



Dear Resident,

We are looking forward to an exciting year with you as our resident at the Towers at University Town Center. In order to make your move-in as smooth as possible, please familiarize yourself with the following information enclosed in this packet.

Your Move in Date is: Saturday, August 20, 2011

Your Move in Time is as follows:

1 st and 2 nd – 15 th and 16 th Floors	7:00 am
3 rd and 4 th – 13 th and 14 th Floors	9:00 am
5 th and 6 th – 11 th and 12 th Floors	11:00 am
7 th and 8 th -- 9 th and 10 th Floors	1:00 pm

As you are probably aware, there will be a large number of residents checking in on this day. Therefore, in an effort to keep things running as efficiently as possible, please arrive during your specified time to pick up your key and complete any last minute items. If you need to make adjustments, no need to call us, we will see you when you arrive!

We are anticipating an amazing start to the year! As we prepare for your arrival (and that of several hundred of your closest neighbors), we will be striving to meet your expectations. We will have several team members and vendors on site, both on move-in day and throughout the weeks following move in, to take care of any details we may have missed in preparation for this event. We are committed to making your year and years to come with us, the best living experience possible.

Enclosed is all the information you will need to make the Towers your new home. Please review and let us know if you have any questions.

Once again, thank you for choosing Towers at University Town Center as your new home. Since we continue to have a high volume of calls, we ask that if you have any questions please us at thetowers@greystar.com and allow us a 2-3 day reply time.

Sincerely,

Kimberly Moss

Director of Community Operations

Towers at UTC Guide

Welcome to the Towers at University Town Center!! We are so excited that you have chosen our community as your new home next year. We want to inform you of all the great amenities at UTC and the surrounding areas. All the shop, eateries, etc listed below are within walking distance of your front door (2 minute walk tops)!!

UTC Eateries/Shops

(check them out on the web at www.universitytowncenter.net
or at www.utcliving.com)

Qdoba Mexican Grill

Wild Onion

Carolina Kitchen

Old Dominion Brew House

China Buffet

Five Guys Burgers & Fries

Regal Royale Theater (stadium seating)

Hanks Tavern & Eats

TOKYO SUSHI BAR

The Mall at Prince Georges Plaza

(check them out on the web at www.mallatprincegeorges.com)

Olive Garden

Outback Steakhouse

JCPenneys

Ross

Marshalls

MACY'S

Old Navy

TARGET

Capitol One Bank

SunTrust Bank

Metro Center Shopping

Bally's Fitness

Jerry's Subs

Giant Food Store

Dunkin Donuts

CVS

Starbucks

Metro Cleaners

Golden House

Quiznos Subs

Bank of America (ATM)

Staples

Need info about the metro?? We are on the Green line, the Prince George's Metro Stop!
Check out www.wmata.com for schedules and stations

Resident's Corner

Towers at University Town Center

Dear Resident,

This Q & A is to inform you of the most frequently asked questions by residents. We will continue to keep you updated on the Towers throughout the semester, but in the meantime, please feel free to contact us should you have any other questions!

Towers at UTC Amenities

Game Room:	Is open from 6 am to midnight for relaxing! After midnight, it becomes a study zone! We don't allow anyone to "reserve" this space as it is for all residents.
Rooftop Pool:	Will be open until Labor Day! It is closed on Mondays, but open Tuesday-Sunday from 12 pm – 6pm. See the courtesy officer on how to gain access.
Fitness Center:	Is open 24 hours for your convenience.
Computer Lab:	Is open 24 hours for your convenience. We replenish the toner on the 1 st and the 15 th of each month. You must provide your own paper. See the courtesy officer for assistance and to leave your ID.
Conference Room:	Is available for studying or working on presentations on the projector. You can reserve this space for 2 hours at a time (longer if no one else needs the space). See the courtesy officer for assistance and to leave your ID.
Study Lounge:	Is for studying only. It can't be reserved or used for any other purpose.

As always, if you see anything that needs to be improved in these areas, please let us know!

Safety & Security

Did you know that college students are more often victims of crime than any other group? Therefore, you need to be responsible for your safety while in and outside of our community. Here are few tips:

1. Always make sure your bedroom door is locked. How do you lock it (it doesn't lock automatically like your front door)? Pull it close, insert your key, and wait to hear the mechanism lock. If this is functioning improperly, complete a Service Request online (info on how to do to this is provided in this packet) and we will assist you.
2. Always walk in groups of 2 or more, while going to Target, the metro, etc. Safety is in numbers.
3. Do not give your key to others. Doing so places the entire community at risk and puts you in a position of removal from the Towers. We will confiscate the key and you will be charged \$100 for a replacement.
4. If you have a car, make sure doors are always locked and no items are visible. 9 out of 10 car burglaries occur because items were visible or the door was unlocked. Always double check.
5. Obtain Renter's Insurance (you can do so on move in day with State Farm). Per your

lease, we require that you obtain insurance to protect your personal belongings.

Now, for the most common questions we have about safety and security...

Q. Why do my friends need to leave an ID at the desk when visiting me?

A. Our policy requires that all guests leave an ID at our courtesy desk while visiting our community. All forms of picture ID are acceptable. We have a courtesy officer onsite 24 hours a day to assist you.

Q. What if my upstairs neighbors cause a water leak and my electronic and clothing items are damaged? What if my roommate's boyfriend/girlfriend stole my laptop? What if I had a party and a few days later, I notice some of my items are missing?

A. If you review your lease, you will see that we require all residents to obtain Renter's Insurance. This helps to protect your belongings in the event of damage or theft. Towers is not responsible for replacing your damaged/stolen items. You must call the Hyattsville Police Department and make a police report. Our courtesy officers will be able to assist you.

Q. What if I lost my key card or it was stolen? Do I have to pay for another one?

A. While this is unfortunate, you will be responsible for paying \$100 for a replacement key, so don't lose it. Your new key will deactivate your old key so that it will no longer work to allow anyone access to your apartment.

Q. I hear the fire alarm going off on another floor, but the alarm on my floor is not. Why?

A. Since we live in a high rise, sometimes a neighbor may burn food that produces smoke. When this happens, open your windows, NOT your front door. Why? Smoke will set off the hallway alarms on your floor and the floors immediately above and below you (if you live on 10th floor, it will go off on the 9th and 11th floors) causing those folks to evacuate. So please be considerate of your neighbors and monitor your cooking at all times. Remember, if you hear the alarm, please exit via the stairwells.

Q. I hear my smoke detector beeping, what do I do?

A. Simply go online to our website and complete a Service Request and we will replace the battery for you! This is a safety concern, so please inform us immediately.

Roommate Issues

While some of you made specific requests for roommates, others did not. We attempted to match you based on the preferences you provided in your application. While we do our best, conflicts do arise, so to help prevent issues, follow these simple tips. Oh, and just because you are friends, doesn't mean this doesn't apply to you! Help maintain your friendship!!

1. Schedule a roommate meeting the first few days after you all move in! Even you though you may be friends, you should set a few rules that will keep you all happy! Most roommate conflicts arise over the following, so be sure to discuss each: trash (who takes it out of the kitchen), cleaning days, washing dishes, guests-days/times they can visit, days for each of you do to laundry, common area decorations, music levels, thermostat temperature, usage of personal items (dishes, clothes), sharing food (is this allowed).

2. Type up a simple contract that you all can agree to and post it where it can be seen by all.
3. Get the full names, email addresses and cell numbers of all roommates! Save it to your phone and post it in where everyone can see it. This is handy when you are locked out or need to reach someone in the event of an emergency!

Common Questions about roommates...

- Q. What can I do if my roommate is not following the apartment rules and we are arguing all the time?**
- A. Feel free to contact Juanita Brown by email at jubrown@greystar.com and explain the situation and ask to schedule an appointment to discuss the issue. Together we will try to find a satisfactory solution.
- Q. My lease states that guests can only stay up to 3 days per month, but my roommate's boyfriend has been here for the past 3 months. I don't want to get her in trouble, but he is annoying. I don't want her to know that I told anyone. What can I do?**
- A. First, set up an appointment to see Juanita Brown. Next, we won't inform the roommate that you told us about their guest. We will discuss with you the options we have to help solve the problem.
- Q. I want to invite a few friends over, how many guests can I check in?**
- A. For safety purposes, we limit the number of guests per resident to 4. If you want to exceed this amount, you will need to schedule a meeting with the Director, Kim Moss to discuss.

My Apartment

Now that you are settled in, here a few things you will need to know about your apartment.

- Cable:** Is provided through COMCAST. You must obtain a box (at move in) or call them to schedule delivery. While the cost of this box is free, you are responsible for it (maintaining and returning it) and for the cost of any additional services ordered.
- Internet:** Is provided by PAVLOV Media. Upon move in, you must follow the directions in your packet to register your computer accordingly. Remember, you must register with your name (as it appears on your lease) and your apartment number. All other names will be disconnected. If you have problems with your internet, please call PAVLOV, 24/7 at 1-888-4-PAVLOV. If they are unable to troubleshoot over the phone, they will send a technician. They will issue you a ticket number, so be sure to write it down. If you continue to have problems with your internet, you can email us (thetowers@greystar.com), provide the ticket number and we will try to assist.
- Telephone:** Towers at UTC does not provide phone service, since most students utilize their personal cell phone. However, it is possible to get a landline. You can call Verizon to schedule a consultation.
- Electricity:** Is provided by PEPCO and is paid by the Towers at UTC each month. Each resident is allotted a \$20 cap (or \$80 for the entire 4-4 unit and \$40 for entire 2-2 unit). Therefore, if you and your roommates go over this cap, we will split the difference equally amongst you and charge your account. You will get a copy of the actual bill between the 25th -30th of each month, so you can include any overages in your next month's installment due on the 1st.

Service Requests:

For your convenience, you can go online (see instructions later in the packet) and complete a service request 24 hours a day, 7 days a week. The request comes directly to our email and when the office opens we are able to view your request and complete the repair. Please be very specific when describing a problem: “the light bulb in my bathroom is out” vs. “the light bulb is out”. This will help us know exactly where to go and what to do. Please allow us 2-3 business days to complete the repair. Please note, we enter units from 10 am – 6 pm, Monday-Friday to make repairs. You do not need to be home in order for us to enter and complete any repairs needed.

Once completed, you will receive a confirmation email stating it was done. If it was not completed or not completed to your satisfaction, then please reply to the email and re-state the issue.

If you need help with an emergency: Toilet overflowing, any kind of water leak, or a key issue. Please see the courtesy officer immediately. We want to solve these problems as quickly as possible.

Financial Issues

These are the most common questions regarding finances.

Q. If I move in on the 20th, and my payment is \$759, why isn't the rent pro-rated? Why must I pay a full month's rent?

A. It has been pro-rated for you! This means from Aug 20th-July 31 you will live in the unit for 346 days and the total you owe for that term is \$9108. In the past, we would collect the total owed in 2 equal installments of \$4554 (August and January), similar to how you pay your tuition. However, many residents and parents asked for a 12 month equal installment plan. So we now divide the total for the lease term into 12 equal installments due on the 1st of each month (August-July). You are simply paying off the total lease term owed.

Q. When is my installment due each month? When are late fees assessed? How much are late fees? When will the internet be disconnected if my installment is not paid? When will the eviction process start if my balance is not paid?

A.

1 st	Rent is Due
6 th – 10 th	Late Fees are assessed. Late fees (1% of total monthly rent) will be added, not to exceed 5% of the total monthly rent. All balances will be assessed late fees.
11 th	Internet is disconnected for all monies owed
12 th	Eviction Process Started & Additional legal fees added to the account

Q. Do I have to pay each monthly or can I send 1 full installment? Can I send 2 or 3 installments?

A. You can send it monthly, quarterly or pay in a full installment.

Q. What are the payment methods? Can I set up my bank to send a check each month? What is your mailing address?

A. Check, Money Order/Cashier's Check, Credit Cards (instructions attached) are accepted. You can coordinate with your bank to have them send a payment automatically each month on the day you designate. Be sure to allow enough mailing time.

Payment should be made out to: Towers at University Town Center
Payments should be mailed to: Towers at University Town Center
6515 Belcrest Road * Hyattsville, Maryland 20782
Attn: Leasing Office

In the memo section, please include your student's name and apartment number!

And don't forget about...

A few things that you should not forget!!!

Q. It is 2:30 am and I just returned to the Towers and realized I lost my key? How do I get help?

A. First, stop by to see the courtesy officer. We have community assistants who are available at the following times: 9 pm, 12 am (midnight), 3 am and 6 am. You will need to present your ID so they can make you a new key. The cost for a new key is \$100, so please don't lose it.

Q. I went to take out the trash and locked my key inside my room. What do I do?

A. If it is during office hours, you will be provided a temporary key for 15 minutes at no charge. If you don't return the temporary key, you will be charged \$100. If you get locked out after hours, the community assistant (available 9 pm, midnight, 3 am and 6 am), will provide a temporary key and you will be charged the lockout fee of \$100.

Q. I have ordered books online, but I won't be home when UPS comes by. Will my package be left in the office? When can I stop by to get it?

A. As a courtesy, we sign and store packages for all residents and are not responsible for any lost/misplaced mail/packages. Once it is received in our office, you will receive an email from us stating that you have a package ready for pick-up. To collect the package, you must present your ID and the name on the package must match it, otherwise, you will not be allowed to receive it. All packages not collected within 7 days will be returned to sender.

Packages are available at the following times: 6 am – 5 pm Monday-Friday and 12 pm – 5pm Sat/Sun

Q. I am expecting a letter from my grandmother and I never received it. What do I do?

A. Since the post office considers us a "bulk drop" service, they do not sort and place mail in the boxes. Instead, they bring all the mail in "tubs" to our office. Therefore, we must sort and stuff the mail in boxes daily between 4 pm – 5 pm. While we try to be extremely careful with resident's mail, it is very possible that we never received your mail at all. If you have any issues with mail, please direct all inquiries to the Hyattsville Post Office.

Also remember, any mail that does not contain your name AND apartment number will be returned to sender. Your address is as follows:

Resident's Name
6515 Belcrest Road, Apt. # _____
Hyattsville, Maryland 20782

Q. It is 1:15 am and I am trying to enter the parking facility and my access card is not working. What do I do?

A. For the night, park in the guest parking lot. See the courtesy officer to complete an incident report and be sure to include your name, apartment number and the first 5 digits of your parking access card. Inform the officer that you will need assistance exiting in the morning (we can allow you to exit or validate your parking). We will review your incident report, check your access card and call Atlantic Parking to determine the problem. Once resolved, we will email you accordingly. But note, your card is in an entry-exit sequence only (meaning, if you enter, you exit, then you enter, then you exit). If you give the card to a friend, it will get out of sequence, thereby not allowing you the ability to enter or exit.

Q. What is that white object with the red liquid inside hanging from my ceiling?

A. This is your sprinkler head that will activate in case of a fire. DO NOT touch or hang any items on this device as it will activate spraying gallons of water on your belongings and flooding your unit and all those below you!

Q. How do I know when I have a package delivered? When can I pick it up?

A. We will email you each day between 3 pm – 5 pm that you received a package in our office. You can pick up your package Monday – Friday from 6 am – 5 pm or Saturday-Sunday from 12 pm – 5 pm. Just bring your ID and see the courtesy officer. We can not give your package to anyone but you and the name on your package must match your lease in order for you to retrieve it. Please note, we are not responsible for any lost/damaged or missing items.

Towers at University Town Center

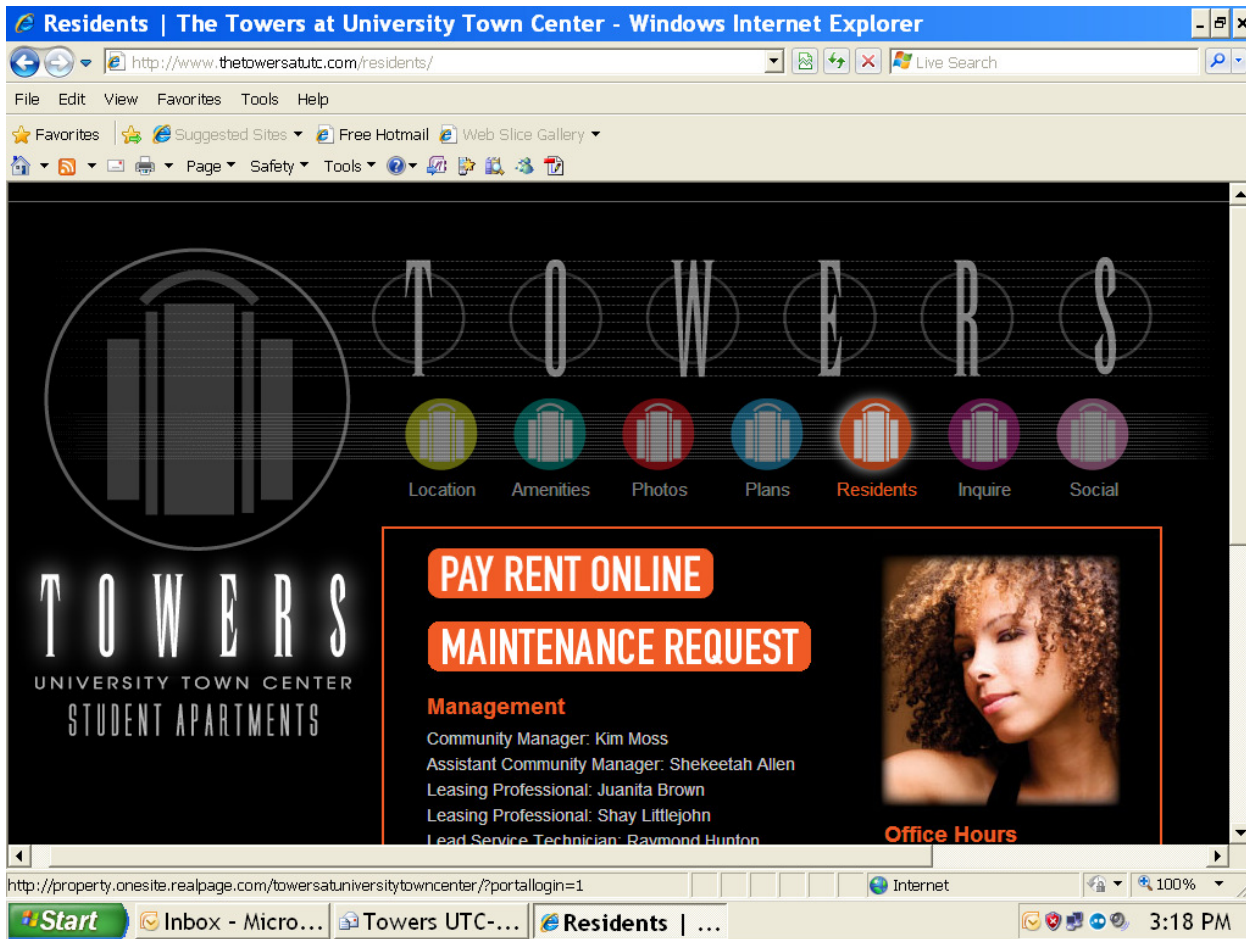
Online Services

****Online Payment****
****Service Requests****

Simply log on the secure resident portal and complete your bank account information.

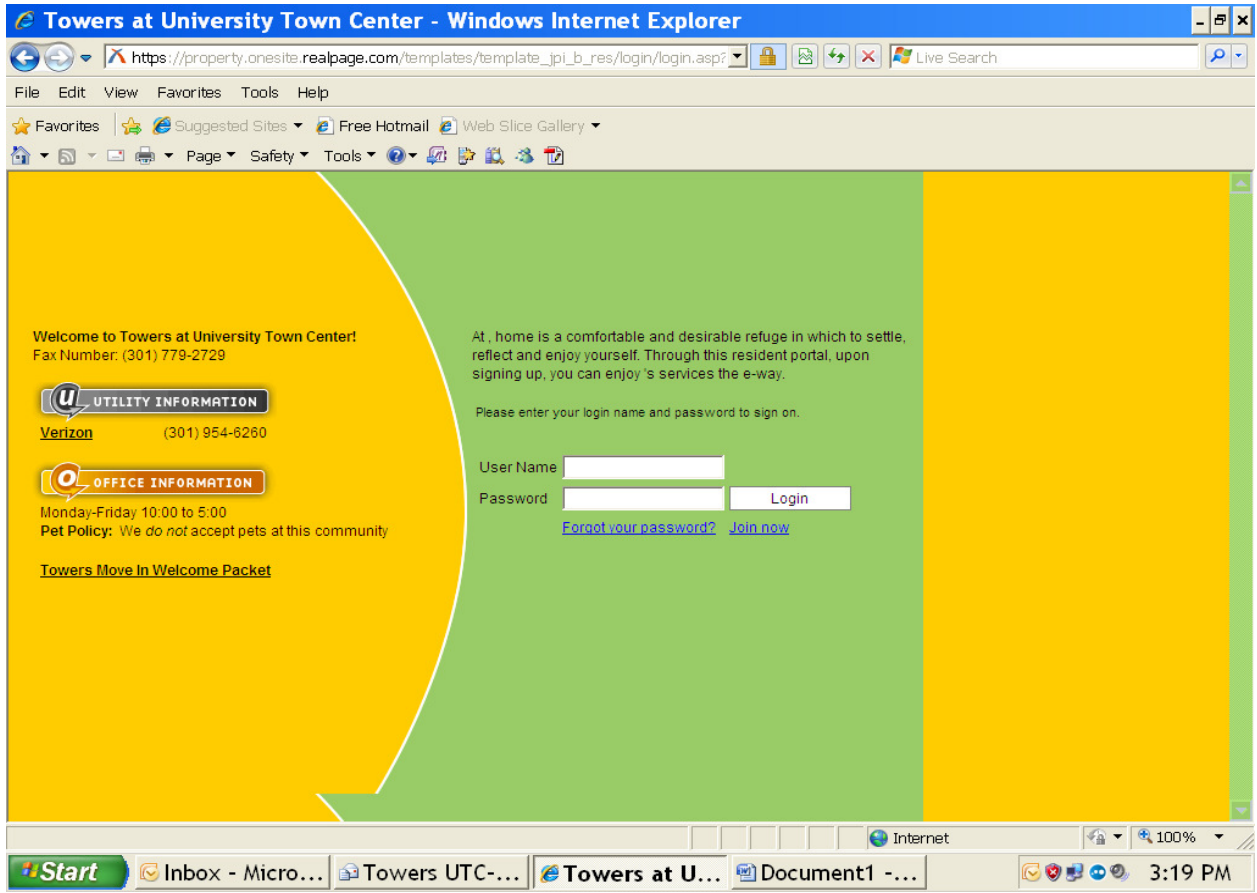
STEP 1:

Log on to our website at www.thetowersautc.com. Click on the Residents bubble.



STEP 2:

If this is your first visit, you will need to register. Click “Join Now”. Otherwise, sign in with your username and password.



Towers at University Town Center Online Services

STEP 5:

Click on ePayments. Look for the red “click here to pay now” at the top center of the screen.

- You will need to enter the amount you wish to pay. A \$14.95 service fee will be assessed for every credit card payment.

Online rent payment system - Pay rent now - Microsoft Internet Explorer provided by JPI

File Edit View Favorites Tools Help

Address https://property.onesite.reapage.com/system/onlinepayments/pay_rent_now.asp?w=towersatuniversitytowncenter&c=jpi.onesite.reapage.com&e=1049405&s=109331384

kim.moss [Sign out]

Pay rent now - Enter payment details

Current statement

Pay rent now

Payment history

Accounts

VeriSign Secured

[Privacy policy] [Terms of use]

Enter payment details

Please enter payment amount, date, and the account to use, then click the [Submit] button. You will have a chance to confirm your payment before it is processed.

1 **Payment amount**

<input type="radio"/> Current account balance	\$ -67.76
Past Due Charges	\$ 0.00
Current Charges	\$ -67.76
<input type="checkbox"/> Prepay next month's charges(\$0.00) \$	
(No future charges at this time)	
<input checked="" type="radio"/> Different amount	\$ 150.00
Service fee	\$ 14.95
Total	\$ 164.95

[Information about service fees]

2 **Payment date *** 07/17/2008

3 **Account** *Capital One [Add an account]

4 **Security code** [Where is this?]

5 **Re-enter your Password** []

6 **Continue** [Confirm] [Cancel]

Start | Turns 2008 | Online Services.doc - M... | Towers at University Tow... | Online rent payment... | Internet | 5:37 PM

Towers at University Town Center Online Services

STEP 6:

Click on “Add an Account”. You will enter all of your account information.
For example:

Account Name: Please choose (whatever name you wish)

Account Type: Please choose

Name on Account: (must be the exact name as it appears on the credit card or bank account)

Address on Account: (must be the billing address of the credit card or bank account)

Routing Number: Located on the bottom of the check

Account Number: Located on your credit card

Re-Enter your password

Hit Confirm

Online rent payment system - Accounts - Add or edit account - Microsoft Internet Explorer provided by JPI

File Edit View Favorites Tools Help

Address https://property.onesite.reapage.com/system/onlinepayments/accounts-add_edit.asp?w=towersatuniversitytowncenter&c=ipi.onesite.reapage.com&e=1049405&=10933 Go Links

Current statement
Pay rent now
Payment history
Accounts

VeriSign Secured

[Privacy policy]
[Terms of use]

Enter account details

To add or edit an account, complete all the following fields and click the [Confirm] button.
You will have a chance to review your information before it is saved.

1 Account name

2 Account type Credit card or check card Bank account

3 Bank account type Checking Savings

4 Name on account

5 Address on account
Street State ZIP code
City -state-

6 Routing number [Where is this?]
 Re-type routing number

7 Account number [Where is this?]
 Re-type account number

8 Re-enter your Password

9 Confirm

Start Online Services.doc - Micr... Towers at University Tow... Online rent payment ... 5:40 PM

STEP 7:

Confirms your payment details. This confirmation is just confirming that the system is processing your information, it is not a confirmation of payment being received. Please note, after submitting payment, give the system 1 hour. Log back on and view your statement and payment history. This will show if the monies have been posted to your account.

My Checklist, to be completed by July 27th!

_____ **1. Mail in the following items to Towers at UTC:**

- a. My 1st payment installment, include name and Apartment number.
- b. Review the attached Bed Bug Addendum and sign
- c. Review the attached Lease Addendum and sign
- d. Include a note if I need parking added to my lease (indoor \$120/outdoor \$35)
- e. Complete the Demographic information at the bottom of this page

_____ **2. Speak with an insurance agent about Renter's Insurance**

_____ **3. Touch base with roommates and make plans for move in day!**

Name _____

Email address: _____

Home Address _____
(Street, City, State, Zip Code)

Home Phone # _____

My Cell # _____

Parent/Guarantor Name _____

Parent/Guarantor Email: _____

Parent/Guarantor Address _____
(Street, City, State, Zip Code)

Parent/Guarantor Phone: _____

The University I attend is : _____

When classes start this fall, I will be considered a: (please circle)

Freshmen Sophomore Junior Senior Graduate (Program _____)

By signing below, I give permission for the Towers at UTC to send me updates/notices, etc, via text to my cell phone number listed above. I know that I will not be spammed and should I choose to stop this service, I will stop by the office after move in and inform them.

Signature of Resident

What Do I Bring to My New Apartment on Move in Day?

Needed Items:

- Bed Linens (The beds are Full, but regular full size sheets fit)
- Pillows
- Bath Linens (including shower curtain)
- Toiletries
- Bathroom Toilet Plunger
- Desk Lamp
- Your clothes, computer (and TV for your room, if you want)
- Clothes Hamper or Basket
- School Supplies & Books
- Lamp (1 ceiling light may not be enough)



Items you may want to share with your roommates, but feel free to bring your own supply:

- Vacuum Cleaner
- Iron & Ironing Board
- Dishes
- Glassware (or plastic cups)
- Flatware
- Pots & Pans
- Cooking Utensils
- Microwave dishes (or Paper plates)
- Kitchen Linens
- Pot holders
- Coffee pots/mugs
- Broom/mop
- Laundry Detergent
- Cleaning Supplies
- First Aid Kit/Flashlight
- Food, Snacks, etc.
- TV and/Stereo for the living area
- Extra batteries for Flashlight



Just a Reminder: If you forget something from this list, Target, Ross, Marshalls and the PG Mall is right across the street! Use this time and bond as roommates and go shopping together to decorate your common area.

THE TOWERS AT UNIVERSITY TOWN CENTER
ADDENDUM TO LEASE AGREEMENT
(FEES)

THIS ADDENDUM TO LEASE AGREEMENT (hereinafter referred to as this "Addendum") is made this _____ day of _____, 201____, by and between JPI Apartment Management, L.P. (hereinafter referred to as "Landlord"), agent for the owner of The Towers at University Town Center (hereinafter referred to as the "Building"), and _____ (hereinafter referred to as "Tenant").

WHEREAS, the parties hereto entered into a lease agreement (hereinafter referred to as the "Lease Agreement") dated _____ for bedroom number _____ in suite # _____ (the "Premises") located within the Building; and

WHEREAS, the parties desire to amend the Lease Agreement as set forth below.
IT IS, THEREFORE, covenanted and agreed between the parties as follows:

1. Section 34 of the Rules and Regulations section of the Lease Agreement shall be amended as follows:

LOCK-OUT: Pay a \$100.00 service charge to Landlord each time that Tenant locks himself/herself out of the Premises, and requests Landlord's assistance in gaining entry to the Premises after business hours and on holidays.

2. The second to last sentence of Section 7 of the Rules and Regulations section of the Lease Agreement shall be amended as follows:

If Tenant shall fail to comply with this Rule, or if Tenant loses the electronic key/access card to the Building, the Suite, the Bedroom, or to the Tenant's mailbox, or otherwise requests that Landlord change any of the locks on the doors of the Suite, the Bedroom, or to the Tenant's mailbox, Tenant shall pay Landlord \$100.00 for reimbursement of the cost of changing or re-keying/carding each such lock.

3. Other than as modified herein, all other terms, covenants and conditions of the Lease Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum to Lease Agreement the day and year first above written.

WITNESS/ATTEST:

JPI APARTMENT MANAGEMENT, L.P.,
agent for UTC Housing I, LLC
6515 Belcrest Road
Hyattsville, Maryland 20782
(301) 779-2727 (Phone)
(301) 779-2729 (Fax)

By: _____,agent
- Landlord -

_____ - Tenant -

Bed Bug Addendum

Date: _____
(when this Addendum is filled out)

Please note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for any bed bugs in your dwelling or surrounding dwellings. This addendum contains important information that outlines your responsibility and potential liability with regard to bed bugs.

1. **LEASE CONTRACT.** This is an addendum to the Lease Contract for Unit. No. _____ at _____
in _____ (city), _____ (state). _____ (name of apartments)

2. **PURPOSE.** This Addendum modifies the Lease Contract and addresses situations related to bed bugs (*cimex lectularius*), which may be discovered infesting the dwelling or personal property in the dwelling. Tenant understands that Landlord has relied on Tenant's representations to Landlord in this Addendum.

3. **INSPECTION.** Tenant agrees that he/she: (Check one)

- has inspected the dwelling prior to move-in and did not observe any evidence of bed bugs or bed bug infestation; OR
- will inspect the dwelling within 48 hours after move-in and notify Landlord of any bed bugs or bed bug infestation.

4. **INFESTATIONS.** Prior to move in, Landlord did not observe any evidence of bed bugs or bed bug infestation in the dwelling or building in which the dwelling is located.

Tenant agrees that he/she has read the information in this addendum about bed bugs and: (Check one)

- Tenant is not aware of any infestation or presence of bed bugs in his/her current or previous apartments, home or dwelling. Tenant agrees that he/she is not aware of any bed bug infestation or presence in any of his/her furniture, clothing, personal property or possessions. Tenant agrees that he/she has not been subjected to conditions in which there was any bed bug infestation or presence. OR
- Tenant agrees that if he/she previously lived anywhere that had a bed bug infestation that all of his/her personal property (including furniture, clothing and other belongings) has been treated by a licensed pest control professional. Tenant agrees that such items are free of further infestation. If Tenant discloses a previous experience of bed bug infestation, Landlord may review documentation of the treatment and inspect Tenant's personal property and possessions to confirm the absence of bed bugs. Tenant agrees that any previous bed bug infestation which he/she may have experienced is disclosed here:

5. **ACCESS FOR INSPECTION AND PEST TREATMENT.** Tenant must allow Landlord and Landlord's pest control agent(s) access to the dwelling at reasonable times to inspect for or treat bed bugs. Tenant and his/her family members, occupants, guests, and invitees must cooperate and must not interfere with inspections or treatments. Landlord has the right to select any licensed pest control professional to treat the dwelling and building. Landlord can select the method of treating the dwelling, building and common areas for bed bugs. Landlord can also inspect and treat adjacent or neighboring dwellings to the infestation. Tenant is responsible for and must, at his/her own expense, have his/her own personal property, furniture, clothing and possessions treated according to accepted treatment methods established by a licensed pest control firm that Landlord approves. Tenant must do so as close as possible to the time Landlord treated the dwelling. If Tenant fails to do so, he/she will be in default, and Landlord will have the right to terminate Tenant's right of occupancy and exercise all rights and remedies under the Lease Contract. Tenant agrees not to treat the dwelling for a bed bug infestation on Tenant's own.

6. **NOTIFICATION.** Tenant must promptly notify Landlord:

- of any known or suspected bed bug infestation or presence in the dwelling, or in any of Tenant's clothing, furniture or personal property.
- of any recurring or unexplained bites, stings, irritations, or sores of the skin or body which Tenant believes

are caused by bed bugs, or by any condition or pest Tenant believes is in the dwelling.

- if Tenant discovers any condition or evidence that might indicate the presence or infestation of bed bugs, or of any confirmation of bed bug presence by a licensed pest control professional or other authoritative source.
7. **COOPERATION.** If Landlord confirms the presence or infestation of bed bugs, Tenant must cooperate and coordinate with Landlord and Landlord's pest control agents to treat and eliminate the bed bugs. Tenant must follow all directions from Landlord or Landlord's agents to clean and treat the dwelling and building that are infested. Tenant must remove or destroy personal property that cannot be treated or cleaned as close as possible to the time Landlord treated the dwelling. Any items Tenant removes from the dwelling must be disposed of off-site and not in the property's trash receptacles. If Landlord confirms the presence or infestation of bed bugs in Tenant's dwelling, Landlord has the right to require Tenant to temporarily vacate the dwelling and remove all furniture, clothing and personal belongings in order for Landlord to perform pest control services. If Tenant fails to cooperate with Landlord, Tenant will be in default, and Landlord will have the right to terminate Tenant's right of occupancy and exercise all rights and remedies under the Lease Contract.
8. **RESPONSIBILITIES.** The cost of inspection and treatment of the dwelling will be at the expense of Landlord. In addition to having his/her personal property, furniture, clothing and possessions treated by a licensed pest control company approved by Landlord, Tenant shall be obligated, at Tenant's expense, to immediately have the dwelling prepared for treatment and, if applicable, remove any infested items from the dwelling. In the event that Tenant fails to fulfill his/her responsibilities as set forth herein, Tenant acknowledges that he/she will be liable for any damages or losses sustained by Landlord as a result thereof and that Tenant will have materially and substantially breached the Lease Contract.
- If Tenant vacates the dwelling and a bed bug infestation of the dwelling is subsequently discovered, Tenant will be responsible for the cost of inspection, treatment, eradication and cleaning of the dwelling. In the event that a bed bug infestation spreads from the dwelling into other areas of the building, whether adjacent to, above or below the dwelling, Tenant will also be held responsible for the expense of inspection, treatment, eradication and cleaning of such other areas.
9. **TRANSFERS.** If Landlord allows Tenant to transfer to another dwelling in the community because of the presence of bed bugs, Tenant must have his/her personal property and possessions treated according to accepted treatment methods or procedures established by a licensed pest control professional. Tenant must provide proof of such cleaning and treatment to Landlord's satisfaction.

BED BUGS - A Guide for Rental Housing Residents

Bed bugs, with a typical lifespan of 6 to 12 months, are wingless, flat, broadly oval-shaped insects. Capable of reaching the size of an apple seed at full growth, bed bugs are distinguishable by their reddish-brown color, although after feeding on the blood of humans and warm-blooded animals--their sole food source--the bugs assume a distinctly blood-red hue until digestion is complete.

Bed bugs don't discriminate

Bed bugs' increased presence across the United States in recent decades can be attributed largely to a surge in international travel and trade. It's no surprise then that bed bugs have been found time and time again to have taken up residence in some of the fanciest hotels and apartment buildings in some of the nation's most expensive neighborhoods. Nonetheless, false claims that associate bed bugs presence with poor hygiene and un-cleanliness have caused rental housing residents, out of shame, to avoid notifying owners of their presence. This serves only to enable the spread of bed bugs.

While bed bugs are, by their very nature, more attracted to clutter, they're certainly not discouraged by cleanliness. Bottom line: bed bugs know no social and economic bounds; claims to the contrary are false.

Bed bugs don't transmit disease

There exists no scientific evidence that bed bugs carry disease. In fact, federal agencies tasked with addressing pests of public health concern, namely the U.S. Environmental Protection Agency and the Centers for Disease Control and Prevention, have refused to elevate bed bugs to the threat level posed by disease carrying pests. Again, claims associating associating bed bugs with disease are false.

Identifying bed bugs

Bed bugs can often be found in, around and between:

- Bedding
- Bed frames
- Mattress seams
- Upholstered furniture, especially under cushions and along seams
- Around, behind and under wood furniture, especially along areas where drawers slide
- Curtains and draperies
- Along window and door frames
- Ceiling and wall junctions
- Crown moldings
- Behind and around wall hangings and loose wallpaper
- Between carpeting and walls (carpet can be pulled away from the wall and tack strip)
- Cracks and crevices in walls and floors
- Inside electronic devices, such as smoke and carbon monoxide detectors
- While bed bugs typically prefer to act at night, they often do not succeed in returning to their hiding spots without leaving traces of their presence through fecal markings of a red to dark brown color, visible on or near beds. Bloodstains tend also to appear when the bugs have been squashed, usually by an unsuspecting host in their sleep. And, because they shed, it's not uncommon for skin casts to be left behind in areas typically frequented by bed bugs.

Preventing bed bug encounters when traveling

Because humans serve as bed bugs' main mode of transportation, it is extremely important to be mindful of bed bugs when away from home. Experts agree that the spread of bed bugs across all regions of the United States is largely attributed to an increase in international travel and trade. Travelers are therefore encouraged to take a few minutes upon arriving to their temporary destination to thoroughly inspect their accommodations, so as to ensure that any uninvited guests are detected before the decision is made to unpack.

Because bed bugs can easily travel from one room to another, it is also recommended that travelers thoroughly inspect their luggage and belongings for bed bugs before departing for home.

Bed bug do's and don'ts

- **Do not bring used furniture from unknown sources into your dwelling.** Countless bed bug infestations have stemmed directly from the introduction into a resident's unit of second-hand and abandoned furniture. Unless the determination can be made with absolute certainty that a piece of second-hand furniture is bed bug-free, residents should assume that the reason a seemingly nice looking leather couch, for example, is sitting curbside, waiting to be hauled off to the landfill, may very well be due to the fact that it's teeming with bed bugs.
- **Do address bed bug sightings immediately.** Rental housing residents who suspect the presence of bed bugs in their unit must immediately notify the owner.
- **Do not attempt to treat bed bug infestations.** Under no circumstance should resident attempt to eradicate bed bugs by him or herself. Health hazards associated with the misapplication of traditional and non-traditional, chemical-based insecticides and pesticides poses too great a risk to resident and his/her neighbors.
- **Do comply with eradication protocol.** If the determination is made that a unit is indeed playing host to bed bugs, resident must comply with the bed bug eradication protocol set forth by landlord and landlord's designated pest control company.

Tenant is legally bound by this document and is advised to read it carefully before signing below

Tenant(s)

(All tenants must sign)

Landlord or Landlord's Representative

(Signs below)

Date of Signing Addendum

Date of Signing Addendum

Tenant is entitled to receive an original of this Addendum after it is fully signed and is advised to keep it in a safe place.



Towers at UTC Team Info

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