or the provision or enjoyment of services or facilities in connection with our rentals.

Actions taken by management may include, but are not limited to, discontinuing, or suspending, permanently or temporarily, a paid/unpaid service or amenity and or eviction of offending resident(s). Actions that will be taken are based on the totality of the circumstances and factors that will be considered include but are not limited to the following:

The nature of the conduct: the context in which the incident(s) occurred; the severity, scope, frequency, duration, and location of the conduct; and the relationships of the persons involved.

Resident Satisfaction Survey

At regularly scheduled times, resident satisfaction surveys will be distributed to the residents of Vicinia Independent Luxury Living. Please complete these surveys and return them in a timely manner. Your responses will remain anonymous. Please be honest and answer all questions. The tabulated results of the survey will be shared with residents and staff alike. These surveys assist us in providing the best services possible for the residents of Vicinia Independent Luxury Living. Comment cards are also located in the mailroom.

Safety and Security

Vicinia Independent Luxury Living provides reasonable security by personnel and by video surveillance. Staff are on duty at night and make routine rounds and concierge locks the building every evening upon their departure. Residents are also asked to report any suspicious activity to the office or to the shift supervisor.

Medical Team-Private Third Party

Vicinia Independent Luxury Living leases a clinical space on the second floor to an onsite medical staff which is on duty at night for residents who opt in for their services. Their information is included in your welcome packet.

Salon and Spa Services

The Salon and Spa is a full-service salon. It is located on the second floor next to the elevators and is available to Vicinia Independent Living residents. Services will be invoiced on your monthly rental billing.

Services

If at any time you would like to discontinue a paid service provided by Vicinia Independent Luxury Living, please complete a Resident Amendment Form located in the mailroom and submit it to the Concierge. After validation that you are no longer using the services, we will process your request.

Smoking

Vicinia Independent Luxury Living allows smoking in designated areas only. Smoking of any kind is not allowed in the building, and you will be charged for smoke mediation per lease.

Life Enrichment Program and Calendar

Our life enrichment program has something for everyone. We encourage you to be involved and to attend any or all our activities. Please feel free to let our life enrichment staff know if there's a special activity you would like included in the monthly schedule.

Each month a program calendar for Vicinia Independent Luxury Living is published and distributed to all residents. It is also posted throughout the building. This calendar will be your guide for scheduled transportation, activities, recreation, entertainment, games, social events, etc. Please make us aware of any special requests.

You can download a copy of the activities calendar anytime from our website, www.viciniagardens.com. If you have an affordable lease, you may purchase a life enrichment pass from the Concierge.

Telephone

Telephone jacks are in your Suite. If you would like additional phone services, contact the Concierge for our vendors' services and charges. If you have a number from a previous address that you wish transferred, a port request form and a copy of your last bill are required. Please don't cancel your phone service until the phone line is transferred, as this will prevent the transfer which can take up to two weeks. A temporary phone number is available should you need one during this time.

Television

Big screen televisions are in many of the common areas. In our Bistro, we provide cable TV, so please enjoy the many channels offered. For example, we will be able to show all sporting events offered on cable TV in the Bistro. Basic cable will be supplied for the hookups that are available in each living room and bedroom. See Cable Television section. See Section 2 for service provider information.

Thermostat/Temperature Control

Each Suite is equipped with a thermostat so that you may independently control your temperature. We highly recommend keeping your fan on to circulate and regulate temperature and air flow.

Tornado Plan

In the event we are under a Tornado Warning, meaning a tornado was sighted in our area, you should take immediate cover. The important thing to remember when the tornado siren sounds is that you need to quickly move away from any windows and get to a safe interior area (for example: your bathroom). The more walls there are between you and the outside, the safer you are, in the event there is broken glass and/or other flying debris. If you can, it is recommended that you move to the lowest floor in an interior room without windows.

Transportation

Scheduled Vicinia Independent Luxury Living transportation for shopping and other various outings is arranged through the Life Enrichment Director and the transportation schedule is listed

in the monthly program calendar. To sign up for transportation, please see the sign-up sheets located on the first floor outside of the dining room.

Scheduled activities may be cancelled if a minimum of 5 residents do not participate.

Personal transportation arrangements need to be requested through the Resident Director at least 72 hours before needed. Milage costs for non-scheduled events are \$0.50 per mile for anything over 10 miles. Anything with prolonged waiting periods will be charged at the employee current hourly rate as determined by Assisti Care, LLC. Approvals for requests are based on availability. Availability is determined based on resources such as a driver, bus transportation, etc. Our bus has priority for scheduled events/outings. Therefore, we highly recommend MTA or planning with family, friends, or other residents in advance. MTA's phone number is (810) 780-8965.

Please note that Vicinia Independent Luxury Living reserves the right to cancel any type of transportation at any time if there is a safety concern due to weather or other reasons.

Emergency Work Requests

The emergency maintenance number is (810) 354-7100

Emergency and priority requests that should be reported immediately are:

1. Leaking water
2. Backed up drain/toilet
3. No heat or air conditioning
4. No electric service/electrical problems
5. Malfunctioning key, locks, doors

Section 1 – Staff Directory

The staff at Vicinia Independent Luxury Living are always available to assist with your needs. Please feel free to contact any of us. Phone numbers are provided upon moving in with your move-in packet.

Section 2 – Service Providers

Cable Company: Spectrum Charter - See Flyer

Phone Company: If you would like a landline phone, contact your director, or see concierge for rates and sign up. Fees may apply.

Section 3 – Pest Control

Inspection and Infestations: BY SIGNING THIS AGREEMENT, YOU REPRESENT THAT:

- YOU HAVE INSPECTED THE DWELLING PRIOR TO MOVING IN, OR PRIOR TO SIGNING THIS ADDENDUM, AND YOU DID NOT FIND ANY EVIDENCE OF ANY PEST INFESTATION INCLUDING ANTS, BEES, MICE OR BED BUGS INFESTATION

OR

- YOU WILL INSPECT THE DWELLING WITHIN 48 HOURS AFTER MOVING IN, OR WITHIN 48 HOURS AFTER SIGNING THIS ADDENDUM AND WILL NOTIFY US OF ANY PEST INFESTATIONS AS LISTED ABOVE

You agree that you have read the information provided in this and that you are not aware of any infestation of any type including but not limited to the presence of fleas, bed bugs or any other in your current or previous dwellings, furniture, clothing, personal property, or possessions. You also acknowledge that you have fully disclosed to us any type of infestation including but not limited to the presence of fleas, bed bugs or any other infestations or issues that you have experienced before or during your residency at Vicinia. If you disclose to us a previous experience with infestations or other pest related issues, we can review documentation of the previous treatment(s) and help you inspect your personal property and possession to confirm the absence to keep your new home free of such pests for the benefit of all residence.

Access for Inspection and Pest Treatment:

You must allow us, and our pest control agents, access to the apartment at reasonable times to inspect for or treat Pest as allowed by law. You and your family members, occupants, guests, and invitees must cooperate and will not interfere with inspections or treatments. We have the right to select any licensed pest control professional to treat the apartment and building. We can select the method of treating the apartment, building and common areas for Pests. We can also inspect and treat adjacent or neighboring apartments to the infestation even if those apartments are not the source or cause of the known infestation. Unless otherwise prohibited by law, you are responsible for and must, at your own expense, have your own personal property, furniture, clothing and possessions treated according to accepted treatment methods established by a licensed pest control firm that we approve. You must do so as close as possible to the time we treated the apartment. If you fail to do so, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Contract.

You agree not to treat the apartment for an infestation on your own without written consent from business director, maintenance, or head of housekeeping.

Notification: You must promptly notify us:

- of any known or suspected infestation or presence in the apartment, or in any of your clothing, furniture, or personal property
- of any recurring or unexplained bites, stings, irritations, or sores of the skin or body which you believe is caused by unknown sources, or by any condition or pest you believe could be in the apartment

Cooperation: If we confirm the presence or infestation of pests, you must cooperate and coordinate with us and our pest control agents to treat and eliminate them. You must follow all directions from us or our agents to clean and treat the apartment and building that are infested. You must remove or destroy personal property that cannot be treated or cleaned as close as possible to the time we treated the apartment. Any items you remove from the apartment must be disposed of off-site and not in the property's trash receptacles. If we confirm the presence or infestation of pests in your apartment, we have the right to require you to temporarily vacate the apartment and remove all furniture, clothing, and personal belongings for us to perform pest

control services. If you fail to cooperate with us, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Contract.

Responsibilities: If it is determined that you, your occupants, or guests were the source of the pest infestation, you may be obligated to pay all reasonable costs of cleaning and pest control treatments incurred by us to treat your apartment. If we confirm the presence or infestation of pests after you vacate your apartment, you will be responsible for the cost of cleaning and pest control treatments. If we must move other residents in order to treat adjoining or neighboring apartments to your apartment, you may be liable for payment of any lost rental income and other expenses incurred by us to relocate the neighboring residents and to clean and perform pest control treatments to eradicate infestations in other apartments. If you fail to pay us for any costs you are liable for, all of which shall be construed as additional rent, you will be in default, and we will have the right to terminate your right of occupancy.

Transfers: If we allow you to transfer to another apartment in the community because of the presence of an infestation, you must have your personal property and possessions treated according to accepted treatment methods or procedures established by a licensed pest control professional. You must provide proof of such cleaning and treatment to our satisfaction.

Section 4 – Pets

No animals (including mammals, reptiles, birds, fish, rodents and insects) are allowed, even temporarily, anywhere in the apartment or apartment community unless we have so authorized in writing. If we allow an animal, you must sign a separate animal addendum, which may require additional rents, fees, or other charges. You must remove an unauthorized animal within 24 hours of notice from us, or you will be considered in default of this Lease Contract. We will authorize support and/or service animals for you, your guests, and occupants pursuant to the parameters and guidelines established by the Fair Housing Act and the HUD regulatory guidelines. You must not feed stray or wild animals on Vicinia Property.

Resident Acknowledgment of Receipt of Resident Guide

I/We acknowledge that I/we have received a Resident Guide and have had an opportunity to ask questions regarding the policies and procedures included in the Resident Guide.

I/We also acknowledge that when revisions are made, I/we will update the Resident Guide with these revisions.

Resident Signature

Resident Signature

Date

Date