THE ENCORE AT WHEATON STATION

RESIDENT HANDBOOK






ALLEN & ROCKS, INC.

"WE PUT OUR HEARTS IN OUR HOME"

ALLEN & ROCKS EST 1948

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Dear Resident,

The Encore at Wheaton Station originated as The Wheaton Place Apartments back in 1964. We operated this community very successfully for over 45 years and to ensure the continuation of our success we have made a multimillion-dollar investment in the redevelopment of this popular apartment community. While we have made significant changes to the physical property, one thing has not changed… our commitment to delivering award winning exceptional resident services. We consistently strive to exceed our residents' expectations by providing the highest level of customer service, quality maintenance service and response and innovative management programs.

It is our pleasure to welcome you to your new home at The Encore at Wheaton Station and to express our thanks for the opportunity to serve you. Our staff has been selected for their professionalism and knowledge of property management and we believe you will find they will measure up to your standards.

Allen & Rocks, Inc. is constantly striving to keep our communities in excellent repair. Should you notice something that needs attention, or you have a need for maintenance service in your new home, please contact the staff at the Leasing Center and they will happily respond to your request.

In our effort to make The Encore at Wheaton Station an attractive and pleasant place in which to live, we ask that you take the time to read the enclosed Resident Handbook so that you are aware of the policies and procedure of your apartment home community.

If you have any questions at all, please don't hesitate to call or stop by the Leasing Center. We are happy to help you.

Welcome Home!!!

Office Hours

Spring/Summer Hours:	Monday- Friday	9:00 a.m. - 5:00 p.m.
	Saturday	10:00 a.m. - 4:00 p.m.
	Sunday	**CLOSED**
Fall/Winter Hours:	Monday - Friday	9:00 a.m. - 5:00 p.m.
	Saturday	10:00 a.m. - 4:00 p.m.
	Sunday	**CLOSED**

***Office hours are subject to change.**

Leasing Office Mailing Address, Phone and Email

The Encore at Wheaton Station
10898 Bucknell Drive
Silver Spring, MD 20902
(301) 933-1130 - Fax (301) 933-1179 www.encorewheatonstation.com

Rent Payment Policy

All rents are due and payable on the first day of the month at the Management Office. Payments must be in the form of a personal check, money order, or certified check. Cash will not be accepted. The total rent and other fees due must be paid by one leaseholder only. The Management Office will not accept two individual payments. Rent is late on the 2nd day of the month. Payments must be in the form of a money order or certified check after the 5th day of the month. If your check is returned for insufficient funds, a $35.00 processing fee and late charges will be assessed. At that time no personal checks will be accepted for payment of rent for that month. You will then no longer be permitted to pay rent with a personal check. Thereafter, rent must be paid with a money order or certified check. Rental payments received after 5:00 p.m. on the 1st day of the month will result in the filing of an unlawful detainer in rent court. **LEGAL FEES AND COURT COSTS ARE DEFINED AS RENT IN YOUR LEASE AND MUST BE PAID TO AVOID EVICTION.** A late fee of 5% will be added to the amount of the rent after the 10th of the month.

Pets

We currently allow up to two pets per apartment. If you wish to move into the Encore at Wheaton Station with a pet, you **MUST** complete the Pet Addendum application before doing so. If you wish to obtain a pet after having moved in you **MUST** complete the Pet Addendum application as well. Without prior written permission, harboring a pet will be considered a violation of your Lease Agreement. Prince George's County Ordinance requires that all pets be on a leash when they are outside of your residence. It is also your responsibility to dispose of all fecal matter, dirt or debris left or caused by your pet.

- **Pet Stations**

It is the resident's responsibility to dispose of all fecal matter, dirt or debris left or caused by their pet. Pet Stations are located throughout the property. Residents must

pick up their pets and place the waste in the baggies that are available at the pet station.

Renter's Insurance

Our Lease Agreement requires that every resident obtain the protection afforded by Renter's Insurance. Renter's Insurance protects your personal belongings in the event of fire, flood, water damage, theft or other damaging events or acts of nature.

For the protection provided, Renter's Insurance is relatively inexpensive and very reasonable. Insurance companies and policies offer a variety of coverages. Some will protect the belongings in your apartment from damage or theft. Other policies offer the added protection of theft from your car, no matter where it is parked when the theft occurs. Credit card theft is also protected by some policies.

While we do not want to think about a fire or flood destroying our home, it is possible and can happen from time to time. The Management provides insurance coverage for the physical structure of the interior and exterior of the apartment. So please be sure to secure Renter's Insurance for your personal belongings.

If you already have Renter's Insurance, make sure that your coverage corresponds to your current possessions. If you've purchased a new piece of furniture or valuable item, you'll want to make sure that your insurance covers all of your possessions in the event of loss. In addition, contact your insurance company if you move to keep your policy up to date.

Vacant Notices

Written notices should be submitted at least two (2) months prior to your vacate date. We accept written notices **only** on the 1st day of the month. Should the written notice be improper, you will be financially responsible for all rent, which may be due in accordance with your lease. Once you submit your written notice this is your permission for management to rent your apartment. You will receive a vacate acknowledgement letter that will explain what must be done to secure the refund of your security deposit. A preliminary and final walk-through inspection of your unit will be scheduled when you submit your vacate notice. **Notice to vacate may not be rescinded.**

Parking / Towing / Visitor Parking

Ample parking is available throughout the community. Parking is not allowed on any of the curbs inside the community. All vehicles parked at The Encore at Wheaton Station must be parked legally, properly tagged, and always permit properly displayed compliance. All vehicles belonging to residents must be registered with The Encore at Wheaton Station. Vehicles must always be in good operating condition. Any vehicle **not in compliance with the above will be towed at the owner's risk and expense.**

Absolutely no vehicle repairs, oil changes, washing vehicles, or inoperable vehicles are permitted throughout the community at any time.

Resident Parking

Parking permits will be provided to each leaseholder at the time of move in. The permit is a decal that must be placed either on the passenger side of the upper rear window or the passenger side of the upper corner of the front windshield.

If you obtain another vehicle that replaces your current vehicle, you must remove the parking permit from the old vehicle and return it to the office to receive a new permit. You must also provide proof of purchase for the new vehicle and sale or disposal of the previous vehicle. We will not provide a new permit without proof of sale/disposal for the old vehicle.

Visitor Parking

If you have a visitor, a Temporary Visitor Parking permit is required. Only one Temporary Visitor Parking permit will be provided for each apartment address. To acquire a temporary visitor parking permit, residents must pick up the permit during regular business hours, which include Saturdays for your convenience. We will not issue a temporary parking permit to your visitor. **Residents will be required to sign the parking permit and provide a vehicle description. The temporary parking permit must be hung from the rear-view mirror only**. The permit is issued for 30 days and can be reused until it expires. Only one (1) temporary permit will be issued at this time. Unfortunately, we do not have enough parking spaces to accommodate several visitors.

Additional Occupants

Only those persons whose names appear on the lease may occupy your apartment home on a regular basis. Please notify the office if you have a visitor that will be staying for longer than a week. Residents that wish to add additional occupant(s) to the lease must contact the Leasing Center. New occupants 18 years of age and older will be required to complete an application, pay an application fee, and qualify for residency. Please contact the Leasing Center for details on the Occupancy Standard for your community.

Service Request

Requests for service can be made by either visiting our website at https://encorewheatonstation.com/ and click on resident portal on the upper right hand side of the screen, delivering a written request to the Management Office or by calling the Management Office during the posted hours. Please do not give your maintenance request to any of our staff since all requests must be scheduled through the Management Office.

We make every effort to respond to maintenance requests within twenty-four hours. If there is a larger number of requests for service, priority will be given to the most serious requests.

Please **DO NOT** use the emergency number to report routine maintenance problems.

If you see anything on the property in disrepair, please contact the Leasing Center.

If you do not receive a satisfactory response to your request or if you wish to know what action was taken, please do not hesitate to let us know. Your comments, both positive and negative, are invaluable to us.
On occasion, maintenance requests and service calls are submitted by residents, the cost of which may be the resident's responsibility. To prevent future misunderstandings, should you be billed for a service call, please be aware that The Encore at Wheaton Station is responsible for all routine maintenance and repairs due to normal wear and tear. Residents are responsible for those repairs necessitated by other than normal wear and tear, including, but not limited to:

- damage caused by unreported leaks
- indelible stains on carpets caused by spills
- holes in walls caused by carelessness or through intent
- plumbing fixtures clogged with non-flushable objects
- broken windows, torn screens
- damaged vertical blinds
- damage caused by any leaseholder, occupant or guest

As a resident, you have the responsibility of maintaining your apartment and keeping your premises in a clean and habitable condition. This includes a minimum of regular floor care, cleaning the kitchen cabinets, cleaning behind major appliances, vacuuming the carpet, cleaning the bathrooms, and cleaning fixtures, doors, windows, and floors on a regular basis.

Emergency Maintenance

The Encore at Wheaton Station provides a 24-hour Answering Service that receives calls for the community at (301) 933-1130 and refers *emergency* calls to the maintenance staff after regular business hours and on weekends and holidays.

The following are considered **EMERGENCY SITUATIONS**:

1. A major water leaks.
2. No heat.
3. Fire in your apartment home or in another apartment home; call 911.
4. Gas odors; Phone Washington Gas at (703) 750-1000.
5. Lock Out; Go to the Leasing Center. If the Leasing Center is closed, call (301) 933-1130. There is a charge of $25.00 for lockouts after 7:00 p.m. Monday-Thursday and after 5:00pm Friday-Sunday and holidays. If you do not have cash, checks should be made payable to Allen & Rocks, Inc.
6. Please note that lack of air conditioning is not an emergency unless you have a respiratory condition confirmed by a doctor.

Please ONLY call the after-hours number for an emergency. Regular maintenance calls should be reported to the office. We will respond as quickly as possible.

- **Please refrain from contacting the staff directly at home.**
- **Waterbeds or Water filled furniture are not allowed. +**

Alterations

Management must approve any alterations or improvements to your apartment that you wish to make. If you plan to paint your apartment home a different color, you must obtain permission from management. You will be required to return it to the original color prior to your move out date. Strippable wallpaper is limited to borders only. It is your responsibility to remove the wallpaper prior to your move out date.

Light Bulbs

Management will furnish bulbs in all lighting fixtures at the time you take possession of the apartment premises. We will replace light bulbs for a 12-month period after that residents must purchase their own light bulbs. Bulbs used in lamps must not be over 60 watts to prevent a fire hazard.

Patios/Balconies

Patios are not storage areas. Management allows you to have only a reasonable amount of seasonal furniture and potted plants. Plastic or blow-up swimming pools are not allowed on the common grounds or on your patio. *Living room and Dining room furnishings are not allowed on balconies or patios at anytime.

We ask for your cooperation in dealing with bicycles, and other miscellaneous toys as well as all other personal articles. Such articles, when not in use, must be stored within your apartment home. Our goal is to give patios, balconies, and lawns an attractive and uncluttered appearance, which will help eliminate potential liability caused by tripping hazards.

- **Bicycle Racks**

The Encore at Wheaton Station provides bike racks throughout the property for your convenience. Please attach the bike with a chain and lock. Use at your risk.

Trash Removal

The Encore at Wheaton Station provides trash pickup for the trash compactor. After placing trash in the compactor, please close the doors to prevent animal rummaging. **Do not** set mattresses, furniture, or other bulk items in or around the compactor. If you would like to dispose of your used furniture or donate the items to charity, please decide to do so.

- **To help eliminate unwanted pests in/or around your apartment home please do not store trash on your patio or within your apartment.**

Small children should NOT be allowed to take trash to the trash compactor since they will not be able to reach the opening.

Recycling

Recycling containers for glass, aluminum products, paper and cardboard are located at the trash compactor. Please do not place trash in the Recycle containers because that will contaminate the recyclable materials. We have additional recycling containers in the parking lot for your convenience.

What Do We Recycle?

1. Metal cans (soda cans, etc.)
2. Glass bottles (clear, green, and brown) and Plastic Bottles
3. Newspapers, Cardboard and White Paper

For the safety and convenience of all residents, the following rules regarding trash and recycling disposal must be always followed.

- All trash must be bagged and placed inside the trash compactor.
- Boxes must be broken up to fit easily in the recycling container.

Installation of Antennas and Satellite Dish

Our community is serviced by Verizon and Comcast Cable. The installation and use of antennas is prohibited. Any such antennas that are erected on the roof or exterior walls of the buildings will be subject to removal without notice. Residents who wish to install a satellite dish must obtain approval from management before installation.

Extermination

This service is free, if you have a pest problem, please call the Leasing Center immediately to be put on the schedule for treatment. You should have no problems, provided you keep your dishes clean and remove your garbage daily. **It is not wise to keep old newspapers and paper bags in your apartment as these items attract roaches, ants, etc.** The use of shelf paper in your cabinets should be limited to non-adhesive paper, as the glue on shelf paper with adhesives attracts roaches, ants, etc. This will also eliminate the possibility of insects in your apartment and your neighbor's apartment.

Heating and Air Conditioning

Do not enter the utility closet in your apartment where your furnace and A/C is located. Your furnace has a disposable filter that will be changed by our maintenance staff every 3 to 4 months. There is an additional switch in your utility closet that resembles a light switch. **Do not tamper with this switch as you will lose electricity to the fan motor and have no a/c or heat.** Please do not store any items in the furnace closet located in your apartment. This creates a fire hazard as well as interfering with the operation /maintenance of the furnace and a/c unit.

Mold Prevention, Treatment and Disclosure Policy

As stated in Rule 42 of your Lease, all residents must take certain precautions regarding mold. It is Allen & Rocks, Inc.'s (the "Company") goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the risk of mold in your residence. This Mold Prevention, Treatment and Disclosure Policy (this "Policy") contains important information and establishes responsibilities you are required to undertake as a resident.

1. **ABOUT MOLD.** Mold is found virtually everywhere in our environment, both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms and have existed practically since the beginning of time. Mold breaks down organic matter in the environment, using the product

as food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing, and other materials. When excess moisture is present inside a residence, mold can grow. As a result, appropriate precautions must be taken to prevent mold buildup.

2. **PREVENTING MOLD BEGINS WITH YOU.** To minimize the potential for mold growth in your residence, you must do the following:

   - *Keep your residence clean* – particularly the kitchen, the bathroom(s), carpets, and floors. Regular vacuuming, mopping, and use of household cleaners to clean hard surfaces are important to remove dirt and debris that harbor mold or provide food for mold.

   - *Throw away any moldy food as soon as it is discovered*. Make regular inspections of your refrigerator and cabinets for the presence of moldy food.

   - *Remove visible moisture accumulation on windows, walls, ceilings, floors, and other surfaces as soon as possible*. When cooking in open pots turn on the kitchen's exhaust fan, or open the kitchen window when the outdoor weather is "dry" (meaning, not raining and low humidity; that is, when the humidity level is below 50 percent). Prior to showering turn on the bathroom exhaust fan (for those of you who have one), or open the bathroom window if the outdoor weather is "dry" (as defined above), and keep the fan on while showering. While showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. After completing a shower or bath, wipe moisture off of shower walls, shower doors, the bathtub, and the bathroom floor; leave the bathroom door open and leave the exhaust fan on until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and hang up towels and bathmats so that they completely dry out.

   - Leave space for air flow in closets. Packing closets full of boxes or items stacked against the closet walls or up to the closet ceiling prevents air flow and contributes to the possibility of mold growth.

   - Periodically open windows on days when the outdoor weather is "dry" (as defined above) and the outdoor temperature is 60°F or higher, to reduce indoor moisture levels.

   - During warm weather (over 79ºF) it is imperative that you close all windows and use air conditioning.

   - *Promptly notify the Company in writing, and in accordance with Section 19 of your Lease, about any air conditioning, heating, or plumbing or mold problems you discover*.

- ***Inspect your residence monthly for signs of mold growth.***

In addition, you must not:

- *Close or block air conditioning/heat registers, nor restrict air flow from those registers with furniture or other personal property.*

3. It is important to prevent excessive moisture buildup in your residence. Failure to promptly identify leaks or sources of moisture that might accumulate can lead to mold growth behind walls or in the ceiling. Sources of moisture may include:

- Rainwater leaking from roofs, windows, doors or exterior walls, as well as standing water;
- Overflow from showers, bathtubs, toilets, sinks, dishwashers, washing machines, dehumidifiers, refrigerators or air conditioning system condensation lines;
- Leaks from plumbing lines or fixtures;
- Leaks into walls or under flooring due to failing or missing grouting/caulking around showers, tubs or sinks;
- Washing machine supply line and discharge line leaks;
- Plant watering overflows;
- Pet urine;
- Beverage spills, cooking spills, and steam from cooking;
- Leaks from dryer discharge venting; and
- Insufficient drying of carpets, carpet padding, shower walls, and bathroom floors.

4. IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), clean the area(s) with soap (or detergent) and water, allowing the area(s) to dry, then apply a pre-mixed, spray-on type household product that kills mold, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scent), Tilex Mildew Remover, or Clorox Cleanup (Note: only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying products that kill mold without first cleaning away the dirt and oils from the

surface is like painting over old paint without first cleaning and preparing the surface.

Clean and apply a household cleaner that kills mold to an area 5 or 6 times larger than any visible mold because additional mold spores may be adjacent, but not yet visible to the naked eye.
A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to remove non-visible mold spores from porous items such as sofas, chairs, drapes, and carpets—provided the fibers are completely dry. Machine washing or dry cleaning will not remove mold from clothing. We recommend disposing of clothing that has any mold.

5. **DO NOT CLEAN OR APPLY HOUSEHOLD PRODUCTS THAT KILL MOLD TO:**

    - Visible mold on porous surfaces such as sheetrock walls or ceilings; or
    - Areas of visible mold, larger than 10 square feet, on non-porous surfaces.

    If you discover mold on porous surfaces or areas of visible mold, larger than 10 square feet, on non-porous surfaces, immediately notify the Company, in accordance with Section 19 of your Lease, and we will take appropriate action in compliance with applicable law.

6. **COMPLIANCE.** Complying with this Policy will help prevent mold growth in your residence. If you have any questions regarding these instructions or the information in this Policy, please contact the Management Office.

Use of Common Areas

In order to maintain a safe and enjoyable living environment at The Encore at Wheaton Station loitering, littering, and smoking in the common areas is prohibited. The common areas include: the hallways, the front entrance way of each building, and the parking lot areas. If any resident, visitor, or guest are found in violation of this policy, it is considered to be a violation of your lease and subject to the appropriate remedies.

Building Entry Doors

The building entry doors are controlled access. The doors are not to be propped open at any time. Resident key fob must be used to enter the building. Please contact the leasing office to have your phone number programmed into Door King. Please press 9 on your telephone keypad to let your visitors into the building.

Replacement Fees

Apartment Key	$25.00
Key Fob	$15.00
Mailbox Key	$15.00

Please refer to your Lease Agreement and/or Lease Addendums for restrictions.

Appliances

Your apartment is furnished with a variety of appliances for your comfort and convenience. Additional large appliances (i.e. freezers) **ARE PROHIBITED**.

Washing Machine: Please use proper soap levels, use detergent specifically made for High Efficiency washers, liquid detergent works best. Check the hoses on a regular basis to be sure they are secure, and do not overload the washing machine with clothing.

Dryer: Please remember to empty the lint filter of your clothes dryer after each use. Failure to empty the lint filter will lengthen the drying time and therefore increase your utility bill. Not emptying your lint filter is also a fire hazard.

Oven: The ovens in your apartment are self cleaning ovens. Follow the directions provided with the oven for proper cleaning. Do not use any oven cleaner on the interior surface of the oven. Do not cover the racks with any material. The surface burners and grates should be removed and cleaned on a regular basis. Use a mild soap to clean the exterior surfaces of your oven.

Garbage Disposal: Please do not put any bones, potato peels, rice, lettuce, or hard solid objects in your garbage disposal. Always run cold water when using the disposal.

Dishwasher: It is necessary to rinse your dishes to some extent before putting them through a washing cycle. This will ensure thorough cleaning. Be careful not to cover up the round area located in the bottom of the dishwasher, as this area must be clear to operate properly. Use detergent specifically designed for dishwashers.

Microwave: Follow the operating manual directions provided to you. **Do not place any metal containers in the microwave.** Clean the interior and exterior as necessary with mild soap and a wet cloth.

Refrigerator: Your refrigerator is "Frost Free" and does not require defrosting. The temperature adjustment for the refrigerator and freezer is located inside the top refrigerator temperature section. It is recommended that the refrigerator and freezer be set in position number 5. Then adjustments can be made, if needed. It is necessary to always keep your refrigerator clean. This helps to prevent bugs, etc. from making your kitchen their home.

Security

Criminals are opportunists. They take advantage of unlocked doors and windows. Therefore, to protect our belongings and ourselves we must take precautions such as keeping doors and windows locked and belongings put away. Apartment home living requires vigilance on the part of everyone since you are not only looking out for yourself, but for your neighbor as well.

1. Identify the person at the building entry system BEFORE you open the door.
2. After gaining entry to the building using your key fob do not hold the building door open for a person who is not familiar.
3. SOLICITORS ARE NOT PERMITTED ON THE PROPERTY AT ANY TIME.
4. Do not hesitate to call the police. If you see or hear anything suspicious. After contacting the police notify the Leasing Center as soon as possible.
5. You may **not** install additional alarm systems or additional locks without the written permission of the Management.

Common sense and caution, if exercised by all of us, will ensure the security of everyone in our community.

Smoke Free Policy

Resident agrees NOT to: Carry or smoke a lit tobacco or marijuana product or inhale vapors from, or otherwise allow vapors to be emitted from a non-electronic or electronic smoking device, in the Premises or in any interior or exterior area within the rental community.

Smoke Detections

For your safety, we strongly recommend that you check the battery in your smoke detector every 2 months. If the detector starts beeping, it is signaling that the battery needs replacement. Please notify the Leasing Center and we will replace the battery for you free of charge. Management will provide smoke detectors for the hearing impaired upon request.

Things to remember about fire prevention:

- Keep matches and lighters out of reach and away from children.
- Never, ever, smoke in bed or in overstuffed upholstered chairs
- Do not wear loose-fitting or easily ignitable garments when cooking.
- Do not let grease build up on your stove or oven.
- **Do not, at any time, cover your smoke detector or remove your battery.**

Outdoor Cooking and Grilling

Use of outdoor cooking grills and/ other cooking outdoors is prohibited. Grilling and cooking on balconies and patios are not allowed under any circumstances.

Prohibited Storage Items

Absolutely no inside storage of combustible fluids, vehicle batteries, or gasoline operated appliances (this includes motorcycles) is allowed.

Bathtub Care

To maintain shine and ease of cleaning for all bathroom fixtures, routinely clean with a liquid or foaming detergent or disinfectant diluted as required by manufacturer. Cleaners should not contain abrasives, as they are one of the leading causes of wear and will dull the surface.

Strong chlorine products such as X-14, Bleach, Tilex, Ajax, Comet, Fantastic, Formula 409, Lime Away and Mildew-X **should NOT be used**. Left on any surface can cause discoloration. Surface should be scrubbed with a sponge or non-abrasive white fiber mesh pad. Non-skid safety surfaces can be easily cleaned with the same detergent as the tub, with the use of a medium to stiff nylon brush.

Cleaners that can be used are: Soft Scrub, liquid Comet, Bon Ami, Lysol Tub Cleaner, Dow Tub Cleaner, Ivory Dishwashing Liquid, K7 Multipurpose Cleaner and Fiber Clean. Use Cleaners sparingly and wipe your bathtub dry after use. DO NOT use hair or clothing dyes. Always lift your bathmat after use.

Carpet Care

As a Resident, you have the responsibility of maintaining your apartment home and keeping your -premises in a clean and habitable condition. One of those responsibilities includes maintaining the proper care of your carpet.

Your carpet should be vacuumed at least once a week and cleaned every 6 months. Apartment carpet should last up to five (5) years or more in an apartment home and our industry calculates replacement based on a five (5) year period. Carpet replacement requests will only be made after (5) years of residency in your apartment home. Once a year during a home inspection and when your apartment home becomes vacant your carpet will be inspected. Except for normal wear and tear, the Resident will be responsible for damage done to the carpet and will be charged accordingly.

Interior Noise at Multifamily Properties

Please be advised that these buildings are **NOT** soundproof. You will hear involving routine sounds associated with living in a multifamily setting, such loud voices, heavy footsteps, doors slamming, dropping objects on the floor, and small children playing.

Please refer to your lease to understand the conditions of peace and quiet enjoyment of your living space.

The Montgomery County Office of Landlord-Tenant Affairs, 240-777-0311, can help with questions regarding your reasonable expectation of peace and quiet enjoyment of your living space.

Maximum Allowable Noise Levels in Montgomery County
Measured outside at the property line

Daytime:	**Nighttime:**
Weekdays: 7am - 9pm; **Weekends & Holidays: 9am - 9pm**	**Weekdays: 9pm - 7am;** **Weekends & Holidays: 9pm - 9am**

- **Resolving Noise Control Issues**

Step 1: Determine who to contact to report the issue:

Contact MC311 to:

- Report noise violations occurring during regular business hours
- Report noise disturbances from animals

Contact the police non-emergency line at 301-279-8000 if noise disturbances happen outside of regular business hours.

Fitness Center

The Fitness Center is open 7 days a week, 24/7. The facility is for residents only; guests are not permitted. Children under 16 are not permitted, please refer to the Fitness Center Rules and Regulations or additional instructions.

Resident Lounge

The Resident Lounge is open during normal business hours for residents to utilize. The lounge has free Wi-Fi, games, and a flat screen television for residents to enjoy.

Cyber Café

The Cyber Café is open during regular business hours. Two desktop computers, internet access, free Wi-Fi and color printer are all available for resident's use.

DIRECTORY OF LOCAL SERVICES

Wheaton Public Schools:

Glen haven Elementary - Grades K-6
10900 Inwood Avenue
(301) 649-8051

Sligo Middle - Grades 7-8
1401 Dennis Avenue
(301) 649-8121

Northwood – Grade 9-12
919 University Blvd. W
(301) 649-8088

AREA SERVICES

POLICE, FIRE & RESCUE
EMERGENCY 911

Local Fire Marshall	(204) 777-3000
Police Non-Emergency	(301) 279-8000
Poison Control	(800) 492-2414
Gas Emergency Number	(703) 750-1000
For General County/ Court or Tax Information	(240) 777-1000
For General School Information	(301) 279-3100
Pepco Electricity Customer Service	(202) 833-7500
Minol	1(888) 636-0493
Comcast Communications (cable service)	(301) 424-4400
Verizon (telephone service)	(301) 954-6284
Washington Suburban Commission (water & sewage billing)	(301) 699-4555
Holy Cross Hospital	(301) 754-7000



Refer your Family, Friends and
Co-Workers to Receive a $500 RENT CREDIT!

Have your referral mention your name on their FIRST contact / visit. Sixty days after your referral has moved in, you will receive a $500 rent credit applied toward your account.

Contact the Leasing Center at (301)933-1130 for specific details.

THE ENCORE AT WHEATON STATION
RESIDENT REFERRAL PROGRAM

Tips For Pest Control



<u>Don't invite pest into your home:</u>

- **Keep your home as clean as possible, sweep or vacuum often, especially after meals and under appliances or furniture.**
- **Remove old boxes and papers. The fewer places' roaches can hide the better.**
- **Use stick (glue) traps to find areas where roaches may be hiding.**
- **Put screens over windows, vents, floor drains and ducts.**

<u>Don't feed pest:</u>

- **Store food in sealed containers. Never leave food, crumbs or trash uncovered anywhere in your home. Avoid leaving dirty dishes out overnight.**
- **Use a trash can with a tight lid. Avoid placing your trash can under the sink. Empty the trash can often. Put garbage in closed plastic bags.**
- **Rinse beverage and food containers before you recycle or throw them away.**

<u>Don't give pest water:</u>

- **Fix leaky faucets and drains.**
- **Avoid leaving standing water out anywhere, whether in bathtubs, stopped-up sinks, or soaking dishes.**