

RESIDENT HANDBOOK AND OCCUPANCY RULES

Hathaway Creative Center, 10 Water Street, Waterville, Maine 04901

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Hathaway Creative Center is a property of North River Hathaway, LLC ("NRH" or "Landlord"). NRH does business in accordance with the Fair Housing Act, which prohibits "any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin or intention to make such preference, limitation or discrimination."

Property & Contact Information

Hathaway Creative Center is located at 10 Water Street in Waterville, Maine. Our regular office hours are Monday through Friday from 8:00a.m. to 5:00p.m. We encourage you to get to know our staff and to contact us whenever a need may arise. Our mailing address is 10 Water Street, Waterville, Maine 04901. Our office telephone number is (207) 861-5638 and we have an answering service to receive messages 24 hours a day, 7 days a week. For police and fire emergencies please call 911 and then call to advise us immediately.

Rent

The amount of your rent is specified in your Lease and rent is payable on the 1st day of each month. Rent must be paid in full and on time each month; repeated late payment of rent is a lease violation and is cause for lease termination and eviction. We offer automated rent payment information, which sends your rent payments automatically from your checking or savings account to our bank. If you pay by check or money order, please make them payable to: North River Hathaway and mark the lower left of your check or money order with your Apartment Number, you may slide them under the office door or mail them to our office.

All rents are due and payable on or in advance of the 1st of each month and should be received by us no later than the 10th day of each month. Late fees are applicable and will be applied when rent is not received in accordance with our policy. Monthly statements are sent by mail for your records as a courtesy. When for some reason the rent cannot be paid as required, you must contact our office on or before the first of the month for which the rent is due. Please remember that failure to pay your rent will result in the use of procedures as outlined in your lease. Payment or receipt of a rental payment less than the amount stated in the Lease will be considered as only partial payment toward that month's account balance.

All partial payments accepted by our manager shall be applied to the rent balance (or any other monetary obligation under the lease) which first became due and no partial payment shall be applied to the current month's rent until all outstanding balances have been paid in full despite any endorsement, stipulation, or other statement on any check or money order.

Under no circumstances shall the manager's acceptance of a partial payment constitute accord and satisfaction. The manager's acceptance of a partial payment will not forfeit the Landlord's right to collect the balance due on the account, despite any endorsement, stipulation, or other statement on any check or money order.

During the pendency of any action for forcible entry and detainer, including any notice of termination, the resident shall continue to be obligated to comply with all provisions of the Lease, including but not limited to the obligation to pay rent and any other charges that shall become due. under the Lease both before and after the resident's tenancy is terminated by a court.

Inspection Standards

Each apartment will be inspected at least annually by an authorized member of the management staff and residents are invited and encouraged to make every effort to participate in these inspections, which shall be conducted at a reasonable hour and with a minimum of 24-hour notice. The purpose of such inspections shall be to ensure standards are maintained and that unit equipment is properly serviced so good conditions exist throughout the building. All surfaces, appliances and fixtures must be reasonably visible for inspection. Residents are expected to keep the premises in a clean and sanitary condition, in compliance with all City and State codes.

Residents are expected to keep the tile or wooden floors swept and washed, carpets swept, cleaned and vacuumed regularly; walls clean and free of stains and grime, interior windows clean; ceilings free of webs, etc.; bedrooms free of clutter and dirty clothes; all rooms free of bad odors; kitchen appliances clean and in good order; bathroom fixtures clean and in good order; entrances, halls and stairways free of clutter and dirt. Flammable and combustible materials cannot be stored on the premises, such as: gas, kerosene, paint thinner. Rifles, handguns, shotguns, ammunition or fireworks of any type should not be kept on site; in no event may such items be used on the premises, common areas or grounds of the property.

Apartments are inspected not only when a resident moves in but also when a resident moves out. You are expected to attend and should make every effort to be at the apartment to participate in both inspections, complete a vacate form and obtain a copy for your records.

Maintenance/Access by Landlord/General Restriction

Repair and maintenance services of the property are arranged by the manager. We ask that you please make requests for maintenance or repairs by email or by calling the office to request a work order. A work order will then be prepared for maintenance staff or a contractor. Work orders are necessary to help organize a work schedule for the maintenance people so that repair and maintenance work can be accomplished more quickly and efficiently. Work orders also allow us to keep records of the types of problems that occur in your apartment and thus anticipate any future problems. Please keep in mind that we have requested our maintenance people not to make repairs without a work order.

In case of an after-hours emergency, call the office and we will be notified by the on call operator. No charge is made for repairs unless necessitated by negligence or mistreatment by a resident. Any damage done to an apartment, regardless of who was responsible, is the responsibility of the resident and may be billed to them. Please notify this office of any such damages immediately.

Residents may not interfere with or harass management, management personnel, or individuals hired by management to perform work on the property or grounds. The resident may not unreasonably withhold consent to the agent to enter the dwelling unit to inspect the premises, make necessary or agreed repairs, alterations, supply necessary services, or show the dwelling to prospective or actual purchasers, prospective residents, workmen or contractors.

Except in the case of an emergency, or if it is impracticable to do so, the manager shall give the resident reasonable notice of his intent to enter and shall enter only at reasonable times. Twenty-four (24) hours is presumed to be reasonable notice, in the absence of an emergency.

If the resident moves before the Lease Agreement ends, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy.

Keys and Locks

Keys and access cards shall be the responsibility of the resident. The resident agrees not to change and/or install additional or different locks or chains on any door(s) of the unit. There shall be a reasonable charge for alteration or replacement of locks and for the replacement of lost keys or access cards. Please do not make copies of keys for your apartment, the manager will provide them. You may provide one to relatives only for emergency use.

Lockouts

Keep in mind that, if you have not made prior arrangements for the possibility of being locked out of your apartment, you can expect some delay and cost to you to get back into your apartment. You can contact the management office to have someone open the door. Keep in mind, however, that you will be charged a minimum of \$25.00 for this after-hours service. The charge will cover time to and from the site at overtime rates, if after-hours.

Life Safety

Every apartment has at least two (2) smoke detectors installed. The resident is required to keep these detectors in working condition by refraining from disabling or tampering with any one or/all of the detectors. The resident must notify management if they find any of the detectors are not working properly. The act of tampering with a detector, such as removing a battery, or disconnecting the electrical supply, or in any other way interfering with its ability to detect smoke/carbon monoxide may place all occupants and the entire building at risk. If a resident tampers with a smoke and/or carbon monoxide detector and interferes with its functioning, the resident could be charged with a Class D criminal offense, punishable by up to a \$1,500.00 fine and up to 364 days of incarceration.

Outdoor Furnishings/Toys/Grills/Lawns

Lawn maintenance services at the property are arranged by the manager. Please do your part to always keep the grounds free of trash. If you drop items that could clutter the grounds, please pick them up. We do not permit swing sets, pools, tents, canopies, lawn chairs or furniture to be set up on the property. Any outdoor furnishings will be provided by management. Toys, bikes, and other personal property must be properly stored in the unit when not in use; bike racks are available both onsite and indoors. For any belongings or decorations seen outside of the unit, the manager will ask the resident to remove the item. Wood or other open flame pits or burning equipment is strictly prohibited. Periodic inspections will be performed to keep with continued compliance; storage units are available for an additional monthly charge.

Trash Collection

All garbage and cardboard should be placed directly in the appropriate receptacle on site. Trash collection is scheduled multiple times every week; please make sure to do your part in keeping the development clean and free of rodents and pests by emptying your trash on a regular basis. Also, please make sure your trash is placed inside the receptacle; resident furniture is never allowed in or around the dumpsters; we can assist you in disposal for a fee.

Snow Plowing & Shoveling

Snow plowing & shoveling services at the property are arranged by the manager. It is the resident's responsibility to make sure their vehicle(s), as well as any guest vehicle, is appropriately moved in accordance with the winter parking policy or requirements. Work will

generally begin upon 2" accumulation of snow and continue throughout the storm, as needed. The plowing contractor will also do a final clean-up of the parking area once the storm has stopped. Failure to cooperate in moving your vehicle(s) may result in an extra charge. Please keep in mind that it may take some time before a final clean-up is completed, and that it will be done as reasonably soon after each storm circumstance allows.

Parking

The parking spaces are for building tenants and residents only and all vehicles must be registered with management; a parking permit will be assigned and displayed in the vehicle. There is some designated resident and handicap parking available; all parking spaces are on a first come, first serve basis. Adequate parking is provided, and parking should be between the lines to maximize available spaces and to allow the traffic to pass. At no time may you utilize a parking space reserved for 60-minute parking, these are reserved solely for the visitors and customers of the property. If maintenance is scheduled or there is a dangerous condition, vehicles must park where designated by management. Guests must park their cars only in open parking areas; if overnight, that vehicle must be registered with the manager. At no time should a guest vehicle be left onsite for more than 48 hours; there is no guest parking allowed during a City parking ban or for personal vacations.

Vehicles

All vehicles must be registered with the management office and display a parking permit on the dash. No vehicle repairs may be made in the parking lot, on any vehicle. All vehicles must be registered and inspected by local authorities and insured, as required by Maine law. All vehicles must be operable and may not leak fluids on the grounds or paved parking areas. Any resident who does not meet these requirements will have 48 hours to remedy the situation. Vehicles cannot be stored indefinitely on the property. Failure to meet these obligations could result in action being taken, including towing or removing the vehicle from the site at the owner's expense and face loss of permit. Please notify the office when a change occurs in either your vehicle or a vehicle registration.

Off-road, recreational vehicles and boats are not permitted. This includes dirt bikes, ATVs, snowmobiles, RVs and campers. Licensed motorcycles may be operated only on the street and driveway.

Heating Service and Windows

The heating is to be provided by Landlord, and resident shall take all reasonable measures to conserve the heat by not opening the windows when the heat is on, not excessively heating the premises, and by observing all reasonable rules and regulations regarding this issue.

The current system for heat and electrical service should provide you with comfortable, trouble-free heat. It is important not to block heating units and to make sure all items are at least one (1) foot above any baseboard or heat outlet. If you plan to be away for any period of time during the winter months, please be sure to let the manager know so that we may monitor your apartment for any possible problems; there is no fee related with this service.

Additionally, please do not turn the thermostat to the off position as this could cause freezing of water pipes. Instead, you may use the 55-degree position to save energy. Should you have any questions, please contact us. Responsibility for utility bills is more fully described in the lease.

Appliances

Please make every effort to keep your electric range free of grease and food particles. Be sure to always use the fan when cooking on the stove. Fans should be cleaned at regular intervals to ensure proper operation. It is expected that all appliances will be as clean when you move out as they were when you moved in. Care in operation, cleaning and general care must be taken of all appliances in accordance with the manufacturer's instructions. Grease and large food items should not be poured into the garbage disposals.

Other Fixtures or Furnishings

Please do not attempt to flush any items down the toilet and do not attempt to flush grease down the drains. This could cause drains to become plugged or backed up. If it is necessary to have a plumber unplug your toilet, or unclog your drains, you may be charged for the service call. No abrasive type of cleaner is to be used on the tub-shower. Use liquid cleaners only as the tub/shower finish will be severely damaged by abrasive cleaners. Please keep exterior windows closed during the day when away for extended periods.

Use care when affixing pictures to the walls of your apartment. All such items are to be hung with "picture hanger hooks," small nails, or other non-stick items so that the paint and sheetrock will not be disturbed when removed. Do not at any time paint the walls or woodwork or add any wall covering. Non-adhesive, "cling" style borders are permitted. Due to the design features of the property, waterbeds are not permitted.

Residents are responsible for proper use of all windows and screens, any damage is a resident cost. Please exercise care when handling all windows and screens or request assistance.

Common Areas/Halls/Community Rooms

The common building areas are for all residents and for residents to enjoy. You must obtain prior management approval before decorating or placing personal items in the common areas including halls and laundry rooms. This also includes the direct areas outside the unit entrances. Pets are permitted (with conditions) to travel through common areas, however, they are not permitted in common areas for any length of time; the final say rests with the manager.

Washer, Dryers, Dishwashers, Air Conditioners and Freezers in Apartments

Washers, dryers and dishwashers are only permitted in units that have the appropriate hook-ups for the appliances. All other appliances should have prior permission from the manager and will be noted on the lease. Residents may not store these appliances on the premises.

Air Conditioners

Air conditioners are provided in each unit. Fans or resident supplied air conditioners are not permitted to protrude through any window.

Laundry Facilities

Laundry facilities are available on the premises for resident use only. Please be sure that you follow the instructions for proper use of these machines. Be considerate of your neighbors by promptly removing your clothing when wash and dry cycles are completed. Repair cost is ultimately included in the rent, so please take care of the appliances; please, do not use any Canadian quarters. Children under the age of 18 are not permitted in the laundry facility.

without a parent or adult household member. Please follow the posted laundry facility instructions and rules.

Mold

To minimize the occurrence and growth of mold, residents must remove moisture accumulation. Promptly remove any visible moisture accumulation in your apartment, including moisture on walls, windows, windowsills, floors, ceilings, closets, storage areas, and bathroom fixtures. Mop up any spills and thoroughly dry affected area as soon as possible. Use exhaust fans in kitchen and bathrooms as necessary. Keep climate and moisture in your unit at reasonable levels by keeping apartment clean. Clean and dust your apartment regularly, particularly the kitchen and bathroom. Notify manager promptly of any water leak, excessive moisture, or standing water in your unit, any mold growth in your unit that persists after you've tried to remove it with common household cleaning solutions using manufacturers' instructions, any malfunction in the heating, air-conditioning or ventilations systems in your unit and any mold or musty odors found in your unit or in a common area. If you fail to follow these rules, you may be held responsible for property damage and any health problems that may result.

Children

Whether the children are your own or just visiting, they are not permitted to play in the street or parking lot or anywhere in or around the building or common areas where they may endanger themselves or unnecessarily disturb other tenants or residents. It is of the utmost importance that children be always supervised so they will not present a disciplinary problem for the management, its employees, or the other tenants and residents. Please respect your neighbor's right to peaceful enjoyment.

Unlawful Activities

The premises may not be used for unlawful purposes or activities. This includes, but is not limited to, the illegal possession, use or sale of controlled substances and/or related paraphernalia. Such activity will result in immediate communication with the police and potentially eviction. Registered sex offenders are not permitted on the property.

Disturbing Noises

No resident may make or permit any disturbing noises by themselves, their family, or friends that would interfere with another resident's right to peace and quiet. Loud playing of stereos, TV, or musical instruments, running or excessive noise is discouraged, at any hour. Since you will reside on an upper floor, please remember that others do live, sleep and work underneath your unit.

Cause for Eviction/Lease Termination

If there is sufficient evidence of legitimate cause for disciplinary action, up to and including eviction, a resident will be contacted in writing by the manager. The written notice will state the reasons for action, including eviction, and will request immediate action from the resident, including vacating an apartment. These notices will be emailed and will also be taped on your unit door. Lease violations that will lead to disciplinary and/or eviction are stated in the Lease.

If the Landlord proposes to terminate the tenancy for nonpayment of rent for more than 15 days, unless otherwise specified in the Lease, the Landlord may do so upon seven (7) days' prior written notice to the resident. If the resident pays all amounts due within this 7-day period, the proposed termination is void. This subparagraph does not apply to repeated late payments of rent. Failure to pay rent on time is a legitimate cause for the non-renewal of an annual lease.

If the Landlord proposes to terminate the tenancy on any grounds constituting material non-compliance of the Lease, including but not limited to: threats to health or safety of another of the building, physical violence, pet issues, repeated violation of policies, pet behavior, or illegal drug activity, the Landlord may do so upon seven (7) days' prior written notice to Resident. The notice will advise the resident that they have an opportunity to respond to the Landlord by requesting a meeting with the manager informally either immediately and/or prior to the date contained in the notice for the termination of the tenancy.

Changes in Household Composition and/or Overnight Visitors

The apartment is leased only to the person(s) listed on the Lease. Except, of course, for an addition to the household resulting from birth or adoption, no other persons may reside in the apartment without the prior written approval of the manager. We reserve the right to conduct resident selection inquiries on any persons proposed for occupancy in the apartment. Residents may have guests stay with them for no more than thirty (30) days during a calendar year, including no more than seven (7) days consecutively. Should one individual listed on the Lease vacate prior to the termination date of the lease, all persons on the Lease remain responsible for fulfilling the conditions of the lease, including full payment and damages.

Pets

We wish to be pet friendly; however, not everyone is comfortable around pets and a responsible owner is expected to be sensitive to this reality. No pets are allowed without prior, written approval from management and completion of the Lease Addendum. The addendum has a pet rider to the Lease; pet rules and a pet deposit will be required for any approved pets. Two (2) pets per household are the maximum that may be allowed. Visitors' pets are not permitted to visit the site or enter the building.

Management has the right to limit the size and/or weight of a dog to 50 pounds. Dogs that pose a threat to others in the building, or bark excessively, creating complaints, will not be tolerated. Pets barking in units while the resident is away at work or for other reasons is an example of a prohibited condition.

Each pet must be individually approved by the management before being brought to the premises; this includes replacement pets. Evidence is required that the pet is in good health and has been properly immunized and licensed (dogs) and kept up annually.

Pet caretakers must be identified. Pets exhibiting hostile or inappropriate behavior (such as jumping on people) or causing damage or disturbances may be subject to removal from the premises. The resident is responsible for ensuring there are no pet odors. Pets in common areas must be on a leash and accompanied by an adult; the stairwells are permitted for a path of travel and if the elevator is used, it is taken to the lowest level available to avoid the main lobby areas. The owner of any dog that is walking outside must clean up their dog's waste. A pet deposit is required for each pet and payment arrangements can be made. As part of the move-out process, pet owners may be required to de-flea as needed and/or proper cleaning of carpets.

Assistance Animals

A tenant with a disability may be entitled to have an assistance animal under Maine law. An assistance animal is not a "pet." Under the Maine Human Rights Act, an "assistance animal" is an animal that is either (i) determined necessary for an individual with a physical or mental disability to mitigate the effects of a mental or physical disability by a physician, psychologist,

physician assistant, nurse practitioner, licensed social worker, licensed professional counselor or other licensed health professional with knowledge of the disability- related need for an assistance animal, or (ii) is individually trained to do work or perform tasks for the benefit of an individual with a physical or mental disability. The Landlord may ask about the nature of a tenant's disability if it is not obvious and for some evidence that the assistance animal has been trained or prescribed. A person with a disability visiting a tenant may be accompanied by an assistance animal.

An assistance animal may be removed from the premises if either: (i) it is a direct threat to the health or safety of others, or (ii) it would result in substantial physical damage to the property of others, or (iii) it substantially interferes with the reasonable enjoyment of the housing by others.

Insurance Coverage

Tenants and residents are urged to arrange for insurance coverage for liability and property damages or losses by purchasing a Tenant's Insurance Policy. The Owner maintains insurance coverage for its losses, but this does not cover any claims or losses incurred by a tenant or resident. For example: if there is water damage in the apartment from a burst pipe or water heater and your furniture gets water damaged, the project owner's insurance does not cover your furniture or if the loss of food items due to loss of refrigeration is not recoverable from the owner or owner's insurance. Also, should a loss occur, which can be attributed to your unit, you could be held responsible for damages and without a Tenant Policy, this can be excessively costly.

Abandonment and Abandoned Property

The Landlord shall consider the household to have abandoned the apartment if either or any of these conditions apply. Management believes the unit has been unoccupied for more than 30 consecutive days without notice and/or the unit rent is past due and/or responsibility, utilities are either past due or disconnected, and the resident has not acknowledged or responded to demands for payment.

If Landlord considers a unit to be abandoned, Management will take possession of the unit, and conduct an emergency inspection and an inventory any belongings left in the unit. Resident will be charged with full non-subsidized rent up to 30 days from the date the unit is determined to be vacant (this can include charges for any utilities that is the responsibility of the resident). Any attempt to notify unit members that it considers the unit abandoned by sending proper notice in accordance with Maine State Law to the household's address and to the addresses of any emergency contacts the household gave to Management. If household members do not respond to manager's written notice, the manager will take appropriate, lawful action.

At Move-Out

A 30-day written notice of your intent to move must be given to and received by management prior to vacating the apartment; a vacate form must be completed. The notice period will begin as of the date the written notice is received at the management office. This applies not only if a resident is moving from one apartment to another, but also if a resident vacates well in advance of the thirty (30) day move out date. If there are questions, please contact the office.

It is the resident's responsibility to ensure the notice is received; therefore, a follow-up phone call is important. The notice should state a specific moving date and list your forwarding address so that your security deposit may be sent to that address.

All residents are asked to provide an emergency contact person(s) who will also be responsible for completing the move-out upon the death or incapacity of the resident, and to receive any security deposit refund. Please be sure the person(s) is aware of his/her responsibilities.

It is important to ensure that utilities are maintained throughout the move-out notice period, especially when weather conditions could damage the apartment and result in additional charges to the resident.

Two or three days prior to moving-out date, call the manager for an appointment time for the final inspection of the apartment. At the final inspection, you should plan to attend so you can turn in all keys, sign and keep a copy of the inspection and/or vacate report. If you decide not to be present during the move-out inspection, and fail to schedule an appointment, management will take over possession of the apartment when your 30-day notice has been fulfilled.

Transfers

There are instances where a resident has moved into the property and then wishes to transfer to another unit. Examples may be for a preferred floor level, a water view, amenities or when changes in family composition or medical hardship result in the apartment size no longer being appropriate. A resident may request, or we may require the resident, to transfer to another unit. Unless there is a compelling reason or condition, a wait list is maintained and will be utilized; priorities are given first to corporate units, then to existing residents (prior to new residents) as units come available. Should a unit become available for a transfer, and the offer to transfer is refused by the resident, their name will be automatically dropped from the waiting list. A resident may ask to be reinstated to the waitlist, however, will be placed on the bottom of the waitlist.

Important Information About Fraud

Please do not risk your housing eligibility by providing false, incomplete, or inaccurate information on your application forms, or for failing to provide notice about changes in your household and/or family composition. When you complete applications, please answer all questions and be sure to provide complete information. If you do not understand something, say so. Call or email the manager with any questions. The names of all the people (adults and children) who will reside with you, whether related to you or not, must be reported.

Grievances

In accordance with federal requirements, we follow an established process for resident grievances and these procedures will apply to all types of situations. The purpose is to ensure that residents or prospective residents have a fair and equitable process for addressing concerns and to ensure fair treatment in the event of adverse actions or inactions taken by the Landlord or manager. Should you not be able to resolve your concern satisfactorily with the manager or are uncomfortable speaking directly with the manager for any reason, you may contact the Landlord directly at North River Hathaway, 610 West 26th Street, Suite 910, New York, New York 10001 where we will cooperate to swiftly resolve your concern or grievance. As not all issues are similar, we will assist you with the contacts of the appropriate parties as a path of further action, as needed.

Smoking Rules

Smoking IS NOT allowed. Residents must refrain from smoking in apartments, the building including the common areas, or on exterior grounds within 50 feet of the building windows or common entrances. Residents must ensure that family members, guests and invitees also comply fully with this requirement.

Pest Control

When necessary, management will arrange for professional pest control to address significant issues with household pests such as ants or spiders. In some cases, pest control is arranged on seasonal basis as a preventive measure where local conditions warrant. When there is an occasional or mild seasonal sighting of pests inside the apartment, generally, we suggest residents use a common household product or try a "green" approach to handling the matter. If that doesn't work, please contact the manager for maintenance to respond.

As bedbugs have spread and increased their presence in the Northeast, it is important to contact the office immediately if you encounter these pests in your apartment. In fact, Maine State Law has provisions for both resident and landlord responsibilities related to bed bug treatment. Both resident and Landlord are required to comply strictly with the Maine Bedbug Law (Title 14 M.R.S.A. §6021-A). Resident agrees to promptly notify Landlord if they know of, or suspect, an infestation of bedbugs in the unit. Upon the resident receiving notice of a need for access to the premises for bedbug issues, they must fully cooperate with the Landlord and any pest control agent hired by the Landlord. The resident is required to comply with all reasonable measures to eliminate or control bedbug infestation. If the resident is the source of the bedbug infestation, they shall be responsible for all direct or consequential damages. Failure of the resident to fulfill his/her obligations is a breach of the Lease and is grounds for termination.

If a resident suspects any other infestation, or when a resident notices that they may have a problem, it is their responsibility to immediately report the situation to the manager and must not attempt to treat the infestation on their own. The manager will schedule an inspection and/or professional extermination and provide the resident with a list of tasks to be completed pre and post treatment. These instructions are to be followed exactly as they are written by the pest company providing the service. If the resident may have circumstances wherein, they are unable to follow all instructions as prescribed, it is the resident's responsibility to notify the manager at least twenty-four (24) hours prior to the scheduled treatment. Additionally, any instructions regarding animals shall be followed exactly. In the case where the resident is required to take the animal to a veterinarian for treatment, the resident must take the animal to the veterinarian within seventy-two (72) hours previous or prior to the extermination time and provide the manager with documentation that the treatment has been completed.

If the resident fails to follow the instructions provided by the pest company providing the service and re-infestation occurs within the next two months, the resident will be charged the full amount of the extermination to their unit and any common areas affected by the negligence.

No Unlawful Housing Discrimination

General Statement of Nondiscrimination: NRH strives to comply with the Maine Human Rights Act (the "MHRA"). The purpose of NRH's No Unlawful Housing Discrimination Policy ("Policy") is to prevent unlawful discrimination and retaliation, as defined by the MHRA, at NRH's housing locations in Maine. This policy is also intended to demonstrate NRH's adherence to the standards set forth in the federal Fair Housing Act, 42 U.S.C. §§ 3601–3619, which prohibits

housing discrimination on the basis of race, color, religion, sex, disability, familial status, and national origin.

The MHRA provides, among other things, an opportunity for an individual to secure housing in accordance with the individual's ability to pay and without discrimination because of race, color, sex, sexual orientation or gender identity, physical or mental disability, religion, ancestry, national origin or familial status or because the individual has sought and received an order of protection or receives public assistance ("Protected Characteristics"). NRH's policy is to not unlawfully discriminate in housing, which includes:

1. Making or causing to be made any written or oral inquiry concerning a Protected Characteristic;
2. Refusing to show or refuse to sell, rent, lease, let or otherwise deny to or withhold from any person the housing accommodation because of a Protected Characteristic;
3. Making, printing, or publishing or causing to be made, printed or published any notice, statement or advertisement relating to the sale, rental or lease of the housing accommodation that indicates any preference, limitation or discrimination based upon a Protected Characteristic, or an intention to make any such preference, limitation, or discrimination;
4. Discriminating against any person because of a Protected Characteristic in the price, terms, conditions or privileges of the sale, rental or lease of any housing accommodations or in the furnishing of facilities or services in connection with any housing accommodations;
5. Evicting or attempting to evict any tenant of any housing accommodation because of a Protected Characteristic; or
6. Unlawfully harassing a tenant of any housing accommodation because of a Protected Characteristic.

NRH and its employees will also not refuse to rent or impose different terms of tenancy to any individual who is a recipient of federal, state or local public assistance, including medical assistance and housing subsidies, primarily because of the individual's status as recipient.

Reasonable Modifications: NRH will provide reasonable modifications of existing premises occupied or to be occupied by a disabled person if the modifications may be necessary to give that person full enjoyment of the premises. Provided, however, that in accordance with the Fair Housing Act and MHRA, NRH will evaluate all reasonable modification requests and determine responsibility for costs based on applicable federal and state law, and the cost of such reasonable modification may be at the sole expense of such person making the request for accommodation if not otherwise permitted by federal law. NRH will make reasonable accommodations to policies or practices as necessary to ensure that a person with a disability can exercise full use and enjoyment of the premises. Reasonable accommodations and modifications will only be denied if they pose an undue administrative or financial burden on the housing accommodation or fundamentally alter the housing accommodations services. Such reasonable modification includes the use of an assistance animal, so long as the assistance animal does not pose a direct threat to the health or safety of others, or the use of the assistance animal would result in substantial physical damage to the property of others or would substantially interfere with the reasonable enjoyment of the housing accommodation by others.

To the extent there exists any conflict with this Policy or a provision herein as a result of a change in local, state, or federal law, such laws take precedence. If there are any questions about this Policy or how to apply any of its requirements, you should contact your assigned Property Manager or NRH's corporate offices.

Filing a Grievance: The person responsible for coordinating compliance with the nondiscrimination requirements is the Property Manager. Tenants may file a grievance, either in writing or orally, by contacting your assigned Property Manager. The Property Manager will then submit the grievances to NRH's corporate offices.

Tenants may also file a written or oral grievance by calling, mailing, or e-mailing NRH's corporate offices at the following address:

North River Hathaway Co.
610 West 26th Street, Suite 900,
New York, New York 10001
info@northriverco.com
(212) 695-8090

Upon receipt of a grievance, NRH will conduct an investigation and take corrective action, if appropriate.

Tenants may also file a complaint with the Maine Human Rights Commission at the following address:

State of Maine
Maine Human Rights Commission
51 State House Station
Augusta, Maine 04333
(207) 624-6290 (phone)
(207) 624-8729 (fax)

TTY: Maine Relay 711

www.maine.gov/mhrc

No Retaliation. No tenant will be subject to, and NRH prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of unlawful housing discrimination or cooperating in related investigations.

SEEN AND ACKNOWLEDGED BY:

Resident initials: _____

I/WE HAVE READ AND RECEIVED A COPY OF THE RESIDENT HANDBOOK AND AGREE THAT THESE RULES ARE HEREBY INCORPORATED INTO THE LEASE AGREEMENT.

RESIDENT SIGNATURE _____

DATE _____

RESIDENT SIGNATURE _____

DATE _____

MANAGER SIGNATURE _____