



Thousand Oaks at Austin Ranch Community Conduct

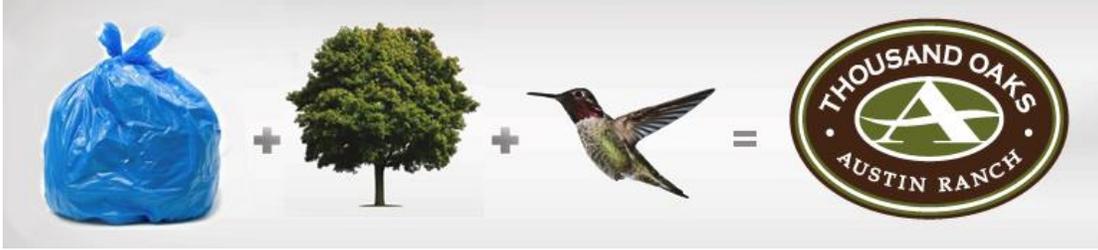
Thousand Oaks at Austin Ranch Management would like to welcome you to our community and as a new resident please review the following policies to ensure a happy home for all.

1. Television sets, stereos, radios etc. are to be played at a volume which will not disturb others, or be heard outside your home. Please respect your neighbors and keep the noise level at a respectful volume. Quiet hours are from **10PM-10AM**. If security is called out to your home you can be issued a citation for disturbance. **You may contact us at (972)820-8000.**
2. Thousand Oaks at Austin Ranch will provide a one time after hours lockout service as a courtesy. Any additional after hours lockouts will be performed at a cost of \$25 to the resident. There is no charge assessed if the lockout occurs during normal business hours. Any individual needing to gain access to an apartment must be on the lease contract and present photo identification, unless written permission has been given by the lease holder.
3. Children under the age of 14 should be accompanied by an adult while on property grounds, clubhouses and fitness facilities at all times.
4. Resident is limited to two vehicles per person on lease contract. Resident should not wash or repair vehicle on the property.
5. As a resident in this community you are exposed to wildlife, nature and wooded areas. You are at your own risk, and the Owner shall not be responsible for any wildlife interactions or activity on property. Please use appropriate precautions and common sense while enjoying the wooded areas. Please observe posted signage.
6. All residents allow Thousand Oaks at Austin Ranch/Billingsley Company to use any photos taken of resident and/or guests while on property or attending community events. We may use this material for marketing and/or advertising purposes.
7. Team sports such as football, soccer, kickball, dodge ball etc. are not permitted in any parking lots or parking garages. Bicycles, skateboards, scooters etc. may not be ridden in any parking lots or parking garages.
8. Selling of personal items from garages is not allowed
9. No goods or materials of any kind or description which are combustible can be placed in a storage area. Resident cannot store gasoline, cleaning solvent or other combustibles.
10. Garages are to be used to store vehicles only. They are not to be used to store personal items.
11. **Access Cards:** Damaged/lost/stolen access cards are **\$150** to replace. Access cards must be with the resident while utilizing the pools and/or fitness areas. If a card is not returned upon move out there will be a \$150 deduction from your security deposit.
12. Pool hours are from **9AM-10PM**. Thousand Oaks at Austin Ranch residents must have their pool pass with them, and are allowed to have 2 guests per pool access. Refreshments must be served in unbreakable containers. Pets are forbidden in the pool areas. The Dry Creek Pool is dry and does not permit alcohol consumption.
13. If any personal information changes during your lease term, you are required to notify Thousand Oaks at Austin Ranch in writing within 48 hours of change. This includes but is not limited to; emergency contacts, workplace, vehicle information, pets etc.
14. All residents must pick up after their pets and properly dispose of waste. Each dwelling is limited to 2 pets per lease contract.

Yard/Patio/Balcony Rules:

If your home includes an enclosed yard then you agree to the following rules:

1. It is our responsibility to keep the grass in your yard mowed and watered (water restrictions do apply). To enable and assist us in mowing/watering your yard you agree to keep the lawn free of all property and other items when not in use including lawn furniture, toys, grills or other cooking devices and any other outdoor equipment. You also agree not to hinder or obstruct any of the sprinkler heads located in your yard.
2. Any damage to your personal belongings or property caused during the mowing or watering of your yard is your responsibility and not our responsibility. You agree not to hold us responsible and indemnify us for all costs of litigation and attorney's fees resulting from any such damage to your personal belongings or property left in your yard.
3. We are not liable to you, your guests, or other occupants for damage to or loss of personal property that is left in your yard regardless of whether such loss or damage is caused by fire, rain, flood, hail, ice, snow, lightning, wind, theft or vandalism unless otherwise required by law.
4. Please refrain from planting any trees, shrubs, plants or flowers in your lawn. You may plant trees, shrubs, plants or flowers in pots, planters or other moveable containers as long as those containers are not kept on the lawn itself. It is your responsibility to maintain water and tend to any trees, shrubs, plants or flowers that you plant in such containers.
5. It is your responsibility to keep your yard neat and clean free of trash, debris, pet defecation or other unsightly items.
6. If you notice a pest control problem such as fire ants in your yard it is your responsibility to notify us of such problems.
7. If you allow a pet in your yard, then you agree to abide by all of the rules set forth in the separate Animal Addendum. Pets are not to be left unattended in Yard. All animal waste must be picked up and disposed of properly.
8. The City of The Colony ordinances prohibits open-flame cooking and heating devices. Open-flame cooking devices, charcoal grills, outdoor fireplaces and other similar devices used for cooking, heating or any other purpose shall not be located or used on combustible balconies, decks, or within 10 feet (3048 mm) of combustible construction.
9. It is your responsibility to keep your patio/balcony area neat and clean at all times. Please keep this area free from trash, debris and other unsightly items.
10. You are not allowed to leave any pets unattended on your patio/balcony, or use this area for animal waste.



Trash Pick Up Policy

We are happy to provide Thousand Oaks at Austin Ranch residents with door-to-door trash pickup service. In order to ensure this convenient service is provided in a timely, sanitary and safe manner we ask you to please adhere to the following policies.

Trash Pick-Up Days & Times:

Sunday - Thursday Evenings 6:00 PM – 8:00 PM ONLY
(No Friday or Saturday pick up)

1. Place trash bags in provided container outside your front door between the hours of 6:00 pm - 8:00 PM only. Trash may not be out any other times.
2. If you would like to recycle you may also place your **blue recycling bags** out as well. These will always be available at reception if you run out.
3. All empty trash containers must be brought back inside your apartment by 9:00 AM the next day. If the container is left out during the day you will be subject to a lease violation and fine.
4. All trash should be BAGGED & TIED tightly and placed inside the trash container.
5. Do not leave trash bags under the stairwells or on your balcony/patio at any time.
6. Boxes will be picked-up if they are broken down and flattened.
7. Oversized items are not picked-up (TVs, furniture, large moving boxes, etc.)
8. Do not throw cigarette butts on the ground, in the parking garage, in the breezeways or off the patios at any time. Use an ashtray for cigarette disposal.
9. **Trash container provided by Valet Waste will need to stay in unit even if transferring within Thousand Oaks at Austin Ranch Property. If lost, stolen, damaged or NOT left in unit a \$10 fee for the container will apply.**

To show our commitment in keeping the grounds and community clean, we will be enforcing the Trash Policy and implementing a fine of \$25.00 per item that is put out before or after the scheduled hours stated above. If you need to dispose of any trash outside of the scheduled trash pick-up hours you may do so at **the trash compactors**. Thank you for your assistance in keeping our home clean and mess free for everyone to enjoy.



Please pick up after your dog and properly dispose of the waste. For your convenience, we have pet stations on the property that supply poop bags for your use. This may not be the most fun thing to do, but it's part of the responsibilities of owning a dog.

Keep your dogs in designated pet-friendly areas. No one likes to see dead grass in their lawn. Dog waste destroys the grass & landscaping, so we have set aside specific pet-friendly areas for you & your dog to enjoy.

All dogs must be on a leash when outdoors. Your dog may be well behaved, but is your neighbors? Play it safe by keeping all dogs on a leash. Leash laws are not only in your lease contract, they are also a city law as well.

Dogs may not be left unattended on patios, balconies or yards. We understand you want your dog to have fresh air. However, when a pet is left alone they love to bark at any and all activity that goes on around them, which can be disruptive to your neighbors. Be considerate & keep them indoors if you aren't around.

Pets may not urinate or defecate on the patios, yards, in garages or in the breezeways. We have to assess fines for anyone caught allowing their dog to do so - these fines pay to clean up the mess & keep the area smelling fresh for everyone.

We pride ourselves on our beautiful grounds and ask that you please take responsibility for your pet by following the pet rules and regulations.

We thank you and your neighbors thank you!