



## COMMUNITY POLICIES

We are happy that you have chosen to make Metropolis Apartments your home and hope your stay with us is a long and pleasant one! The following Community Policies and Lease Addenda are attached to and made part of your Lease Contract. Policies are subject to change. Any changes will go into effect 30 days after delivery of updated policies.

### Access Card/Fobs; Entry to the Property for Residents and Guests

- One access key fob will be issued at no cost to every resident who has signed a lease.
- Only the residents who have signed the lease have permission to receive, possess or use the key fobs.
- There will be a \$25.00 replacement charge for any key fob which is lost, stolen, or not returned to the management office upon move out.
- After office hours, key fobs will be required to enter the vehicle and pedestrian gates, laundry rooms, pool area and gym.
- After office hours, guests can be admitted to the property only through the entrance gate on S. Pleasant Valley Road by dialing the tenants Fob number, then #. The gate will call the tenant, who can then open the gate through their phone.
- Additional requirements for key fobs and entry into the property and its amenities are contained in the attached Access Policies, which are incorporated herein by reference.
- Access may be limited or terminated if standards contained in the Access Policies are violated.

### Noise and Conduct

- Metropolis rules provide that a person is **not** permitted to
  - Play a musical instrument or use amplified sound equipment that produces sound audible beyond the property line of a residence [outside your apartment] **between 10:00 p.m. and 12:00 p.m.** all days, and
  - use amplified sound equipment audible beyond the property line of a residence [outside your apartment] that produces sound in excess of **75 decibels** at any time.

### Security

- Metropolis Apartments does not provide or guarantee security of its residents. We may retain a third-party company to provide a courtesy officer regularly, who will patrol the property with special emphasis on preventing entry onto the property by persons who are not guests of residents.

### Amenity Rules

- **Guests are limited to two per resident** unless authorized by management.
- The Clubhouse, Pool/hot tub/sauna areas, sand volleyball/soccer court, laundry rooms and exercise room are for use by residents and guests, but only if guests are always accompanied by a resident. Areas are available for use during the following hours:
  - Clubhouse/sauna area – when management staff is present, usually from 9 AM – 9 PM Monday thru Saturday and generally 11 AM - 2 PM on Sunday
  - Pool/hot tub areas - from 10AM – 10PM. Monday thru Sunday
  - Sand volleyball/soccer court - from 10AM – 10PM. Monday thru Sunday
  - laundry rooms – at all times

- exercise room – at all times
- No glass bottles /containers or pets are permitted in the pool/hot tub/sauna areas
- Laundry facilities are provided for the convenience of residents who sign a lease, may **not** be used by guests and should not be used for any other reason than normal laundering of clothes.
- Any damages or violations by residents/guests will be charged to the resident and future use of facilities may be prohibited and/or access restricted.

### **Pets**

- All pets that live in a unit with a resident must be registered with the office and subject to a signed pet addendum, and the appropriate deposit and fees paid.
- Pets must always be on a leash and accompanied by the owner (this includes cats). Residents must take their pets to the designated pet park near the south side of the property for defecation and urination purposes and pick up after pets.
- Additional requirements for pets are contained in the attached Pet Policies, which are incorporated herein by reference.
- Management reserves the right at any time to revoke privilege of having pets in any apartment or on the premises if any of the Pet Policies has been violated.

### **Maintenance**

- Our maintenance personnel offer 24- hour response to emergency service request. Call 911 in case of fire or other threatening situations. Emergencies are considered any situation that place life or property in jeopardy and requires immediate attention such as but not limited to running water, fire or plumbing back up. Air conditioning & heating problems are not an emergency.
- For general requests, please call, stop by the office, or submit a work order through our online portal. Maintenance personnel are not authorized to accept verbal service requests so that none are overlooked.
- The cost of repairing broken windows or replacing missing screens and replacing locks will be charged to the resident.
- If you have a problem with pests in your unit, please make a work order request with the office in order to obtain service of a professional exterminator. Service usually is scheduled once a week, on Wednesdays.

### **Parking, Vehicles**

- Only one vehicle per resident signing a lease is permitted on the property.
- No reconditioning, repairing, painting, or washing vehicles is permitted on the property.
- Residents may **not** park, store or repair any gasoline or gas fueled vehicle, motorcycle, Mopeds or other similar device in any area of the apartments, breezeways, stairwells, walkways or parking areas.
- Non-operable vehicles or vehicles not displaying decals/tags or current license plates are not permitted on the property and are subject to being towed at the vehicle owner's expense.
- No boats, recreational vehicles, buses, trailers, tractors, or other oversized vehicles may be parked on property.
- Park in designated areas only. Any vehicle not parked in between the lines of a clearly marked parking space, parked next to a red or yellow curb or in a space reserved for the disabled – even for a short period of time- is subject to being towed. All towing expenses will be charged to the vehicle owner.
- Enter only through vehicle gates specifically marked as entrances. Exit only from those vehicle gates specifically marked as exits. **Do not exit from the Pleasant Valley gate or enter through the Anken Street gate at any time.**

### **Trash & Recycling**

- Trash or other debris is to be taken to dumpsters located at the North and South ends of the property and **not** to be placed outside of your front door. If trash is seen outside your door...
  - The first offense will result in a warning notification.
  - The second offense will include an initial lease violation and \$25 fine.

- The third offense will include a second lease violation and \$25 fine **per bag**.
- The third offense will include a final lease violation and \$25 fine **per bag**.
- Recycling containers are located at the North and South end of the Community next to the dumpsters.
- Couches and furniture may not be disposed of in or near the dumpster and should be removed from the property. You will be charged the disposal cost of any furniture left in or near the dumpsters.

### **Courtyards, Walkways & Sidewalks**

- Courtyards are for use by residents of the building in which they are located. Residents may not leave furniture or other items in the courtyard overnight.
- These areas shall be kept clean at all times. Items such as rugs, towels, bathing suits, laundry, etc. may not hang on the railings or any other exterior areas of the property.
- Welcome mats are permitted on the walkway outside your front door, however rugs and carpets remnants are not allowed outside your front door.
- Small plants are allowed at the front door.
- You are allowed a reasonable amount of outdoor furniture next to your front door as long as it is manufactured for patio use and does not block ingress or egress. Upholstered furniture is considered trash/debris and will be disposed of by management at your expense. Cost will be determined based on size of furniture.
- Sail shades / bamboo shades will require Management approval prior to installation.

### **Fire Safety**

- The City of Austin has adopted an ordinance banning the use of BBQ pits, hibachis or other cooking appliances utilizing charcoal, wood, or gas/propane fuel at apartment properties. We have provided grills for your use in our courtyard areas. Once coals have cooled down, you are responsible to remove the ash from the grill and clean up your mess. Grills sitting next to your front door will be removed and disposed of by management.

### **Miscellaneous**

- Window coverings are permitted on the inside of the apartment windows if only our blinds are visible from the outside. Foil or any other material cannot be used on or next to the windows.
- Solicitation is not allowed on the property. Should a solicitor come to your door, please notify the management office.
- Installation of additional locks must be approved in advance by management and must be installed by a management employee. Any duplicate key to all additional locks must be furnished to the management. The entry code must be provided to management if you choose to install a coded lock.
- The management office will accept packages for the residents during normal office hours. Neither owner nor management will be responsible or liable for any loss resulting from acceptance or storage of packages. Office staff WILL NOT sign for any packages requiring signature for deliver. A signature is required by all tenants on the Package Release Form in order for the office staff to accept your property. WE DO NOT ACCEPT PACKAGES FOR PERSONS WHO ARE NOT ON A LEASE. If received in the office, they will be returned to the sender immediately.
- Any destruction of the Metropolis property, including and not limited to gate systems, camera systems, littering, graffiti and sidewalk chalk, is prohibited. You will be responsible for all cost for repairs to any damaged property caused by you or your guest(s).
- Residents are responsible for their guests at all times, both while in the apartment and when they arrive and leave the community.
- Residents and their guests must give immediate notice to the management of any accident or injury to any person or damage to our property.

**By signing you have read and understood The Metropolis Community Polices, which constitute lease addenda and are incorporated by reference into your lease and agree to comply by all such policies.**

**Resident Signature(s):**

1. _____	_____	_____
	Unit #	Date
2. _____	_____	_____
	Unit #	Date
3. _____	_____	_____
	Unit #	Date
4. _____	_____	_____
	Unit #	Date
5. _____	_____	_____
	Unit #	Date

**EMAIL ADDRESS**

1.) _____	4.) _____
2.) _____	5.) _____
3.) _____	

**KEY FOB(S)**

1.) _____	4.) _____
2.) _____	5.) _____
3.) _____	

**TX GAS ACCOUNT NUMBER:** \_\_\_\_\_

**CITY OF AUSTIN ACCOUNT NUMBER:** \_\_\_\_\_

**Management Signature:**

_____	_____
Name:	Date



## ACCESS POLICIES

Each person signing a lease to reside at The Metropolis Apartments will be issued an access card/fob to permit entry into Metropolis Apartments, 2200 S. Pleasant Valley Drive, Austin, Texas (the "Property") and various common areas of the Property. Such persons agree and acknowledge:

with respect to access cards/fobs:

- to receive and use the access card/fob solely for the purposes herein specified and in accordance with the lease and applicable community rules;
- to not permit any other person to have possession of or use of the access card/fob;
- to immediately notify the office of the loss or theft of any access card/fob, in which event the lost/stolen card will be cancelled, and a new card/fob will be issued at the cost of **\$25**, payable by the resident simultaneously with issuance of the new card/fob;
- to return the access card/fob on the date of termination of the lease, or pay **\$25** for each access card/fob not so returned; and
- to notify the Office of any change in his/her telephone number and email address.

with respect to admission of guests to the Property:

- to require all guests to call one of the undersigned to request admission to the Property and to use the guest access system, located on the south/left side of the entrance on S. Pleasant Valley Drive;
- to admit guests to the Property only when one of the undersigned is present at the Property; and
- to not permit guests to use or possess an access card/fob at any time for any reason.

**Failure to comply with the lease (including these Access Policies) may result in the termination of the privilege to continue to use the access card/fob or restriction of its use for entrance to portions of the Property.**

Areas Authorized for Access (and subject to revocation or restriction for lease violation):

Auto Entrance Gates (S. Pleasant Valley Drive and Willow Hill Drive), Pedestrian Gates, Exercise Room, Laundry Rooms, Pool Deck Area

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature



## Aquatherm Systems

Our apartments do not have a conventional HVAC system. You do have central air and central heat, but the way the system functions is different than most apartments. The system has separate coils for AC (cooling) mode and Heat mode.

When the Heat mode is on, it is cycling hot water from your water heater through the coils to produce warm air from the vents. While your heater is actively running, it can cause a decrease of hot water in other areas of your apartment. To avoid experiencing lukewarm water in the shower, it will help to make sure your heater is not actively running while the shower is turned on.

These systems must be manually switched from heating mode to cooling mode by our maintenance team. When you are ready to have the heat-mode turned on for the season, you will need to submit a maintenance request and maintenance will enter your unit and switch the system. When the seasons change and you are ready for your AC to function, submit another request and maintenance will enter again.

**RUNNING YOUR AC WHILE IT IS SET TO THE HEAT MODE WILL CAUSE YOUR SYSTEM TO LEAK WATER ONTO THE FLOOR AND IT WILL NOT COOL YOUR APARTMENT.**

We know that Texas weather can be unpredictable and change drastically from day to day.

Please understand that we do not have the manpower or time to enter every unit each time the weather changes. **We will only switch the system over one time per season.**

By signing this you have read and understand the information provided above.

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Resident Signature

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Management Signature

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Resident Signature

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Resident Signature

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Resident Signature



### Use of Amenities Offered

I, as a resident or occupant of The Metropolis Apartments, agree as follows:

1. I may wish to participate in activities at the apartment community named above, including but not limited to:

- |                   |                     |                  |
|-------------------|---------------------|------------------|
| -Pool/Hot Tub     | -Gym                | -Dog Park        |
| -Sauna/Steam Room | -Yoga/Exercise Room | -Game Room       |
| -Volleyball Court | -Clubhouse          | -BBQ Grill areas |

2. I agree to exercise due care for my safety at all times, and I assume all risks associated with or incidental to the activities named above.

3. In consideration for my being permitted to participate in such activities, I release and discharge Metropolis Apartments, its owners, managing agents, and employees from all present and future claims and liabilities resulting from my participation or involvement in any of the above activities, including but not limited to property damage and personal injuries.

4. I will refrain from participation in such activities if my health, medical condition, medical treatment, or prescription medicine makes such activities dangerous for me. I give management permission to summon or provide, at my expense, medical personnel or treatment in connection with such activities – but management will have no duty to do so. If I need medical attention, I consent to all necessary treatment and authorize all steps necessary to treat any injury or condition.

5. I agree to provide or arrange for appropriate supervision from my child or children, if any, while using apartment facilities and common areas.

6. If you or your children are seriously injured, do you authorize us to call EMS or send for an ambulance at your expense? Yes\_\_\_\_\_ / No\_\_\_\_\_. If neither box is checked, it will mean that you give us authority to do so.

I understand that this is a full and complete release and a covenant not to sue. I have read it carefully and thoroughly and have executed it voluntarily.

DATED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Signature



## GATE ACCESS INFORMATION

Your Blue key fob will grant you access to the Main and North entrance gates, gym, all laundry rooms, pool gates and all pedestrian gates. Residents will enter on the right side of the front entrance. After hours, you will use your key Fob just like for the other gates/doors. Once you place your Fob on the reader, the gate will open, and the drop-down arm will rise. Once your vehicle passes the sensor on the arm, it will drop back down. If you are behind another resident that is entering the community, DO NOT try to tailgate them into the complex. The arm WILL hit your car. Thanks to the very well-lit warning signs that are posted and extremely visible, we will not be responsible for damage to your vehicle if you fail to heed this warning, and you will be financially responsible for repairing our equipment. Once the car in front of you enters, and the arm drops, you can then place your fob on the reader to open the gate and raise the arm.

### **Guest Entry:**

In order to give guests entry into our complex, you will need to give your expected guest the number found on your Key Fob and let them know the procedure.

1. Your visitor pulls up to the guest entrance and types in your Fob number, then # on the keypad
2. The gate will call your phone number that is saved in the system
3. You answer your phone and can speak to your guest through the intercom
4. Type 11 on your phone to open the gate. Hang up if you do not want to give them access

If you lose your fob and need to purchase a replacement, your Pin # will be changed in the guest entry system. Guests will need the number on your NEW fob in order to contact you at the gate.

In the event you forget your Fob, there is a phone number you are able to dial from your phone. This will open the main (left) visitor side entrance gate: 385-250-8669.

Thank you,  
Metropolis Staff





**PACKAGE RELEASE FORM**

Due to the liability involved, Metropolis Apartments will be able to accept packages from the USPS and commercial deliver services (UPS, FedEx, Amazon, etc.) only with written consent.

Metropolis employees are NOT authorized to sign for packages requiring signature for delivery. **WE WILL NOT ACCEPT PACKAGES FOR PERSONS WHO HAVE NOT SIGNED A LEASE. They will be returned to the sender immediately.**

Please fill out the below portion of this form if you anticipate receiving packages through the office. We appreciate your cooperation and understanding in this matter. This package release form applies only to residents listed below.

Name(s): \_\_\_\_\_

Apartment Number: \_\_\_\_\_

**I release Metropolis Apartments from all liability for accepting and storing packages, including damaged, lost or stolen packages.**

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_



## **Pet Rules and Regulations**

- 1) The pet must not disturb the neighbors or other residents, regardless of whether the pet is inside or outside the dwelling.
- 2) Outside, the pet may urinate or defecate *only in designated areas*, and the owner must pick up all pet waste immediately.
- 3) There will be a 25.00 charge per incident if owners are seen not picking up after their pet.
- 4) Pets may not be tied to any fixed object anywhere outside the dwelling units.
- 5) You must not let an animal into swimming-pool areas, laundry rooms, offices, clubrooms or other recreational facilities.
- 6) Your pet must be fed and watered inside the dwelling unit. Do not leave pet food or water outside the dwelling unit at any time.
- 7) Per City Ordinance, pets must be leashed at all times while in public, unless in a designated 'leash-free' zone, such as the dog park located next to building 4.

### **VIOLATION OF RULES**

If you, your guest, or any occupant violates any rule or provision of this Animal Addendum (based upon our judgment) and we give you a written notice, you must remove the animal immediately and permanently from the premises. We also have all other rights and remedies set forth in paragraph 27 of the Lease Contract, including damages, eviction, and attorney's fees.

### **OUR REMOVAL OF ANIMAL**

In some circumstances, we may enter the dwelling unit and remove the animal with one day's notice left in a conspicuous place. We can do this if, in our sole judgment, you have:

- a) abandoned the animal
- b) left the animal in the dwelling unit for an extended period of time without food or water
- c) Failed to care for a sick animal

*\*Please refer to paragraph 27 & 28 of your lease contract.*

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Management Signature



## POOL RULES

WARNING: No Lifeguard on Duty

Pool Hours: 10 AM – 10 PM \*DO NOT ENTER POOL AREA AFTER 10 PM\*

No Minors Allowed in Pool area after 9pm, unless approved by management.

-NO GLASS in the pool area, no exception. NO PETS in the pool area, no exception.

-A key fob is needed to access the pool gates. Never allow your guest to use your fob. Close gate fully behind you. Do not prop gate open for any reason.

**-If you have guests, you must be with them at all times.** Two guest per tenant allowed, unless otherwise approved by management.

-Children under 14 must not be in the pool area without adult supervision. No one under 14 is allowed in the Hot Tub. Parents are responsible to keep their children out of the hot tub.

-Tenants and their guests must abide by all rules posted in and around the pool area and should observe all warning signs.

-Persons using pool facilities do so at their own risk. Owner assumes no responsibility for accidents or injury.

-Alcoholic beverages are allowed in moderation only and you must be of legal age.

-Proper swim attire is required while in the pool. No cut-offs or street clothes allowed.

-Cigarette butts must be disposed of properly, in containers provided. Dispose of all trash before leaving the pool area.

-Life preserver ring and hook are not to be used as pool toys.

**Office staff reserves the right to exclude anyone at any time from the pool and pool area. Violations of any of these rules, or posted rules at the pool, will be grounds for non-renewal or eviction.**

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Resident Signature: \_\_\_\_\_



## **DO YOU HAVE RENTERS INSURANCE?**

**YOUR PERSONAL PROPERTY IS NOT INSURED BY THE APARTMENT OWNER.**

We want to be certain that all of our residents realize that the “owners” insurance covers only the building and does not cover the Resident’s personal property. (Please see paragraph 8 of your lease contract)

Although not required, we strongly recommend that you acquire renter’s Insurance, if you have not already done so.

**I/ we understand that the Apartment owner’s insurance does not cover personal property and that insurance on my/our own personal property is my/our responsibility.**

\_\_\_\_\_  
**Resident Signature**                      **Date**                      **Manager Signature**  
**Date**

\_\_\_\_\_  
**Resident Signature**                      **Date**

\_\_\_\_\_  
**Resident Signature**                      **Date**

\_\_\_\_\_  
**Resident Signature**                      **Date**



## MOVE- OUT CLEANING CHARGES

The following charges will be applied in the event an apartment is not fully cleaned, damages have to been incurred and repairs are necessary, or keys, etc. have not been returned upon move- out.

<u>ITEM</u>	<u>LIGHT</u>	<u>MEDIUM</u>	<u>HEAVY</u>
Trash out per bag	5.00	15.00	25.00
General cleaning	1 Bdrm \$75	2 bdrm \$95	3-5 Bdrm \$95+
Bedbug treatment	Depends on size of unit and level of infestation \$185+		
Pet treatment / Deodorization	40.00	55.00	70.00
Holes in wall (per hole)	5.00	20.00	35.00
Mini Blinds: windows			25.00
Carpet stains			per actual cost
Missing/burned out bulbs			2.00/ bulb
Failure to return key			5.00/key
Rekey or replace lock			25.00/lock
Missing Key Fob(s)			25.00/ fob
Replace smoke detector			20.00/each
Damaged bathroom sink			30.00/sink
Resurface tub/Jacuzzi Tub			\$150 - 195
Resurface countertop:			
Small counter		DEPENDING ON DAMAGE	
Bath vanity		DEPENDING ON DAMAGE	
Kitchen sink		DEPENDING ON DAMAGE	
Bar		DEPENDING ON DAMAGE	
Paint	We will charge for painting only if we have to do more than would be expected based on term on occupancy, or to seal the walls from smoke.		

All charges are based on the actual cost of the work being performed.

\_\_\_\_\_  
Resident Signature                      Date

\_\_\_\_\_  
Manager Signature                      Date

\_\_\_\_\_  
Resident Signature                      Date

\_\_\_\_\_  
Resident Signature                      Date