Hollander House Rules

SEYMOUR I. HOLLANDER APARTMENTS

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Note: The words Resident & Tenant are used interchangeably throughout this agreement.

AGREEMENT TO TENANCY:

This has been created to clarify to each Tenant what the lease means by material non-compliance with the HUD lease. It is meant to assist residents and staff in working cooperatively at this aging in place site, where residents are responsible for themselves and their units.

Material Non-Compliance with the HUD lease:

As is stated in the HUD lease, paragraph 9, section (d): *The term "material noncompliance with this Agreement" shall, in the case of the TENANT, include (1) one or more substantial violations of this Agreement, (2) repeated minor violations of this Agreement which disrupt the livability of the project, adversely affect the health or safety of any person or the right of any tenant to the quiet enjoyment of the leased premises and related project facilities, interfere with the management of the project or have an adverse financial effect on the project, or (3) failure of the TENANT to timely supply all required information on the income and composition, or eligibility factors of the TENANT household (including failure to meet the disclosure and verification requirements for Social Security Numbers, as provided by 24 CFR Part 5, or knowingly providing incomplete or inaccurate information). Nonpayment of rent or any other financial obligation due under this Agreement (including any portion thereof) beyond any grace period permitted under State law shall constitute a substantial violation. The payment of rent or any other financial obligation due under this Agreement after the due date but within any grace period permitted under State law shall constitute a minor violation.*

Also constituting material non-compliance are:

1. Repeated sequential failures to pay the rent without a reminder.
2. Damage to the unit or the premises beyond normal wear and tear.
3. Repeated misuse by Tenant or Tenant's invitee (aides, family, delivery people, etc.) of the security system at the front door with the sign in book, laundry facilities, compactor rooms and recycle bins, parking designations, etc.
4. Housing guests without first registering them in the main office.
5. Personal violations of the security system at the front door or violations by Tenant's guests, delivery people, family, etc. by allowing others to use their front door key fob. All guests must be buzzed in every time he or she comes into the building by the Tenant whom he/she is visiting.
6. Violations of the smoke free environment by the Tenant OR the Tenant's invitees (aides, family, delivery people, etc.).
7. Harassing any member of the staff or any other resident. This harassment includes but is not limited to: repeated fabricated/unsubstantiated allegations against staff or other residents; threats or intimidation directed at staff or other residents; persistent attacks and criticism causing worry and distress to staff or other residents; or other behaviors that violate the Anti-discrimination and Anti-harassment Policy.

It is hereby agreed and understood that failure to comply with the conditions of this agreement will be deemed material non-compliance with the lease and will result in termination of the Tenant's lease either with 30 days' notice or at the end of the current lease term. The conditions of this agreement are to begin upon dated acceptance of the House Rules or when the Tenant assumes occupancy, whichever comes first.

AIR CONDITIONERS:

Each apartment has two air conditioning units. Such units are owned and maintained by the site. No other type of air conditioner or installation is permitted. Air Conditioners are covered in the fall for energy efficiency; covers are supplied by the site. AC Covers are collected each spring and stored by maintenance. Missing covers are the financial responsibility of the tenant; replacement covers are $25.00 each.

ANTI-DISCRIMINATION AND ANTI-HARASSMENT POLICY:

This facility will not tolerate discriminatory or harassing behavior, on site or during ancillary Hollander trips, on the basis of an individual's membership in any of the following classes: Race, Color, Religion, Gender, Disability, Familial Status, National Origin, Lawful source of income, Marital Status, Sexual Orientation, Gender Identity or Expression, use of an Assistance Animal, Age (Except as permitted in age-restricted properties), Any Other Class protected by Federal or State laws.

Harassment can include (but is not limited to) such behaviors as negative comments, physical touching, comments of a sexual nature, jokes that involve protected classes, and-or use of inappropriate terms to refer to members of a protected class. This policy applies to all residents, guests, staff, vendors, and visitors at this facility.

Harassment/discriminatory behavior is a violation of the Lease, and will be addressed accordingly. Management will take appropriate steps to enforce the Lease, up to and including termination of the Lease (eviction) where permitted by law. Even if harassing behavior is not motivated by the recipient's membership in a protected class, behavior that interferes with an individual's right to peaceful enjoyment of the premises, or with staff's ability to manage the property, may constitute a violation of the Lease and lead to enforcement of that Agreement.

Residents are responsible for the behavior of the members of their household, as well as their visitors, guests, healthcare providers, etc. Management also reserves the right to ask vendors, guests, and other individuals to leave the property immediately if harassing or discriminatory behavior is deemed to exist.

Any individual who feels that he or she has experienced discriminatory or harassing behavior at the Hollander House is asked to report that behavior immediately to one of the following individuals: Amy Gershberg, Executive Director, Jolene Stefura, Director of Marketing & Finance, or Gwen Wayne, Director of Tenant Relations.

In addition, you have the right to make complaints to appropriate agencies as follows:
Regulatory Agency: U.S. Dept. of HUD, 10th Floor, One Corporate Center, Hartford, CT 06103-3220 or 860.240.4800
Contract Administrator: Contract Administrator Navigate Affordable Housing Partners, 1827 1st Ave. N, Birmingham, AL 35203 or 888.466.5572
State Enforcement Agency: CHRO CT Commission on Human Rights and Opportunities, 450 Columbus Blvd, Hartford, CT 06103-1835 or 860.541.3400
Individuals needing to use a Telephone Relay Service may dial 800.842.9710 to reach any of the persons above.

APARTMENT INSPECTIONS:

ANNUAL HOLLANDER MAINTENANCE INSPECTIONS- Apartment inspections are held annually (generally in November) to determine the condition of the apartment and to ensure that repairs can be made in a timely manner. Damage which can be attributed to tenant's (or his/her guests') negligence will be assessed and charged against tenant, payable with the first month's rent succeeding the assessment

HUD INSPECTIONS- HUD requires that annual and quarterly Fire Safety inspections are performed. Most of these inspections are of the mechanical safety systems in and around the common areas, however annually, a visual inspection is required in each unit (generally in April/May). This consist of two (2) mandatory, annual in-unit inspections, one is a Functional Alarm Inspection and the second, is a Visual Inspection of Sprinklers Heads in each unit.

Tenants will be notified at least a week in advance when access to the tenant's unit is required.

APARTMENT OCCUPANCY:

All units are one-bedroom. Under rules from the U.S. Department of Housing and Urban Development (HUD), such a unit is restricted to one or two tenants both of whom must be on the lease and eligible for subsidy. Any tenant requiring live-in assistance must notify the main office and make arrangements to meet, and fill out additional Live-in Assistance paperwork.

This site is the tenant's primary residence. A resident may not be away from the site more than 90 days within a 12-month period. This is not a calendar year, but rather any 12-month sequential period. For a tenant to be away longer than 90 days is to indicate that the tenant has housing elsewhere and doesn't meet the occupancy standards.

In the case of an illness and or rehabilitation, when the tenant has been away for longer than 90 days, the tenant and or family must consult medical providers to make an honest evaluation of the tenant's ability to return to this site. Due to the fact that the tenant is required under the lease to give 30 days' notice of vacating, Staff will contact the family approximately 10 days before that 90-day deadline arrives. HUD allows medical documentation of a serious illness to extend stay in rehab for up to 180 days. This is a very specific situation and requires ongoing communication with Staff.

APPLIANCES:

No dishwashers, disposals, dryers, washing machines, etc. are allowed in the apartments. Additional personal refrigerators may be assessed on a pre-agreed monthly cost basis. Countertop microwave ovens are permitted in kitchens only. Space heaters of any type or size are not permitted for safety reasons.

CANDLES:

Candles with flames are not permitted. Flameless, battery operated or electric candles are permitted. Battery powered flashlights are encouraged.

COMMUNITY ROOM:

The Community Room is used daily for a wide variety of activities. Reservations for private events are not authorized for this space. If you wish to hold an event or party, you must get approval from the main office first, however, the room will not be closed off to management or

other tenants during your event or party. Management reserves the right to close the room to tenants for private scheduled events, such events will be posted with date and time on the community room door.

DELIVERIES:
All deliveries are to come through the main entrance (foyer front door) by being buzzed in by the tenant via the Front Door Keypad/Phone Entry System.

DOORWAY/ALCOVE DECORATION:
A tenant may decorate his/her front door alcove within limits. Anything vulgar, based on staff's subjective opinion and not up for discussion, will be removed. Tasteful decoration is restricted to the area inside the boundaries of the door alcove. Nothing may be placed on the floor outside the alcove even if against the corridor wall. Nothing may be affixed to a corridor wall. Anything put on corridor walls will be removed and held for the tenant to recover. The cost to repair the corridor wall outside the approved alcove area where staff has removed prohibited decorations will be the responsibility financially of the tenant.

EMERGENCY EXITS:
Doors located at the ends of the corridor's halls, in the stairwells are for ***Fire and Emergency Only*** and are alarmed to a Monitoring Company. Use of these doors to enter or exit is strictly prohibited. Said doors must be kept closed at all times. Tenants are responsible for the actions of their guests. A guest using these prohibited exits is the tenant's lease violation.

FIXTURES:
No alterations of any kind to walls, floors, doors, appliances, or fixtures are permitted without first obtaining written consent from Management. If approved, installation must be done professionally, paid for by the tenant, and inspected after by Maintenance/Management. At the end of said process, the installed item becomes the property and maintenance obligation of Seymour I. Hollander Apartments. Televisions may NOT be mounted on any wall, ceiling, or fixture without consulting Management and obtaining written approval.

FOYER FRONT ENTRANCE:
The foyer is for entering and exiting the building. There is seating placed in the foyer for residents to wait for a ride. This access area may not be otherwise obstructed by a tenant or guest. We asked that leisurely sitting and visiting be done in the lobby or outside on one of the many benches.

All visitors are to use the Front Door Keypad/Phone Entry System in the foyer to contact the resident to get buzzed into the building. Residents are not to offer entry to guests other than their own guest. All Guests/Visitors are **required to sign-in and out at the guest book located in the lobby**. If a guest/visitor is caught not signing in or out of the sing-in book, this is a Tenant's lease violation. ***Foyer Front Door key fobs are for tenants use only; guests are not permitted to use key fobs***. It is strictly prohibited to buzz guests into the building from a mobile phone when the resident is away from the building/complex.

HOME CARE/HOUSEKEEPERS/FAMILY ASSISTANCE (AIDES):
Residents are invited to use agencies to bring in home care personnel for assistance with activities of daily living (ADLs). Such personnel must be screened through the appropriate

procedures used by the licensed and certified agency to ensure that no personnel are a convicted felon. Home care personnel (aides) or other personnel engaged to assist with ADLs who are not from an agency must agree to a background check. The tenant is responsible for the cost of such screening. Please see main office for more details or further questions.

The tenant is entirely responsible for ensuring that the aides follow ***all HOUSE RULES*** as indicated and outlined in this document. The breaching of rules by the aide is a violation by the tenant. Warnings will be issued by the office. Failure to correct these breaches will create a paper trail resulting in grounds for evicting the tenant.

KITCHEN:
The kitchen next to the community room is for staff use only.

LAUNDRY ROOM:
Laundry Facilities are for the convenience and the use of tenants only. Tenants may use no more than one washer and one dryer at a time. Residents who retain home care personnel/aides MUST inform those aides of these rules. Aides who violate this rule constitute a lease violation by the tenant. By order of the Fire Marshal, the laundry room door may not be propped open.

LAWNS/GARDENS/LANDSCAPING:
Management desires to maintain lawns in an attractive condition and retains a lawn service to do so. Areas for residents to sit and enjoy the good weather are marked by benches, chairs and tables provided by Management. A gazebo, patio and garden are located on the West Lawn for residents' enjoyment.

TRASH: Residents must not dispose of any trash, cigarette butts, pet waste, or food for animals anywhere on the premises, **Except in trash receptables**.
PLANTS: Picking or removing plants from anywhere on Hollander Property by a Tenant or a tenant's guest/visitor is a lease violation by the Tenant. Hollander will not permit the stealing or vandalizing of Hollander's landscaping.
GARDEN BOXES: Hollander provides garden boxes, by lottery each year, to Residents. These boxes are for Tenant's use only and must abide by the rules set forth in the Garden Box Agreement, provided by the Director of Tenant Relations. This is a separate annual agreement from the House Rules.

LOCKS:
No tenant shall alter any lock, install a new lock, dead-bolt, door chain or any other locking device which would render useless the ***call for aide*** (pullcord) feature which unlocks the door for emergency entry when an emergency pull cord is pulled. Alteration of locks will be repaired by staff and will be charged to the tenant.

LOCK-OUTS:
Lock-outs during normal business hours will be handled by staff as a courtesy to residents. In addition, if a security guard is on duty, generally everyday between 8am – 9pm they too can help as a courtesy. For after-hours lock-outs, when a staff member must return to the building, to let a tenant into his/her apartment, there will be a charge of $35.00 (for each occurrence) payable by the tenant. The fee for lock-out assistance begins at 9:01PM and goes until 6:59AM. If staff is unavailable the cost of a locksmith is payable by the tenant.

It is high recommended that residents find a buddy/neighbor in the building who can hold a spare key to their apartment.

KEY FEES:

The cost associated with replacement keys are as follows:

Foyer front door key fob:	$25.00 each (electronic/non-duplicatable)
Apartment Key:	$ 5.00 each
Mailbox Key:	$ 4.00 each

MAINTENANCE:

Routine maintenance requests must be made through the main office in writing by filling out a work order. Work orders will be given to maintenance staff to complete during the regular course of a business day, if time allows and materials are on site. We ask that the resident be home at the time of repair. Routine maintenance work orders should NOT be used to report emergencies such as water leaks, clogged plumbing or toilets, or loss of power as these incidents must be reported to the **main office immediately at 203.374.7868**.
(911 should always be called for fire, medical emergencies and serious flooding.)

MOVING IN/OUT:

Moving in or out of the apartment building must be accomplished between the hours of 9:00AM and 5:00PM. Permission for use of the elevators must be obtained from the Superintendent so that pads can be put in the elevator before the move. ALL Mattress must be covered prior to moving into and out of the building. Staff or Security reserves the right to deny entry or movement of such mattress if it is not in appropriate covering.

NOISE:

No tenant will make or allow any guest/visitor (this includes minor children guests') to make any disturbing noises in the building, nor to do or permit anything by such persons that will interfere with the quiet enjoyment of other tenants. All music, musical instruments, televisions, radios are to be kept at very low volume from 10:00PM to 8:00AM. At other times, reason must prevail so that such noise does not carry into other residents' apartments at high volume. Suggestions for quiet nighttime television use: Closed-Captioning with muted volume or headphones.

NOTICE TO VACATE:

A tenant must give thirty (30) days written notice to vacate. Move-out forms are available in the main office for tenant convenience.

OFFICE HOURS:

The Main Office will be open Monday through Friday from 8:00 a.m. to 4:00 p.m. with changes in hours to be posted on the door of the main office. The office will be closed for all Federal Holidays.

PARKING:

Cars shall be parked only in the marked spaces designated by Management. Parking of motorcycles, boats, trailers, or commercial vehicles anywhere on the property is prohibited. Auto repairs, except for changing flat tires and/or minor adjustments are not permitted on the premises. Changing oil is prohibited. No driver should ever leave a car parked in the driveway at the front of the building.

TENANT RESERVED PARKING: Available parking spaces are very limited. If a Resident owns and drives a car, and space allows, the tenant will be designated a parking space. Only one reserved parking space may be permitted per apartment. Parking spaces may not be used for storage of non-working or unused vehicles.
-Any vehicle that is not in working order must be removed from the site within 30 days unless management is provided with proof, in writing, from a professional auto mechanic that the vehicle will be fixed within what management deems a reasonable amount of time.
-Any vehicle that has not been driven in 90 consecutive days due to resident choice, illness, or incapacity must be removed from the site within 30 days unless the resident provides a note from a licensed medical provider stating the date that the resident will resume driving.
-When you no longer own a car, the reserved parking space is then reacquired by management and the tenant no longer has rights of use.

VISITOR PARKING: Tenants must inform their visitor/guest that they are required to park in visitor parking. Visitors are not permitted to use Tenant reserved parking spaces for any reason. Tenants are responsible for the autos of their visitors. Visitor parking is clearly marked in yellow lines and by signage. Visitors are not permitted to store or repair vehicles on site. Management reserves the right to have any vehicle towed away at the owner's expense.

PEST INSPECTION POLICY:
Each month, all units, on one single floor, on a rotating schedule, are treated for pest. This is mandatory for everyone's protection. Tenants are notified each month when it is their floors turn. In the case of pest infestation that has been addressed by our contracted professional exterminator, if instructions have not been followed by the tenant(s) and infestation has not been reduced, there will be a $50 charge to the tenant to be paid directly to our contracted professional exterminator per each extra unit visit.

PETS:
No pets of any kind are permitted on these premises without written consent of the management and following the procedures in the Pet Policy.

PROPERTY DAMAGE:
Damage to property, such as cabinets, refrigerators, ranges, walls, electrical outlets, etc, caused by the tenant's or his/her guests' negligence, will be charged against the tenant, payable with the first month's rent succeeding the charge.

RENT:
All rent is due and payable on the first day of the month. Only checks and money orders made out to Seymour I. Hollander Apartments are acceptable. Neither cash nor third-party checks will be accepted. Please note, the checks are not deposited until the 3rd of each month to allow Social Security deposits to arrive. Management highly recommends ACH Auto pay, rent is pulled automatically from tenant's bank account of the 5th of each month. This service it is free to the tenant and the safest most convenient way to pay your rent.

ROOFTOP FIRE DOORS AND EQUIPMENT:
It is a criminal offense to tamper with any fire equipment around the building. Tenants are not to use the roof access doors, nor tamper with any fire equipment or tools.

SECURITY DEPOSIT:

Tenant pays a security deposit upon move-in in the same amount as the Tenant's initial monthly rent. Annually in December, management calculates interest for 12 months on the security deposit based on the CT Insurance Commissioner's published interest rate. As indicated in the HUD lease, if the tenant complies with move out rules and leaves the apartment in clean and sanitary condition, there can be a full refund of the security deposit plus interest for that portion of the year before the move out. However, the security deposit is held if there is any damage to the unit beyond normal wear and tear. In addition, Tenant's failure to give 30 days' notice will result in a forfeit of the entire security deposit plus apportioned interest.

SMOKE FREE AMENDMENT:

SMOKING OR VAPING: We are a 100% smoke free building. Smoking or vaping is strictly prohibited anywhere in the building. Smoking or vaping on the outdoor grounds is prohibited also, EXCEPT in the two designated and marked smoking areas. Residents are responsible for their visitors' smoking violation(s). Per HUD's instructions, this provision warns that violation of the smoking prohibition will be grounds for eviction.

MARIJUANA: The use of marijuana is **strictly prohibited** at this site, both indoors and outdoors. The legalization of adult-use recreational marijuana in Connecticut as of July 1, 2021 does **NOT** apply here at Hollander or any HUD-subsidized properties. The Federal Controlled Substances Act still categorizes marijuana as a Schedule 1 substance, meaning that its use is a federal crime and, therefore, is **NOT** allowed at HUD-subsidized properties in any state. Per HUD's instructions, this provision warns that violation of the smoking prohibition will be grounds for eviction.

SNOW REMOVAL:

A professional snow plowing company is contracted by Hollander. Each Tenant/visitor is responsible for cleaning off their own cars. We ask that you please do not place snow in any adjoining parking space.

SOLICITATION/DISTRIBUTION OF MATERIALS:

Signage is specifically posted on two sides of the entry doors prohibiting solicitation and/or distribution of materials. There is further signage that there is video surveillance in progress.

TRASH, RECYCLING AND GARBAGE:

Compactor chutes on each floor are provided for disposal of garbage in small garbage bags. Single-stream recycling items are to be placed in the recycle bins on the floor of the compactor rooms. Cardboard boxes that are too large for the recycle bins are to be flattened and neatly placed along the wall in the trash room or brought to the first floor, through the blue door at the far end of the laundry room. The site does not dispose of or recycle: utensils, appliances, furniture, or other items too large for the compactor or recycle bins. Removal of said items from the premises is the sole responsibility of the tenant. NO items should be left on the floor of any compactor room or other area of the building or grounds.

UTILITY ROOMS:

The Maintenance Shop/Boiler Room, 3rd floor storage room, water heater closets in the community room, and electrical rooms in the elevator lobbies are not to be used or entered by tenants for ANY purpose. They are for staff use only.

VISITORS:

Residents are obligated to ensure that all guests, aides, family members, and other visitors abide by these House Rules and Regulations. Said guests, aides, visitors and family members must comply with all rules/regulations including, but not limited to**: signing IN and OUT** of the sign-in book by the entry door, proper disposal of garbage, parking in marked visitor spaces, not blocking the fire lane at the entry of the building, respecting the quiet enjoyment of all neighbors, respecting the one washer/one dryer rule in the laundry room, etc.
No guest/visitor is entitled to have mail delivered to Hollander in their name.

OVERNIGHT GUEST/VISITORS: Visitors are welcome to stay for a limited period of time during the year. Visitor/Guest may stay no more than 2 weeks/14 days at a time, or a total of 30 days within a calendar year. All overnight guest's must first be register at the main office. Visitors are not to be confused with home health aides who may come into the building in varying shifts and hours at a time. No visitor is allowed to stay overnight in the apartment if the tenant is away. Overnight begins at 12AM; any guest in the building after 12AM is considered an overnight guest and must abide by the above-mentioned rule.
Any guest who intends to stay more than (2) consecutive overnight stays, is required to be registered at the main office.
If it is determined that overnight visitors are not following the rules outlined in this agreement or management finds out a visit has exceeded the 2 weeks/ 14-day limit without prior approval, this is a lease violation by the Tenant. Lease violations will result in Legal Lease Enforcement Procedures (Eviction) for "Unauthorized" Occupants.
(Also see APARTMENT OCCUPANCY:)

EXTENDED STAY GUEST/VISITORS: If a guest is approved for an extended stay due to a tenant's reasonable accommodation, they must provide the main office with state issued identification for the tenant's file. If applicable, the main office will also require vehicle information so an extended stay/visitors parking permit can be issued. Extended stay guests are not entitled to have mail delivered to Hollander in their name.

WILDLIFE:

Feeding stray animals or Wildlife on Hollander property is prohibited. Leaving food or water or any feeding instrument on the ground, in the trees, behind buildings or structures or feeding stray animals/wildlife from your vehicle is a lease violation.

HOUSE RULES AGREEMENT & ACKNOWLEDGEMENT

I have read and received a copy of the House Rules, effective June 14, 2026.
I acknowledge these rules are an extension of my HUD Model Lease and hereby agree to abide by the House Rules.

Persistent violation of house rules is classified by HUD as "material noncompliance" with your lease. Management will generally issue warnings first, but continued violations can lead to formal eviction and the loss of your housing assistance

Apartment Number: _____

Tenant Name (Printed): _____

Tenant Signature: _____ Date: _____

Tenant Name (Printed): _____

Tenant Signature: _____ Date: _____

Hollander Staff Name & Title: _____

Hollander Staff Signature: _____Date: _____