



RESIDENT HANDBOOK

Watercrest at Shadow Creek Ranch Independent Living

11745 Broadway St.
Pearland TX, 77584

WELCOME!

Watercrest at Shadow Creek Ranch welcomes you to your new home! In order to help you become familiar with the variety of services available at Watercrest at Shadow Creek Ranch this Resident Handbook has been developed to make your orientation a smooth and pleasant experience.

If for any reason you are unable to find the answer to your questions in the Resident Handbook, please do not hesitate to call the Concierge in the Main Lobby. They will be able to refer you to the appropriate person on our Management team. The Management team is always willing to assist you in every possible way to make your experience more enjoyable and satisfying.

Changes to the Resident Handbook may be made from time to time and distributed to you. We ask that you place new "inserts" in your binder so that you will refer to the most recent item. If there are any discrepancies between the Resident Handbook and your Residency Agreement, the provisions in the Residency Agreement shall govern.

Again, welcome to your beautiful community!

Sincerely,

Executive Director and Management Team

TABLE OF CONTENTS

| | |
|--|----|
| WELCOME | 2 |
| INTRODUCTION | 5 |
| INTEGRATED PROPERTY MANAGEMENT | 5 |
| ABSENCES FROM YOUR APARTMENT | 6 |
| ACTIVITIES, TRIPS AND ENTERTAINMENT | 6 |
| ADMINISTRATIVE AVAILABILITY | 6 |
| ALTERATION OF APARTMENTS | 6 |
| APARTMENT COMMON AREA DOOR DECORATIONS | 7 |
| APARTMENT DOOR DECORATIONS | 7 |
| APPLIANCES | 7 |
| AUTOMOBILE PARKING | 7 |
| BEAUTY SALON | 8 |
| CHANGES IN HEALTH STATUS | 8 |
| CHILDREN | 8 |
| COMMUNICATION | 8 |
| CONCIERGE | 9 |
| DINING SERVICES | 9 |
| DRESS | 10 |
| DRY CLEANING SERVICE | 10 |
| ELEVATORS | 11 |
| EMPLOYEE RELATIONS | 11 |
| ENTRANCE AND EXIT DOORS | 11 |
| FACSIMILE USE | 11 |
| FAIR HOUSING | 11 |
| FIRE ARMS AND WEAPONS | 11 |
| GRATUITIES, GIFTS AND TIPPING | 11 |
| GUEST REGISTER | 12 |
| GUEST ACCOMMODATIONS | 12 |
| HEATING AND AIR CONDITIONING | 12 |
| HOUSEKEEPING SERVICES | 13 |
| INSURANCE | 13 |
| INTERNET SERVICE | 13 |
| KEYS/DOORS | 13 |
| LIBRARY | 14 |
| LOST AND FOUND | 14 |
| MAIL/MAILBOXES | 14 |
| MAINTENANCE REQUESTS | 14 |
| MEETING ROOM RESERVATIONS | 15 |
| MONTHLY SERVICE FEE AND EXTRA CHARGES | 16 |
| MOTORIZED VEHICLES | 16 |
| MOVING OUT | 16 |
| NEWSPAPER | 16 |
| NOISE | 17 |
| NOTARY PUBLIC | 17 |
| PERSONAL SERVICE PROVIDER POLICY | 17 |

| | |
|---|----|
| PEST CONTROL | 17 |
| PETS | 17 |
| PHOTO RELEASE | 18 |
| POLICY CHANGES | 18 |
| POST OFFICE | 18 |
| RELIGIOUS LIFE | 18 |
| RESPIRE CARE | 19 |
| SAFETY | 19 |
| SECURITY | 20 |
| SMOKING POLICY | 21 |
| SOLICITATION | 21 |
| STORAGE SPACE | 21 |
| SWIMMING POOL AND SPA | 21 |
| TELEVISION | 22 |
| TRANSPORTATION SERVICE | 22 |
| TRASH REMOVAL | 22 |
| UTILITIES | 22 |
| VALUABLES | 22 |
| VOLUNTEERS | 22 |
| WAITING LIST | 23 |
| RESIDENT HANDBOOK RECEIPT AND ACKNOWLEDGEMENT | 24 |

INTRODUCTION

Watercrest at Shadow Creek Ranch is a non-licensed community for active seniors 55 and better who desire a carefree lifestyle with choice services and amenities.

Watercrest at Shadow Creek Ranch is a four story building consisting of apartment homes designated for Independent Living. Floor plans include one, two and three bedroom apartments. All apartments are equipped with full sprinkler system and smoke alarms. Every apartment has a full-size kitchen with a refrigerator, oven/stove range, dishwasher and microwave, individual heating and air conditioning systems, and other amenities.

Common areas in the Clubhouse includes a large dining room; cafe; salon; wellness/exercise room; activity rooms; media room; library; sitting areas throughout the community; as well as outdoor covered swimming pool and courtyard with flowers, plants and trees.

The Executive Director oversees the daily operations of the community. The Management Team also consists of a Director of Sales & Marketing, Business Office Manager, Resident Lifestyle Director, Dining Services Director, Signature Lifestyle Manager, and Maintenance Supervisor.

INTEGRATED PROPERTY MANAGEMENT

Watercrest at Shadow Creek Ranch is managed by Integrated Property Management, LLC (IPM), a Texas-based seniors' housing company owned and operated by industry leaders with extensive experience in senior living. IPM promotes campus-based senior living and is a progressive leader through its management concepts and knowledge of all aspects of the senior housing spectrum. IPM is located at 3110 Southlake Blvd, Ste. 120, Southlake, TX 76092.

ABSENCES FROM YOUR APARTMENT

If you plan to be away from the Community for an overnight or extended absence, we ask you inform the concierge desk of your absence.

ACTIVITIES, TRIPS & ENTERTAINMENT

The Resident Lifestyle Director is responsible for providing a fully developed, balanced schedule of programs and services based on particular needs and interests of all residents. The programs will include weekly and monthly activities, outings and scheduled transportation.

The Resident Lifestyle Director coordinates the posting of information on the activity boards and in the monthly newsletter. Please see the activity board for updated notices and changes to the calendar. Please note the Resident Programs Department welcome your suggestions about the activities program anytime.

Group fitness classes are held in designated locations provided to you by the Resident Lifestyle Director. Shopping trips and dinner/lunch outings occur on a routine basis. To make a reservation for a trip/outing, sign up with the Concierge in the Main Lobby. Charges for any trips will be due no later than the day of the trip. The majority of community activities are free and open to all interested residents. However, lunch or dinner outings are paid for by the resident.

The community newsletter lists a schedule of all upcoming trips and daily activities. Before the first of each month, a newsletter including an activity calendar inside will be distributed to each resident box. Activity calendars and newsletters are available at the Concierge desk at all times and can be mailed to families.

We ask that all residents and guests act responsibly at activities and events. This includes drinking alcoholic beverages in moderation.

ADMINISTRATIVE AVAILABILITY-If applicable

Business hours are Monday - Friday 8:30 to 5:30, but a designated Associate is available to assist you 24 hours per day. In addition, the Executive Director, Signature Lifestyle Manager, and Maintenance Supervisor are on call at all times for emergency purposes.

Many of the administrative office functions of the Community are handled in the Business Office and Executive Director office located on the first floor near the Main Lobby.

ALTERATION OF APARTMENTS

If you wish to modify your apartment you must obtain permission from the Executive Director. Alterations such as adding built-in fixtures, changing light fixtures or paint change **MUST** receive approval and guidance from the Executive Director before the work may proceed. Once approval is given, the work may be done at your expense. The cost of returning the apartment to its original state will, in most cases be chargeable to your account. Installed floor coverings and blinds are the property of the Community and may not be changed without prior approval from the Executive Director. No Structural changes or additions may be made to the exterior of the building.

Decks/Balconies/Patios: For apartments featuring a deck/balcony or patio, the following policy applies: residents may decorate their patio/deck/balcony; however, management reserves the right to remove items that may pose a safety hazard or negatively impact the aesthetics of the Community. Residents may not attach anything permanent to the exterior of the building. Due to fire hazard, grills are not allowed on decks/balconies. Towels, bathing apparel and clothing should not be placed on patio/balcony/deck railings.

APARTMENT COMMON AREA DECORATIONS

The Community has decorated the hallways and alcoves throughout the apartment common areas. In order to maintain the overall appearance of the community we ask for your cooperation with the following guidelines:

- Please do not place live plants in the apartment hallways or common areas. You may place a live plant immediately outside your apartment door.
- Please do not place personal belongings/furniture in apartment hallways or common areas, windowsills, or on the carpet or tables, except as noted in "Apartment Door Decorations."
- For your safety and the protection of those around you, the use of portable space heaters and burning candles is strictly prohibited. Safety inspections may be conducted on occasion to ensure that appliance usage, wiring, and operation of appliances and fixtures is safe.

Following these guidelines will provide continuity in the decor throughout the community and avoid the risk of personal items being moved or removed.

APARTMENT DOOR DECORATIONS

You may wish to make the entrance to your apartment unique and inviting. Please consider the following guidelines when decorating your apartment door and door entry area:

- You may place a decoration/wreath on your apartment door. Please use a wreath hanger, fish line, or suction cup. Please do not place a nail in your door or on the walls beside your apartment door.

APPLIANCES

Your apartment is furnished with all major appliances including ceiling lights, heating and air conditioning unit, and kitchen appliances. All additional appliances that you bring in must be in good working condition and operated safely. Please be sure appliances are turned off when leaving your apartment. Appliances furnished by the Community will be maintained, serviced and repaired at the Community's expense EXCEPT in the case of damage due to negligence or misuse by the Resident or Resident's guests. Residents are not allowed to install or use supplemental air conditioning equipment or heaters.

AUTOMOBILE PARKING

Available options for parking may include garages, carports, podium parking, and open parking. Open parking is on a first come, first served basis and the spaces cannot be reserved. Garage, Carport, and Podium parking are available for a monthly fee which can be found in your Ancillary

Services Addendum in your Residency Agreement. Non-handicapped and handicapped parking spaces are available all around the building to provide parking for residents, guests, and visitors. Parking in an unauthorized space or fire lane may result in towing of the vehicle at the owner's expense.

If you have a Third Party Provider working for you in your apartment, please inform them to park in open parking areas. As outlined in the Residency Agreement, the third party provider must abide by the Third Party Provider Policy.

Residents wishing to keep a car at the community will need to show a valid driver's license, proof of insurance, and vehicle registration upon request. Resident must be able to move their vehicle in the event of an emergency.

BEAUTY SALON

The beauty salon is operated by licensed, private operators. Appointments can be made directly with the salon. Residents are billed directly by the salon and payment is due upon services rendered.

Our full service salon provides a range of beauty/barber services. Tipping is acceptable, but must be handled directly with the beauticians as they are not Community Associates. Please call the salon directly for hours of operation and to schedule an appointment.

CHANGES IN HEALTH STATUS

If you experience a sudden or gradual change in health condition, including permanent deterioration in your health, you may transfer to one of our licensed Assisted Living communities to receive scheduled support services to improve the quality of life you enjoy on a daily basis. If you need help moving to our licensed community, we can assist you with scheduling your move. Transfers to our licensed communities can be arranged by notifying the Executive Director for availability and residency agreement considerations and changes. You will not pay a second Community Entrance Fee in order to transfer.

CHILDREN

Residents are responsible for the conduct of their guests and families. All guests must be accompanied by a resident while in common areas. See also Guests.

COMMUNICATION

We value your feedback and input, and it's also a priority for us to ensure that you feel you have all the necessary information to fully enjoy the wide scope of services and amenities at the Community. The following are examples of various methods of communication that are available to you and enable your voice to be active throughout our Community.

Executive Director: The ED and other department managers are available to discuss any concerns, suggestions or compliments. Contact the Business Office Manager or Concierge to schedule an appointment to meet with the ED or a department manager.

Resident Council-If Applicable: The Community has a Resident Council that meets monthly to

discuss community-specific items and events. The Council also includes several sub-committees. If you are interested in joining the Resident Council, we can let you know when the next nomination/election process will begin. Council meetings are closed to the at-large resident population and are attended by the Executive Director and/or other department managers, when applicable.

Town Hall Meetings: All residents are encouraged to attend monthly Town Hall Meetings which allow for open forum information sharing by the Executive Director and/or other department managers. Because of the large number of attendees, Town Hall Meetings are not intended for use as a forum for discussing or voting on sensitive topics, nor are they an appropriate forum for airing personal grievances or concerns. Residents who want to communicate and resolve a specific concern are encouraged to schedule a personal appointment with the Executive Director.

Resident Newsletter: The community newsletter highlights special news and events at the Community, along with interesting facts and activities. Resident contributions to the newsletter are encouraged and are included at the discretion of the Executive Director. Any contributions to the Newsletter become property of the Community. The newsletter is distributed on a monthly basis.

Suggestion Box: We value your comments and suggestions. A suggestion box is located outside the Arts and Crafts room and available for your ideas and feedback. Please include your name and contact information on your suggestion in order for us to follow up with you. The suggestion box is monitored regularly for submissions.

CONCIERGE

The Concierge is located on the first floor of the Main Lobby. The Concierge phone number is (832) 956-8000.

The following services are available at the concierge desk:

- Completion of housekeeping or maintenance Work Order Requests
- Payment of Monthly Statements
- Inquiries about mail, pick up of certified/registered mail and packages
- Reservation of Guest Rooms and Meeting Rooms
- Lost and Found
- Dry Cleaning Services
- Photocopy and facsimile service
- Copies of handbooks, menus, activities calendars and newsletters

DINING SERVICES

We believe in creating a dining environment for residents and their guests that provides them the opportunity to socialize; relax; and enjoy well-balanced, nutritious meals. It is the goal of the Dining Services Department to consistently strive to maintain a dining program that ensures meals are attractively served in a hospitable, efficient, and satisfactory manner.

Dining Options

Main Dining Room: Breakfast is served 5 days per week, Monday- Friday; and lunch is offered 6 days per week, Monday - Saturday. Holiday dining hours will be posted in advance of the holiday. For health and safety reasons, no pets will be allowed in the dining room at any time.

Main Dining Room hours are as follows:

| | |
|---|-----------------|
| Complimentary Continental Breakfast-Dine-In only | 8:00am - 9:00am |
| Lunch | |
| Dinner- <i>If applicable</i> | |

See Resident Newsletter and Calendar for Day and Time
11:30am - 1:30pm

Guest Meals

We encourage family members and friends to join residents during mealtime in the dining rooms. To make Guest Meal Reservations, please contact the Concierge in the Main Lobby 24 hours in advance. You may pay by check or we can bill the meal(s) to the resident's account. For Guest Meal pricing contact the management office.

Cafe

We offer an on-site cafe for your enjoyment, located on the first floor in the Main Lobby.

Menus

Our menus run on a five - six week cycle. The current day's menu is posted in the Main Dining Room, and is available with the Concierge in the Main Lobby. On special occasions and holidays, a different menu may be offered. Alternate menus will be posted when changes are made to the menu.

Meal Delivery Service

Residents who occasionally desire meal deliveries may contact the Concierge to arrange for delivery. There is a charge for meal deliveries that can be added to your monthly billing statement. See the Additional Services and Fees appendix to the Residency Agreement.

DRESS

Please be respectful of other residents and dress appropriately while using common areas. Residents are expected to dress in acceptable casual (street) clothes and wear shoes and shirts when frequenting public areas of the community, such as hallways, lounges, dining room, activity and recreational areas. Residents are requested not to be in public areas in curlers, bathing suits, bathrobes or other sleep apparel. Meals: please come to the dining room dressed in clothing appropriate for public gatherings. Visitors to Watercrest at Shadow Creek Ranch may use common areas and dining services so long as they are dressed appropriately and tastefully. Management may use its discretion in determining what is appropriate and inappropriate for both residents and guests, and may enforce this dress code accordingly.

DRY CLEANING SERVICES-If Applicable

The Community has an arrangement with a local dry cleaner to provide dry cleaning services for residents. If you are interested in this service, please contact the Concierge in the Main Lobby for details. Your dry cleaning will be delivered to your apartment.

ELEVATORS

There are elevators in the building. In the event of a fire emergency, please follow instructions provided by staff or local emergency personnel and do not attempt to use the elevators in the event of a fire.

EMPLOYEE RELATIONS

Courtesy and helpfulness are fundamental expectations of community Associates at all times. Please direct any concerns about employee conduct to the director in charge of that department (see the Management Personnel directory at the end of this Handbook). If the department Manager is unable to assist, please contact your Executive Director.

ENTRANCE AND EXIT DOORS

With the exception of designated doors, all exit doors are locked from the outside. To enter or exit the building, please use the specified entrance/exit doors. In the case of emergency, you may use designated emergency exits. Visitors must enter the building through the front lobby and sign the guest register at the front desk.

FACSIMILE USE

The Community has a fax machine that is available for residents to send and receive information. The Concierge in the Main Lobby will assist you.

FAIR HOUSING

The Community complies with all state and federal regulations regarding Fair Housing and Human Rights.

FIREARMS AND WEAPONS

In order to ensure the safety and well-being of all at the Community, the use, threat of use or storage of any firearms or weapons in common areas are prohibited.

Additionally, explosives and highly flammable materials such as kerosene, gasoline or paint stripper may not be brought into the community, except under the direct supervision of the Executive Director.

GRATUITIES, GIFTS, AND TIPPING

No gratuities or gifts to associates are allowed. Gratuities are defined as presents or cash given to acknowledge service received. Exceptions to this are gifts of candy, food items, or flowers which may be placed in the Associate Lounge for all to enjoy and share. An Associate may not accept gratuities or gifts and risk losing their jobs if they do. This is an important policy as we intend to give excellent, consistent customer service to all residents.

An Associate's excellence in service can be acknowledged by writing a letter of recommendation to the Executive Director or through a gift to the Holiday Gift Fund. Solicitations for contributions and distribution from the fund are handled by the Executive Director.

Associates are not permitted to solicit contributions for charitable organizations nor sell merchandise to residents. In addition, solicitation by residents to other residents is strongly discouraged.

We encourage you to inform your guests of our Community policy when visiting the dining room and using the guest rooms.

GUEST REGISTER

There is a guest register located at the front desk in the Main Lobby. We ask that all guests, Personal Service Providers, and visitors sign in and indicate whom they are going to see. This is intended to discourage unwanted visitors, salespersons, etc., from disturbing you and to assure safety of all in the event of an emergency.

Guests, including children, are welcome to visit, but children must be supervised by an adult to prevent any possible accident or damage to property. It is also important that guests do not disturb other Residents or Associates.

GUEST ACCOMMODATIONS

A Guest Accommodation may be available for residents' guests. You may also choose to host overnight guests in your apartment at no additional charge other than guest meals, for up to 14 days. Please make arrangements with the Executive Director if a guest intends to stay for more than 14 days, as additional charges will apply.

Reservations for the Guest Suite must be made in the Main Lobby. There is a charge for each night the Guest Suite is used. See the Additional Services and Fees appendix to the Residency Agreement. The bill for the use of the Guest Suite will appear on your Monthly Statement. Guests may also pay directly to the Concierge with a check made payable to Watercrest at Shadow Creek Ranch.

Reservations are accepted up to three months in advance for a maximum of seven consecutive days. A 24-hour notice of cancellation is required to avoid being billed for the use of the Guest . Room.

Check-in time is after 3:00 p.m. and check out is by 11:00 a.m.

The Community is a non-smoking community; therefore smoking is not permitted in the Guest Room.

HEATING AND AIR CONDITIONING

Your apartment heating and cooling system is an individually controlled unit. A thermostat located on the wall of your living room/dining room area controls the unit.

For your comfort during the winter, we recommend you keep the temperature setting in the low 70's, heating control on "heat" and fan control in the "auto" position.

For your comfort during the summer, we recommend that you keep the temperature setting no lower than 75 degrees, your control on the "cool" position and your fan control in the "auto" position.

If you are to be away from the Community for several days, please reset your thermostat at least 5 degrees warmer (up) in summer and 5 degrees cooler (down) in winter to conserve energy. Upon your return, gradually adjust the temperature setting, one degree at a time.

If you open a window, we ask that you turn your heating and air conditioning unit off for purpose of energy conservation.

Your heating and air conditioning units are serviced and maintained by maintenance associates on a regular basis.

HOUSEKEEPING SERVICES

The Community offers housekeeping services for an additional fee. See the Additional Services and Fees appendix to the Residency Agreement.

A specific day and time is assigned for cleaning each apartment. If you must cancel your cleaning appointment, please contact the front desk. Housekeeping will resume on your regularly scheduled day following your return. Should a situation arise that the housekeeping department needs to change your weekly cleaning appointment, they will notify you as soon as possible. When a scheduled cleaning day falls on a holiday, you will be notified of your revised schedule in advance.

Housekeepers follow a regular bi-weekly schedule for cleaning apartments. Please be ready for your apartment to be cleaned on the scheduled day. If you have a scheduling conflict, please call the front desk.

Housekeepers follow a specific service process and outline. During your normal housekeeping schedule, the housekeeper cannot provide services outside of this outline including but not limited to bio-hazard materials such as blood, feces, urine, or vomit.

Additional housekeeping services, outside of your bi-weekly service, can be arranged. Please contact the Concierge for a list of these additional services and to schedule an appointment with the Business Office Manager. Additional housekeeping services will require an additional fee.

INSURANCE

It is recommended that you maintain a renter's insurance policy which includes liability coverage on your personal belongings. Please discuss your specific insurance coverage with your insurance agent.

INTERNET SERVICE

High speed internet service is not provided in your apartment. Internet services are available through the internet provider for an additional cost at the residents' personal expense. Common areas offer wireless access to internet service.

KEYS/DOORS

Two keys to your apartment and two mailbox keys will be issued upon moving into the Community. In addition, you will be provided a key fob which gives you access to the community

gated access areas and other entrances after hours. Key fobs will require a deposit. See the Additional Services and Fees appendix to the Residency Agreement.

Please report a lost key or fob to management immediately.

If you lose your keys or would like duplicates, please notify the Front Desk to complete a Work Order Request. See the Additional Services and Fees appendix to the Residency Agreement for applicable charges to your account.

Residents are not allowed to change door locks. All changes to locks will be made by management. Door chains or extra deadbolts are not allowed, as apartments must be accessible by staff in the event of emergency. Upon move out, there is a charge for any keys, gate openers or fobs not returned.

Exterior doors are to be kept locked and closed at all times and should not be propped open.

LIBRARY

The Library is located on the first floor near the Main Lobby. Donated books will be reviewed for acceptance by the Residency Lifestyle Director.

LOST AND FOUND

Items found on the premises such as keys, clothing, emergency pendants, etc. should be left with the Concierge in the Main Lobby. Please inquire with the Front Desk in the Main Lobby if you have a lost item.

MAIL/MAILBOXES/DELIVERIES

Mailboxes for residents are located on the first floor. Your mailbox number can be found in the Welcome Packet or can be obtained from the Concierge.

Please ensure that all correspondence includes your apartment number as part of your address. Upon move in or move out, it is the resident's responsibility to complete an appropriate change of address form with the U.S. Postal Service.

Personal deliveries such as packages, flowers, and other large items will be delivered to your apartment. In the event you are not home during the delivery the Concierge, in the Main Lobby, will accept your packages. The concierge will contact you in the event you have a delivered item. Please notify the Front Desk if you are expecting a special delivery that you want us to hold on your behalf. Mail that does not belong to you should be turned in to the Front Desk. Mail drop boxes for outgoing mail are located in Postal Center or could be left with the Front Desk.

Medications or drugs sent by mail may not be accepted or left at the Front Desk unless prior written authorization is given by Resident and approved by the Executive Director.

MAINTENANCE REQUESTS

Maintenance associates of the Community are responsible for the repair and maintenance of your apartment and the common areas. Should you have a problem with your apartment or would like a maintenance job performed, please contact the Front Desk in the Main Lobby so a

Work Request can be processed. Work will be scheduled according to urgency. We strive to complete your work request within a timely manner, Monday through Friday, excluding holidays.

From time to time, the Community may need to enter your apartment for emergency maintenance, repair, and replacement of any Community property. Emergency repairs will be made immediately to prevent damage to your apartment or others in the building. We will make every effort to avoid imposing on you if we need to perform such repairs. You will be notified if you are not at home. Maintenance is available 24 hours per day for emergencies. Routine maintenance on resident apartments will not be scheduled for evenings or holidays.

The Maintenance Department has established an ongoing Preventive Maintenance (PM) Program on the principle that it is cost effective to check equipment in your apartment on a regular basis, thus reducing the number of possible failures. Maintenance Supervisor will contact you to schedule your PM check.

Emergency Maintenance Requests

Maintenance requests will be handled after office hours if they are emergencies. We define EMERGENCY situations as:

Present a danger to people ...

1. Fire
2. No electricity
3. Broken or non-working doors, locks, windows
4. No heat (when outside temperatures are below 50 degrees)
5. No air conditioning (when a heat advisory has been issued)
6. No water
7. Commode not functioning (when only one in an apartment)

Present danger to property ...

1. Flooding
2. Broken pipes

After business hours, emergency maintenance requests can be reported by calling the management office. The afterhour's voice mail message system will prompt you to forward your call back telephone number to the property technician. Please make sure it is a maintenance emergency and cannot wait until the regular office hours. As always for personal emergencies call 911.

MEETING ROOM RESERVATIONS

If you wish to reserve rooms in the community for a meeting or gathering, please ask for a Room Reservation Form with the Concierge in the Main Lobby. The Residency Lifestyle Director will contact you to confirm if your request can be accommodated.

MONTHLY SERVICE FEE AND EXTRA CHARGES

Monthly statements for service fees and extra charges are placed at your door on or about the 25th day of each calendar month. Payment for these services is due by the 1st of the month. Checks should be made payable to Watercrest at Shadow Creek Ranch.

Bills are payable at the Front Desk in the Main Lobby or in the Business Office. It is recommended that you keep receipts for ancillary services you receive to account for the accuracy of your monthly statement. If you have questions regarding any item on your monthly statement, contact the Business Office.

Extra Charges are billed on a calendar month basis from the prior month and include but are not limited to:

- Dining Services: Guest Meals, Extra Meals, Meal Delivery Service, Private Functions
- Guest Suite Usage
- Special Outings
- Postage/UPS & Federal Express Charges
- Production of New Keys, Replacement of Keys/Extra FOBs/Pendants

All of the services you use are handled on a charge basis. This policy also applies to your guests who are at the community. If your guest wishes to pay for one of the services provided, we ask them to make arrangements directly with you since all charges will be added to your account. Or, they may write a check made payable to Watercrest at Shadow Creek Ranch.

MOTORIZED VEHICLES/MOBILITY DEVICES

The Community's policy regarding motorized vehicles (electric wheelchairs or scooters)/mobility devices, may be obtained from the Executive Director. In accordance with the current policy guidelines, residents must be able to safely operate their motorized vehicle/mobility device. If unsafe driving is observed, the resident may be prohibited from continued use as directed by Administration. Motorized Vehicles/mobility devices may not be stored in hallway.

MOVING OUT

If you are renting an Independent Living apartment, proper notice is required prior to vacating your Apartment. Please refer to your Residency Agreement for details regarding notice terms. Upon move out, all keys and gate door openers must be returned to management and the apartment must be cleaned. A forwarding address is required so any final correspondence can be achieved. You are financially responsible for any damages or renovations required in your apartment that would be considered beyond normal wear and tear.

NEWSPAPER

Residents may order daily newspapers by local delivery services.

As you make arrangements with your local carrier, they can inform you of the mode of delivery once your subscription is activated (they will either deliver to your door or you may pick your

paper up at the Front Desk.) Payment of bills for delivery will be the subscriber's responsibility. Copies of the local newspaper will be available daily at the Concierge desk or in the Cafe.

NOISE

Our residents desire a calm, peaceful and leisurely living environment. In order to meet that goal, we request that all residents monitor the volume of their televisions and radios, especially in the evening and early hours. Please inform Management of any noise disturbances.

NOTARY PUBLIC

For your convenience, a Notary Public is available on-site. If you need Notary services, please contact the Concierge and make an appointment.

PERSONAL SERVICE PROVIDER POLICY

Residents wishing to employ services or outside individuals; such as Home Health Agencies, Hospice Services caregivers, housekeeping, laundry, contractors, etc., to perform services for them take responsibility for these outside service providers, while they are in the community. It is the your responsibility to ensure that any Personal Service Provider employed by you complies with the Landlord's Rules and Regulations, Resident Handbook, and general policies. You are responsible for all injury or damage to your Apartment or the Community common areas or grounds caused by your Personal Service Provider.

Residents may not employ live-in caretakers. All individuals residing at the Community must be there through the execution of a Residency Agreement, and must meet all move-in guidelines, and pay the current monthly service fee.

PEST CONTROL

A pest management program is in place and apartments are treated on a scheduled basis. Residents are notified when their apartment is scheduled to be treated. There is no charge for this service. Please contact the office if you have a specific problem. Do not leave any food open or dirty dishes lying around. These attract insects. Soft drink bottles should be rinsed after use. Garbage and waste should never be left in the apartment. If you have a medical reason for not having your apartment treated, please provide a doctor's statement to management. If you notice insects or other pests outside the treatment timeframe, please contact management to schedule a nonroutine treatment.

PETS

The Community recognizes the enjoyment and companionship that pets provide for their owners. Pets are welcome subject to approval from the Executive Director or his/her designee prior to moving in. We allow a maximum of two (2) pets per apartment. However, we do have breed restrictions {Akita, American Stafford Terrier, Bull Terrier, Bull Mastiff, Chow Chow, Dingo, Doberman Pinscher, Giant Schnauzer, German Sheppard, Mastiff, Ovtcharka, Presa Canario, Pit Bull, Rhodesian Ridgeback, Rottweiler, Neapolitan Mastiff, Wolf}. Pets must have required shots and be free from fleas. Residents must also be able to care for their pets in a humane manner that allows the pet to thrive in their environment. We reserve the right to make determinations on the extent to which the pet is in an environment conducive to its best interest, and, if we determine this is not the case, we will work with you to make alternate arrangements for the pet.

We offer designated pet areas around the Community for your convenience. Pet Owners are required to pick up all pet defecation and deposit the animal waste and/or litter in the receptacles provided throughout the community. All pets must be on a leash when outside your Apartment.

Residents will be required to sign a form affirming they received the Pet Policy and will agree to follow all pet rules adopted by the Community. The policy is designed to ensure pets do not create a nuisance to other residents or cause property damage. Visiting pets must abide by the Pet Policy. Please review this policy before your guest brings a pet for a visit. A copy of the Pet Policy is available from the Administration Offices.

The Community reserves the right to remove any pet from its premises if the pet's conduct or condition is duly determined to constitute, under the provisions of state or local law, a nuisance or threat to the health or safety of other residents of the community offices or if the pet is not being cared for properly.

PHOTO RELEASE

As a resident of Watercrest at Shadow Creek Ranch, I/we hereby grant Integrated Property Management permission to use my likeness in a photograph in any and all of its publications, including but not limited to all property printed and digital publications. I understand and agree that any photograph using my likeness will become property of Watercrest at Shadow Creek Ranch and will not be returned. I acknowledge that since my participation with Watercrest at Shadow Creek Ranch is voluntary, I will receive no financial compensation.

I hereby irrevocably authorize Watercrest at Shadow Creek Ranch to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing Integrated Property Management's programs or for any other related, lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written or compensation arising or related to the use of the photograph.

POLICY CHANGES

This Resident Handbook is a guide to living at the Community. Management will, from time to time, alter and amend the policies as circumstances warrant, and will notify you when these modifications occur. Any changes to fees or charges will be disclosed as they occur.

POST OFFICE

Postage and assistance with other mail services are available at the Front Desk in the Main Lobby.

RELIGIOUS LIFE

The Community has no religious affiliation. The Residency Lifestyle Director will offer programs of spiritual activities, classes and studies that allow for emotional and spiritual expressions, comfort and support.

All residents will have the opportunity to continue to express and explore their faith, religious practices, and spirituality. Residents of all faiths will also be supported in celebrating holidays

and special holy days specific to their faith. The community will support diversity and religious tolerance on behalf of all residents.

RESPIRE CARE-// Applicable- Joint Campus Only

Based on availability, we provide short term stays for Independent Living or prospective residents who may need supportive services through our Assisted Living program for a limited period of time. This could be due to hospitalization recovery, caregiver relief, or trial stay reasons.

SAFETY

General Safety / Use of Oxygen

- We request that you not store flammable or combustible materials in your apartment.
- Any physician-prescribed oxygen system in your apartment must meet life safety standards. Any use of oxygen or oxygen equipment must be reported to the Executive Director. If we determine that your personal situation is not conducive to the safe storage of oxygen in your apartment, we will ask you to make alternate arrangements for the provision of such tanks. Small tanks or other packaging is permitted.
- Weapons are forbidden to be brought into the Community at any time for the safety and well-being of the residents and staff. This includes, but is not limited to fire arms and knives. This applies to any visiting guests.
- Space heaters are not permitted.
- The use of candles is not permitted in your apartment. For emergencies, you may want to keep a flashlight and extra batteries on hand.
- Needles: For residents using needles and syringes for health care needs (such as diabetics), these items must be disposed of in an approved "Sharps" container approved by state and federal law, provided by the resident

Your compliance with these safety measures is greatly appreciated.

Fire Alert Systems

There are three systems which alert Community associates to the possible existence of a fire.

1. **SMOKE DETECTOR SYSTEM.** Smoke detectors are located in your apartment, the hallways, and common areas within the community. When a smoke detector is activated in your apartment, it will make a very loud sound. The smoke detector in each apartment is connected the Main Building Fire Alarm System. The Fire Department will be called if there is a fire emergency.
2. **MAIN BUILDING FIRE ALARM SYSTEM.** This system consists of horn and strobe alarms. They are activated by smoke/heat detectors located in the hallways. This alarm will generate an automatic response from the Fire Department. It indicates a fire or smoke situation in an apartment or in the hallway.
3. **SPRINKLER SYSTEM.** There are sprinkler heads located in each apartment and common areas. The sprinkler system releases water through the sprinkler head in your ceiling once a certain temperature is reached. If this sprinkler releases, an alarm sounds and the Fire Department will automatically respond.

Fire Emergency Procedures

Your safety and well-being are important considerations of the Community. Your Community is designed and equipped with fire safety equipment that meets or exceeds state regulations. We also prepare associates and residents for a potential fire emergency. Associates are instructed about safety, evacuation procedures, and assisting residents. The following outlines what you can personally do in the event of a fire. We strongly urge you to carefully review these guidelines. Planning ahead will help you respond more quickly, calmly and positively.

If you See or Smell Smoke

If you see or smell smoke, call 911 and/or notify the Concierge in the Main Lobby. REMAIN CALM.

If There is a Fire in your Apartment

If able, get out of your apartment and call 911. Do not take time to remove personal belongings. Shut the door to your apartment. Do not take time to lock it.

When you Hear the Fire Alarm in your Apartment

If the fire is not in your apartment, the safest place to be is in your own apartment. Your apartment has sprinklers. At the sound of the fire alarm, you can:

- Stay in your apartment
- Keep the doors closed
- Wait for instructions from associates or the Fire Department, or
- Exit the building, or
- Go to the nearest stairwell and wait for emergency personnel

When the smoke detector in your apartment is activated and there is no fire, call the Front Desk in the Main Lobby for assistance. An associate will respond to your apartment to investigate. The smoke detector in your apartment {will notify associates of the situation) and sound an alarm in your apartment only.

When you Hear the Fire Alarm in a Common Area or Hallway

If you are in a hallway or common area when the fire alarm sounds, you should:

- Do not use the elevator.
- Wait for instructions from associates or the Fire Department.

Tornado Procedures

Built with a solid wood frame, the Community is a safe and secure location during the unfortunate event of a tornado. If you hear a tornado warning, remain calm. Move to a central hall away from windows, closing doors if you are able.

SECURITY

The Community is equipped with features to assist with the provision of a safe and secure environment. This includes deadbolt locks on your apartment doors, peep holes for your

discretion in admitting visitors, and a controlled building entrance. Management also conducts criminal background checks and drug screens on all employees.

The task of keeping the Community safe and secure is not possible if we rely solely on our Associates. We need YOUR help as well. This includes:

- Not letting anyone in your apartment that you don't know and trust - especially if they tell you they are selling something or want to speak with you about a product or opportunity
- Contacting Management or calling the police (911) if you see anything suspicious in or around the Community campus
- Keeping your Apartment door locked at all times, especially when you are not in it

SMOKING POLICY

The Community promotes the health and safety of our residents by providing a smoke free environment. Smoking is not permitted anywhere on the campus.

Failure to comply with the non-smoking policy will be reported to the Executive Director and may result in the resident's termination of residency at the Community.

SOLICITATION

Door to door solicitation by residents or non-residents is prohibited. At the discretion of management, an opportunity may be provided to solicit for fund raising activities, products, services or types of educational programs that may be a direct benefit to residents. Legally, any multi-housing facility cannot prohibit political candidates from entry and campaigning within the community. Management encourages political candidates to meet with residents through an organized meeting.

STORAGE SPACE

Additional storage is available for a fee. Space is available on a first come, first served basis. Contact the Business Office Manager or Executive Director for further information.

SWIMMING POOL AND SPA

A covered outdoor pool is available for Resident use. A lifeguard is not on duty. Please observe the following guidelines: please shower before entering the pool. Shoes and an appropriate wrap/clothing must be worn over your bathing suit when not in the pool area. Glass containers are not allowed in the pool area. All guests must be accompanied by a resident. Children under the age of 13 and non-swimmers must be accompanied by an adult who can swim. Babies in diapers or non-toilet trained children, as well as pets, are not allowed in the pool at any time. Persons with abrasions, open sores, colds, nasal or ear discharge, or any other communicable disease are not permitted access to the pool. See pool rules for more details.

TELEVISION

Extended Basic cable television service is included in the monthly rental rate. Additional hookups or services, expanded cable services or installations are at your own expense. Cable hookups are located in each department. Additional premium programming and channels will have to be set up directly with the local cable provider and will be the responsibility of the resident to pay directly.

TRANSPORTATION SERVICE

Regular Transportation:

Our transportation vehicle is a 14 passenger wheelchair accessible bus. Regularly scheduled transportation is available to accommodate doctor's visits, grocery shopping and errands in the Pearland area coordinated through the Residency Lifestyle Director. Residents are encouraged to sign up for scheduled events and be in the lobby 15 minutes prior to departure. Residents will be dropped off at the front entrance to stores, clinics and area attractions. For medical appointments, transportation is available to a designated number of hospitals and clinics on scheduled days. Contact the Resident Programs Department for a schedule of days for medical transport.

Emergency Transportation:

The Community is not equipped to provide emergency transportation for residents. If you require emergency medical assistance, "911" service will be used. Charges for transportation by a non-emergency ambulance will be billed to you directly by the ambulance company.

TRASH REMOVAL

Door to Door trash pickup is provided on Monday, Wednesday and Friday only, between the hours of 6:00- 8:00 a.m. only. Above all do not leave your trash out over night for any reason.

For your convenience, a trash compactor is located on the property. Please do not set any trash or trash cans outside of your apartment on non-trash days as this attracts ants, dogs, cats, etc. Place all trash in plastic bags or other secure containers to keep trash areas neat, clean and relatively odor free. Plastic bags are to be tied to prevent papers and other items from falling out. Please help to maintain all areas litter free for the health, appearance and enjoyment of the entire community. Use your garbage disposal for all food items with the exception of corn husks, celery, potato peels, grease, or non-edible items.

UTILITIES

Sewer, water, and trash are included in the monthly rental rate. Electricity is the responsibility of the resident.

VALUABLES

The Community makes all attempts to provide a safe living environment. However, we are not responsible for the loss of valuables from resident apartments and will not replace these items (this includes eye glasses, dentures, jewelry, etc.). Please inform Management of the disappearance of any valuables so we can assist in the investigation and recovery of such items. You are encouraged to carry your own insurance for any valuables you choose to keep in your apartment.

VIOLATIONS

The Executive Director has the right to issue violation notices and fines for any violation against the Residency Agreement or Residency Handbook policies. Violations will result in fines and could lead to termination of the Residency Agreement, along with a notice to vacate your apartment home. Please refer to the Residency Agreement for details on fine amounts. (Added effective August 15th, 2015)

VOLUNTEERS

Resident and community volunteers are a large part of the Community's Resident Programs. Please contact the Residency Lifestyle Director if you are interested in volunteering. Community volunteers provide such services as leading arts and craft classes, music appreciation, chaplaincy services, calling BINGO, and social hours.

WAITING LIST

The Community maintains a waiting list for apartment availability. The list is managed on a first come, first served basis. Please contact the Executive Director or Sales and Marketing office if you wish to be placed on a wait list for a certain type of apartment or different apartment location.