

# Knollwood Village REGULATIONS & GUIDELINES

It is the intention of Knollwood Village, LLC, herein after referred to as "Management", to maintain Knollwood Village as a peaceful and highly respectable community which residents will be proud to call "Home". These Regulations & Guidelines are written to protect the quality of life at Knollwood Village and enhance the value of all homes within the community. By reference, these Regulations and Guidelines are incorporated into and made a part of your lease agreement for all purposes. Thus, violations of these regulations constitute a breach of the lease agreement. Note: By signing a lease agreement with Knollwood Village, LLC, you are stating that you have read and understand and will adhere to these regulations.

## **Management and Office Hours**

Our office hours at the Community Center are: Weekdays: 9:00am to 5:00 pm, Saturday by appointment. Knollwood Village management may be reached at 903-893-5632 during office hours. After hours, please leave a message, and we will return your call. If the matter is urgent and can not wait until regular business hours, please call 972-849-2738. Or, if it is life threatening emergency, please call 911.

## **Liability**

**Knollwood Village, LLC owners and agents shall not be liable to resident, his/her family, employees or guests for any damage to persons or property caused by the acts or omissions of other residents or other persons, whether such person be on the property with or without owner or management approval; nor for any loss or damages due to theft, fire, water, rain, storm, explosion, sonic boom or other cause whatsoever; nor for any damages resulting from failure, interruptions or malfunction in the utilities provided to residents; nor for any injuries in or on the premises.**

## **Resident Information Privacy Policy**

We collect information "Resident Information" about you so we can serve you and provide a home site lease to you. The information we collect includes but is not limited to:

- Information that you give us about yourself and your family, such as names, addresses, Social Security numbers, Drivers License numbers, employment, income, family names, and so forth; all as requested in our resident application forms.
- Information that you give us about your manufactured home, your automobiles and other property.
- Information that others give us such as credit and background information from credit reports.

The only persons with authorized access to Resident Information are those who need it to do their jobs in the management and maintenance of Knollwood Village. They must protect this information and keep it confidential. We maintain physical, electronic, and procedural safeguards that comply with federal and state regulations to protect Resident Information.

## **Sharing Information**

We may share the Resident Information described above with related businesses and organizations such as the City of Knollwood, or divisions and affiliates of Knollwood Village, LLC, who are engaged in providing financial resources and services to the community. We may share the customer data described above with other companies that perform services for us or to our community such as utility companies, banks and insurance companies, home maintenance sources and similar companies if such is necessary for the continued support of the community. We may also share information with other governmental agencies when necessary for protection of the community. We may disclose it as permitted or required by law for example, to law enforcement officials in response to subpoenas; or to regulators who have in our judgment a valid reason for such information; or as necessary to prevent fraud.

**Knollwood Village, LLC is a member of the Landlord Protection Agency, and it is our policy to report tenants who violate rules, fail to make rent payments on time, or otherwise default on the lease agreement. Knollwood Village, LLC may also, at its discretion, report payment history information to Experian, Equifax or other national credit reporting agencies. Knollwood Village may also share information with the lienholder of your home and with a collection agency if it becomes necessary to turn your account over to the collection agency for unpaid rent.** We may share Resident Information with Manufactured Housing Dealers, and with Home Maintenance and Service Suppliers. If you do not want us to share this information with these sources, please let us know by written request to Knollwood Village, LLC at 100 Collins Dr. Sherman, TX 75092

## **Former Residents**

If your relationship with us ends, we will continue to handle information as this policy describes.

## GENERAL

### Resident Cooperation

We encourage all residents to establish and maintain friendly relations with neighbors and to resolve minor differences between themselves. However, if you are troubled by another resident's failure to comply with Knollwood Village regulations or you have concerns regarding the safety and well-being of another resident, and you believe the situation is a matter for Management involvement, notify management so that appropriate action can be taken. We are always concerned about anyone's valid complaint, but management may require a signed and dated written complaint before taking action to resolve the matter. All written complaints are handled confidentially.

### Occupancy

**Occupancy of any home is restricted to homeowners. Homes/Lots may not be sub-leased.** The number of occupants shall not exceed two (2) times the number of bedrooms (example: no more than 4 occupants in a 2- bedroom home). **All occupants aged eighteen (18) and older are required to submit a residency application to Management for approval before move-in.** All occupants aged eighteen (18) and older are required to sign the lease agreement. Applications must list the names and ages of all persons who will occupy the home. **No other person shall occupy the home without prior consent of management.** Providing false and misleading information is automatic grounds for termination of the lease.

**The sale of a home does not automatically cancel the lease agreement, nor terminate liability for payment of rent. Management is under no obligation to enter a new lease agreement with the buyer.** If the buyer wishes to keep the home at Knollwood Village, they must submit a residency application and must be approved by Management before move-in. Failure to comply will be grounds for an automatic disapproval and lease denial and eviction.

### Where to Make Rent and Water Payments

'Knollwood Village Manufactured Home Community' and 'The City of Knollwood' are separate entities with separate bank accounts. Therefore, payments for rent and water cannot be paid with a single check or money order. **Knollwood Village rent is payable by check, money order or credit/debit card. Rent payments cannot be paid in cash. The City of Knollwood water bills are payable by check, money order, credit/debit card or cash.**

Payments made by check or money order may be dropped in the payment drop-box located inside Knollwood Convenience Store or mailed to: 100 Collins Dr. Sherman, TX 75092. Debit/Credit payments for rent may be called in to 903-893-5632 during regular business hours.

Water bill payments made with cash must be made at the City office during regular office hours and a cash receipt must be issued. Please bring exact change if possible.

### Lot Rent Payment Terms

**All monies received by Knollwood Village management from residents will first be applied toward any past due amounts owed by the resident to Knollwood Village, LLC, including but not limited to, past due mortgage payments, late charges, fees or maintenance charges. After all such past due amounts have been paid, the remainder of any monies received will be applied to past due rent and then to current rent.**

Prompt rent payment is mandatory. All lot rent payments are due in full on the 1st day of each month and are past due after the 3rd day of the month, unless a written agreement, signed by management, allows a different past due date. If any rent fees remain unpaid after the past due date, a late fee will be assessed and a "10 Day Cure" notice will be sent to the Lessee. If payment is not thereafter received, a 3-day eviction notice will be mailed (certified).

### Minor Children

Parents will be held responsible for the actions of their minor children at all times, and will be bound for the conduct of their children. Parents should ensure their children/teens are aware of Knollwood Village Regulations and adhere to them. Misconduct or crimes against the community, its residents or property will not be tolerated and may result in termination of the lease or eviction. The City of Knollwood has a 10:00 p.m. curfew for children/teens under the age of 18.

### Guests

In order to maintain safety records and prevent towing of guests' vehicles, Management requires that any guest who stays at Knollwood Village longer than 1 night must be registered with the Community Management office, and the right to stay may be subject to continued review and approval by Management. Residents should ensure that their guests are aware of Knollwood Village Regulations and adhere to them. Residents are responsible for their guests at all times and will be held accountable for their guests' actions. Failure to comply with this regulation, or failure of guests to comply with Knollwood Regulations, may result in termination of the sponsor's lease.

### **Hazards, Nuisances and other Disturbances**

Residents are expected to respect the rights and safety of other persons and property. BBQ grills must be kept away from trees and other flammable structures, and flames must be kept low. No other fires or fireworks of any kind are permitted in the community. Loud and disturbing noises are not permitted at any time, day or night. Sound equipment and musical instruments must not be played at a volume that will annoy other residents. Parties must be kept quiet. All vehicles must be equipped with a muffler. Behavior considered offensive to other residents or to Knollwood Village employees, such as the use of vulgar language or gestures, or exhibiting lewd behavior, will not be permitted at the swimming pool, in park areas or in any public places. Threatening language or behavior will be cause for eviction.

### **Illegal Activities:**

Engaging in any illegal activity (i.e. the use or sale of illicit drugs, weapons, or pornographic material, or any incidents of trespassing, driving while intoxicated, theft, vandalism, harassment, assault, violence, reckless endangerment, public indecency, creating a civil disturbance, etc.) will be cause for termination of the lease and/or immediate eviction from Knollwood Village. **Any victim or witness of a crime at Knollwood Village should immediately contact the Grayson County Sheriff's Office at 903-813-4408 and then report the incident to Management.**

### **Civil Emergencies**

In case of civil emergencies, the nearest shelter is at Grayson County College.

### **Community Center and Pool** (Full list of Community Center and Swimming Pool regulations are available on request)

The Community Center is available to adult residents who are current in rent payments and have no other outstanding rule violations, on a first-come-first-serve basis, for non-profit events only. There is no rental fee for residents' non-profit events; however, for very large gatherings, a security deposit may be required when the reservation is made. Reservations are not confirmed until the application form is approved. If the premises are left clean and undamaged the deposit will be refunded. Otherwise, any cleaning or repair costs will be deducted from the deposit or added to the resident's rent account as "additional rent" and must be paid in full by the next rent due date. The resident who makes the reservation shall directly supervise the function and assume full responsibility for the actions of their guests. Management reserves the right to limit use of the facility at its discretion. Management recommends that residents reserve the facility as early as possible to ascertain availability.

The Knollwood Village Swimming pool is available to residents who are current in rent payments and have no other outstanding rule violations. One pool key will be issued per household free of charge. Replacement keys will cost \$10. Residents may not loan out their keys or open the pool gate for others.. The swimming pool is not available for any private parties; however, childrens' pool parties may be permitted on Friday, Saturday & Sunday mornings from 10:00AM to Noon, subject to management approval & issuance of a "Special Use Pool Permit" for the occasion. Pool users without a "Special Use Pool Permit" are restricted to the standard pool guest limits

### **Door to Door Solicitation**

At present, there is no City of Knollwood ordinance restricting door to door solicitation in the community. Therefore, Knollwood Village management cannot regulate door to door solicitation. If you do not want to be disturbed by door to door solicitors, you may post "no soliciting" or "no trespassing" signs in your yard or on your door. Knollwood Village, LLC and its owners and agents will not be responsible for any business agreements you enter into with any entity other than Knollwood Village, LLC. You can verify the identity of Knollwood Village,LLC employees by asking to see their Knollwood Village photo identification, or you may call the Knollwood Village office to verify the identity of Knollwood employee.

## **HOME AND YARD**

### **Home Requirements**

In order to maintain quality housing, Management has established minimum building standards and does not allow manufactured homes of less than 14 feet in width and 50 feet in length, nor housing units commonly known as "RV's", "Park Model Campers", or "Travel Trailers" to be used as full-time dwellings. All homes must have current liability insurance and must be maintained in good repair, kept clean and neat in appearance with appropriate paint, doors and window treatments in good condition. No sheets, blankets, flags, aluminum foil, etc. are permitted as window coverings. Curtains and blinds must be hung properly and kept in good repair. Residents who fail to maintain their homes in good repair and fall below the reasonable standards set by the community shall be evicted. Home and yard "decorations" that may be frightening or offensive to others, such as swastikas, confederate flags, weaponry, skulls, gang-related symbols, etc., will not be permitted. For safety reasons, all homes should have working smoke detectors located in the kitchen and bedroom areas and a fire extinguisher near the kitchen.

### Mail Boxes

Residents are responsible for installing their own mailboxes. Mailboxes must be standard residential-type, installed at the curb between your driveway and your house. The top of the box must measure approximately 48" high from street level. Mailboxes must be maintained in good condition.

### Utility Connections

Residents are responsible for their own utility connections and repairs. All water, sewer, and gas connections must be performed by a licensed plumber. All electrical connections must be performed by a licensed electrician.

### Skirting

All homes shall be properly skirted, using industry standard skirting material, within 6 weeks of being placed. Wood skirting or metal skirting must be painted and properly maintained and kept neat in appearance at all times. Failure to comply will result in eviction.

### Deck, Porch and Carport Construction Guidelines

All deck and carport construction requires that a written Construction Permit Application (forms are available at the Office) be submitted and approved by Management before any construction is performed.

All homes must have approved front and rear entrance decks/steps within 6 weeks of being placed. Attractive front-entrance decks are preferred; however, the minimum front-entrance requirement is a professional-quality wood porch with 4' X 4' landing, hand-rails and enclosed sides.

All decks must be skirted on all sides visible from the street so that any items stored below are completely hidden from view. Lattice or commercial skirting materials are required and must run from ground level up to the deck floor. Basic construction of decks should be of wood. Only metal, fiberglass, or composite shingles may be used for building roofing. No other construction materials will be permitted.

Professional-quality concrete or fiberglass steps will be allowed pending permanent deck/porch construction. Metal frame steps will be allowed only for rear entrance use, and must have hand-rails on one or both sides. Carports are not permitted to have sides. Any construction without prior approval or failure to maintain the constructed item will be cause for its removal at the tenant's expense. All porches, decks and carports must be professional quality construction and maintained in neat appearance and good repair at all times.

### Storage or other Building Guidelines

**All storage or home addition construction or placement requires that a written Construction Permit Application (forms are available at the Office) be submitted and approved by Management before any construction is performed.** Limit of 2 storage buildings per residence. Buildings shall not be higher than ten (10) feet or larger than ten (10) feet by twelve (12) feet. Storage sheds and buildings must be commercially constructed buildings or of professional quality. Buildings must be painted in matching colors and maintained in good repair and neat appearance. Doors must be kept closed at all times. Large amounts of gasoline (more than 5 gallons), or any flammable, combustible, toxic, or otherwise hazardous materials are not permitted to be stored on any home site.

### Fencing Guidelines

**All fencing construction requires a written Construction Permit Application (forms are available at the Office) be submitted and approved by Management before any construction is performed.**

All fences must be set at least four (4) feet from the street. Fencing must be maintained in good repair and neat in appearance. Fences must be no taller than four (4) feet and constructed of either new wood or heavy chain link with metal posts (not stakes) and metal top rail. Fences must not restrict access to the front door of the home. Residents must properly maintain all areas of their lot, both inside and outside the fenced area. Failure to comply with Knollwood Regulations is grounds for eviction. Any construction without prior approval or failure to maintain the constructed item will be cause for its removal at the tenant's expense.

### Yard Maintenance

Each resident is required to maintain their yard in neat and clean condition, free from junk, clutter and trash. All yards must be kept mowed and trimmed around homes and fences. **If the resident fails to properly maintain their yard, they will be given a 3-day warning to comply. Thereafter, failure to comply will result in Knollwood Village, LLC Maintenance Service performing the required work, and a reasonable fee will be levied against the tenant's rent that month. Continued failure to comply may result in termination of the lease and/or eviction.**

Only standard lawn furniture is permitted on yards or on decks. No indoor furniture, household goods or appliances, exercise equipment, auto parts, or construction materials, equipment or tools are permitted in yards or on decks. Items

such as ice chests and home and yard maintenance equipment must be properly stored out of view. No toxic or combustible chemicals, no firearms or explosives, no other hazardous materials may be left out in yards or on decks. Any such items must be kept out of view in a secured storage area.

### **Trash Disposal**

The City of Knollwood does not have a door-to-door trash pick-up service. Therefore, trash dumpsters are located for residents' use near the Community Management office. In order to maintain a clean and attractive community, **Trash bags are not permitted on your lot outside of your home at any time.** The use of the trash dumpsters is reserved for the residents of Knollwood Village only and may not be used for the disposal of any materials originating outside of this community. Because of health and safety issues, no one is allowed to dig through the dumpsters. All trash must be placed inside the dumpsters. Burning trash or debris is not permitted. Contact Management for disposing of objects that are too big or not permitted by the waste management provider.

### **Landscaping**

Attractive yard landscaping is encouraged; however, some restrictions apply. Plants that pose a hazard, such as thorny bushes or shrubs, poisonous plants or flowers, or any vegetation that may create a fire-hazard or harbor pests are not permitted; and Management reserves the right to require their removal. Management may also require removal of any plant that interferes with traffic, or access to utilities, or presents any other problems to the community. Therefore, it is recommended that you submit your landscaping plans to Management for approval before you begin planting.

### **Satellite Dishes**

Residents are permitted to install a satellite dish on their lot provided the dish does not exceed 24" in diameter. Residents who rent a home from Knollwood Village are not permitted to attach satellite dishes to the home.

### **Clothes Lines**

Only retractable clotheslines are permitted. All clotheslines must be retracted when not in use, and laundry may not be left on line overnight.

### **Recreational Equipment**

Above Ground pools and trampolines are not permitted under any circumstances. Swingsets and kiddie pools will only be permitted in appropriately fenced yards, with prior management approval. Management approval is required prior to any installations or modifications on the lot.

## **VEHICLES**

### **SPEED LIMIT: 15 MILES PER HOUR. WATCH FOR CHILDREN.**

**The City of Knollwood traffic ordinance establishes a 15 MPH speed limit. Failure to observe speed limits or stop signs will result in termination of lease agreements.**

Parents are responsible and will be held accountable for their minor children's driving habits. All residents are responsible and will be held accountable for the actions of their guests' driving habits while visiting Knollwood Village. No more than three (3) motor vehicles per household shall be permitted. All motor vehicles must be operable, legally registered, insured, and free from excessive noise ( i.e., no faulty muffler). No go-carts, dirt bikes, all-terrain vehicles or non-street legal vehicles are to be used anywhere in Knollwood. Management reserves the right to prohibit the use of any vehicle within Knollwood Village for failure to comply with posted speed limits and stop signs, habitual speeding etc.

The City of Knollwood has the same motor vehicle laws as every other city in the state of Texas. Vehicles must have current inspection stickers and license tags, drivers must have current driver's license and liability insurance, all drivers and passengers must be properly restrained by a seatbelt or child safety seat.

**Parking** Habitual parking violation is a cause for eviction.

Limit 3 vehicles total per residence. Residents are required to register their motor vehicles with management and park their vehicles only in their own driveways. Residents or their guests may park a third vehicle on the street directly in front of their residence only when the driveway is already fully occupied. No vehicles may be parked on the street for more than one day, and no inoperable vehicles may be parked in the driveway for more one month. Residents & their guests must not park any vehicles in any other driveway without prior authorization from that tenant or from Management. Any vehicles parked in the driveway of a vacant lot must be identified with the vehicle owner's address and phone number prominently displayed in the vehicle window nearest the street. Visitor parking is allowed in the Community Center parking lot. No trucks over 3/4 ton allowed overnight in the residential section without prior consent from Management.

**All vehicles must be parked in a neat, orderly manner. Parking on the grass is prohibited throughout the community and will not be tolerated. Vehicles and trailers parked on the grass will be given one warning, then will be towed at the owners expense. With written permission from management, residents may park very small vehicles such as a golf cart or motorcycle on the patio or in a small alcove beside the house or storage shed.**

**Residents may not park any boats, trailers, RV's, commercial trucks, etc. on their driveway, in the storage lot, or anywhere in the community without written permission from management. Management has sole discretion in granting parking permission and reserves the right to revoke parking permission at any time.**

### **Vehicle Repairs**

Minor repairs (i.e. tunes ups, changing tires etc.) will be allowed on driveways only if care is taken to protect the pavement from damage and repairs are quietly completed within 24 hours. No major vehicle repairs are permitted within the community. Excessive oil leakage or any other damage to driveways, patios or streets must be cleaned up and/or repaired by the vehicle owner or the vehicle owner's expense.

## **Pets**

### **Pet Restrictions**

**No outdoor pets are permitted.** Therefore, no pet pen, no pet house, no pet food, nor pet litter is permitted in any yard.

**Limit of no more than two (2) pets total per residence.** No offspring are allowed.

**All pets must be registered at the Knollwood Village office and approved by management, with:**

- a signed Pet Agreement
- photo of each pet
- proof of breed
- proof of current rabies vaccinations. Texas State law requires rabies vaccinations for all dogs **& cats** over 4 months of age.
- proof of homeowner's liability coverage for pets
- Vaccination and insurance records must be submitted to management annually.

### **The Following Breeds and hybrids thereof are NOT PERMITTED**

Alaskan Malamute, Akita, American Staffordshire Terrier, Boxer, Chow Chow, Doberman Pinscher, German Shepherd, Great Dane, Siberian Husky, Pit Bulls, Rottweiler, St. Bernard, Wolf-hybrid, Snakes, Reptiles, Salamanders, Turtles, Spiders, other poisonous, disease-carrying animals, or any animal that might cause fear or danger in the community.

Non-domestic or livestock animals are NOT permitted, and management reserves the right to deny any animal species or breed.

Management has the right to impound loose animals and may impose a reasonable fine. Any loose animal may be immediately turned over to Sherman pound or other Animal Control authorities, and management is under no obligation to contact the pet-owner either before or after having the pet impounded. Residents are responsible for the actions of their pets, including cats, at all times.

**The pet may only be permitted outside of the Pet-owner's home under the following conditions:**

- the owner must remain outside with the pet during the entire time the pet is outside of the home
- AND the pet must be either leashed or confined in an appropriately fenced yard.

**The pet shall not be tied to any fixed object anywhere in the community, including in the Pet-owner's yard.**

Pets must not make pet-owners' yards unsightly or unsanitary. Pet waste must not be left to accumulate and create offensive conditions for other residents in the community. The pet must not disturb the rights, comforts, and convenience of other residents in the community. This applies whether the pet is inside or outside of the Pet-owner's home. Pet-owners shall not permit pets in the swimming pool area, the playground area, or in the yards of other residents or commercial tenants. Pet-owners will not permit the pet to defecate on any other residents' yards or on any common areas, including parking lots or grassy areas. If such should occur, the Pet-owner will be responsible for immediate removal of waste.

### **Pet Complaints**

If a pet becomes a nuisance through excessive noise, or behaves in a threatening manner, or causes damage or injury to any person or property, permission to keep the pet will be revoked and the resident will be responsible for paying any cost incurred by the pet. Any resident who sees any animal running loose in Knollwood should notify Management.