COMMUNITY POLICIES

Last revised July 2, 2025

1. **Community Living Standards.** All residents are expected to comply with established standards of community living, including maintaining adequate standards of personal hygiene and room cleanliness to avoid interference with the general comfort, safety, security, health or welfare of the community or a resident's roommates. Any personal safety or welfare issues should be brought to the attention of management; any resident forcing or attempting to cause another resident to leave their own apartment may be subject to termination.
2. **Dangerous or Disruptive Activities**. Activities that endanger residents and/or the community are strictly prohibited, including but not limited to being on roofs, climbing from windows and scaling or rappelling from outside walls or balconies, improper use of security doors or interfering with the locking of any door, throwing objects from windows or balconies, playing sports or participating in other outdoor activities in hallways or breezeways, or any violent, threatening, belligerent or unlawful acts.
3. **Drug- and Crime-Free Policy.** As provided in the Housing Agreement, any drugs, drug paraphernalia or criminal activity, by a resident and/or guests, will be considered a material breach by the resident of the Housing Agreement and may subject the resident to immediate termination. No resident or guest may engage in or facilitate criminal activity, including but not limited to the use, attempted use or threatened use of physical force against a person or property, or drug-related criminal activity (including the unlawful manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute or use a controlled substance as defined under applicable law), nor permit any part of the community to be used for or to facilitate such criminal activity.
4. **Maintenance.** Service calls will be performed during normal work hours as specified in the Housing Agreement, except in the case of a legitimate property emergency. All service calls must be reported to the management office by telephone, in person, by e-mail to live@larksanantonio.com or by submitting an online work order through the "Residents" link at https://larksanantonio.com (preferred). Manager's maintenance technicians are not authorized to accept individual requests without the request being submitted as a normal work order through management. Service calls will generally be performed on a first come, first served basis with priority given to matters that may constitute a hazard or create significant discomfort for residents. Residents are expected to report maintenance or facility concerns promptly and may be held responsible for damage or utility charges for failure to report issues in an apartment.
5. **Care of Premises.** Adhesive tape, nails, screws, hooks or LED strip lights may not be used on floors, walls, woodwork or doors. Thumbtacks, pushpins and non-marking adhesive materials are permitted in moderation. All windows and exterior doors must remain closed when air conditioning is operating; this equipment does not function properly when windows are open.
6. **Public Areas.** Sidewalks, parking areas, driveways, courtyards, stairways, corridors, and all other common areas may not be obstructed in any way by a resident or guest, including by garbage cans, supplies, shopping carts, bicycles or other belongings. If articles are left in any public areas, management may remove them at the resident's risk and expense.
7. **Locks, Keys, Keycards.** Each resident will be given one electronic key-fob for exterior doors, apartment front door, hallway access and amenity areas, one bedroom key and one mailbox key, plus one garage transponder if applicable. These keys and key-fobs must be returned to management upon vacating the premises. If a resident is locked out of an apartment, management will unlock the door (upon resident presenting photo ID) during office hours at no charge for the first instance; additional or after-hours lockouts will be charged to the resident at $50 per instance. Replacement of a lost key or key-fob or for any such item not returned at the time the premises is vacated will be charged to the resident at $25 per bedroom key, $15 per mail key, $50 per key-fob and $75 per garage transponder; provided that if a bedroom or apartment lock is changed due to a lost key, the charge will be $75. No locks may be changed or added to any doors without management's written consent.
8. **Mail and Packages.** Lark San Antonio is not responsible for mail delivery by the USPS or other carriers. Management may accept packages for residents in its discretion but is not responsible for loss or damage. Management provides package storing services under the supervision of a third party; Lark San Antonio and its management have no responsibility for packages stored in the package room, including from vandalism or theft. Packages left in the package room for more than 60 days will be returned to sender.

9. **Cleanliness; Removal of Trash.** Valet trash pickup is provided on designated evenings**.** All waste must be placed inside the valet trash receptacles provided by management. These receptacles must be placed outside the front door of the apartment during designated evening hours and must be brought back inside no later than 10:00am the following day. The valet trash service will remove up to two bags and two boxes per residence, per day. All trash must be bagged and tied, and all boxes must be broken down. Missing or damaged valet trash receptacles will be billed to the resident(s) of the apartment at $25 each. No trash or other waste may be disposed of or stored on the grounds of the community, kept by an entrance door, or placed in improper containers or elsewhere in the community. Each resident (together with apartment-mates as applicable) is responsible for cleaning and keeping the assigned apartment and all furnishings in a clean, safe and sanitary condition. Furniture, chemicals, hazardous materials, batteries, computer monitors, televisions, computers, stereos or other electronic devices are not permitted in the valet trash receptacles or in or around the community's trash compactor. All such materials must be taken by the resident to a local facility designed for disposal of such materials. Cigarette butts may not be left anywhere on the grounds of the community. Residents are expected to maintain patios, balconies and other private areas both inside and outside of the apartment. No trash may be kept on patios, balconies or otherwise outside of an apartment, even in bags or cans. Any resident(s) violating any of the above policies will be charged an administrative fee of at least $25 per bag (or portion thereof) to be disposed; continued violation may result in agreement termination.

10. **Balconies, Hallways, Breezeways, Windows and Doors.** Awnings or other projections may not be attached to the outside of any building. Balconies, windows, hallways and breezeways may not be used for draping articles, shaking dust mops, beating rugs, drying laundry, painting, or any anything that may stain the foundation and/or surface of the area. Cigarettes, trash or other material(s) may not be left on or thrown from any balcony, hallway, breezeway, window, parking area or doorway. Balconies and patios may not be used for storage of any interior furnishings. Balconies and patios must be kept in a clean and safe condition at all times. No sign, banner or other fixture, including foil and/or film of any kind, may be hung in any window or on any door in a manner that may be visible from the exterior of the building. No external antenna, clothesline, sign, banner, flag or satellite dish may be erected on any balcony or building exterior. Only those window coverings supplied by Lark San Antonio may be allowed to be seen from outside the building. Violations of this policy may be corrected by management (including cleanup and disposal of materials) at the residents' expense. Damage to shared or common areas, including balconies, adjacent hallways, windows and doors, will be repaired at the joint and several expense of the residents of the applicable apartment(s).

11. **Smoking; Flammables**. Lark San Antonio is a 100% non-smoking facility; smoking (including vaping and e-cigarettes) and burning candles or incense are prohibited at all times in apartments, on balconies and patios, in breezeways and stairwells, in the pool area, in community amenity spaces and all other indoor areas. Any smoking inside any apartment by a resident or guest will subject the resident(s) to a minimum deep-cleaning fee of $300, plus any additional costs of cleaning or repair in connection with smoking or other smoke-related damage. The following items are prohibited in all buildings in the community: candles with wicks, incense, flammable liquids or gases (including propane and gasoline), battery-powered mobility devices including bicycles, scooters or skateboards, and other flammable or incendiary substances.

12. **Plumbing Fixtures**. Paper towels, wipes (including "flushable" wipes), feminine hygiene products, sweepings, matches, rags, towels, cigarettes, coffee grounds, bones and other obstructing materials may not be placed or flushed in any plumbing fixture. Shower heads, bidet attachments or other plumbing fixtures may not be changed or attached. Any damage to plumbing caused by misuse will be repaired at the residents' expense.

13. **Barbeque Grills**. Due to city, county and state fire codes and regulations, the use of or storage of gas or charcoal grills, or fuel containers related to these grills, are prohibited throughout the community, except those provided by Lark San Antonio and installed in community areas. Any resident or apartment violating this policy may be subject to administrative fees of at least $50 per day and/or referral to law enforcement.

14. **Waterbeds**. The use of any type of waterbed or water furniture is prohibited except with management's prior written consent, following resident providing adequate additional insurance in management's discretion.

15. **Light Bulbs**. Each apartment is furnished with working light bulbs at the time the resident(s) take possession. Thereafter, the expense of any replacement bulbs necessary or required will be the responsibility of the residents.

16. **Common-Area Furnishings.** Furnishings provided in apartment common areas such as living rooms are intended for the common use of all residents of the apartment, and may not be removed or taken into individual bedrooms or placed on balconies. Furniture in any clubhouse or pool area may not be relocated.

17. **Soliciting.** Any soliciting or distribution of any type of material within the community is prohibited without prior written approval from management. Please notify management of any suspected unauthorized solicitor so that appropriate action may be taken.

18. **Guests.** All residents are responsible for the actions of their guests (including anyone permitted into the community by a resident, whether or not known to the resident) at all times. Residents are expected to ensure that guests observe all rules and policies applicable to residents. Any violation or act by a guest will be considered the violation or act of the resident. Guests must be accompanied at all times by the responsible resident when accessing common area amenities such as the pool, clubhouse, etc. Management reserves the right to restrict guests from any part of the community or from using any amenity at any time. Any overnight guest requires the advance consent of all apartment-mates, must be pre-registered with management if staying more than three total nights in any 30-day period, and may not stay at the community for more than three consecutive nights nor more than six nights in any 30-day period.

19. **Parties.** Residents hosting or participating in social gatherings must at all times prevent excessive noise or disturbances that could interrupt the quiet enjoyment of others. Any gathering of 8 or more guests in any apartment must be registered with management at least one full business day beforehand. No apartment may host more than 12 persons (including residents and guests) at any social gathering, whether inside or outside the apartment. Loitering in exterior common areas or community facilities during quiet times of 10:00 p.m. through 9:00 a.m. is prohibited. "Open" parties are prohibited. All parties must end and disperse by 1:00 a.m. Flyer announcements, block parties and multi-unit parties are prohibited. Management may require a party to disperse for reasons of safety or to prevent disturbance to other residents. Guests at any gathering are subject to parking restrictions and vehicles violating parking rules may be towed.

20. **Noise.** Loud and boisterous noise or any other objectionable behavior by any resident or guest which may disturb other residents is not permitted. Good judgment and thoughtfulness for others should be used in the playing of musical instruments, stereos, television sets and all other sound sources. An apartment that is the subject of a noise complaint will, in management's discretion, be charged a $250 administrative fee and may be referred to law enforcement. Multiple noise violations may subject the residents of an apartment to agreement termination.

21. **Common-Area Lights.** Lights in hallways, stairwells, clubhouse areas, the building exterior and the parking garage are for the general safety of the community. Tampering with these lights in any way is prohibited. Prompt reporting of all outages to management is appreciated.

22. **Moving Damage.** Each resident is responsible for all damage caused on the premises (including apartments, exteriors and common areas), whether in connection with moving into or out of his/her apartment or bedroom, and whether intentionally or accidentally caused.

23. **Inspections.** In order to ensure the health and safety of all residents and the preservation of the premises, management and maintenance staff inspects all bedrooms and apartments approximately quarterly. If at any time management believes there are urgent health, fire, safety, maintenance or security issues located in the resident's apartment, management and maintenance staff may enter with or without notice, as permitted by applicable law. If a scheduled inspection is to be performed, the residents will be notified approximately 48 hours prior to the inspection by notice placed at the front door of the apartment or otherwise delivered to one or more residents.

24. **Animals.** Pets are permitted only in specific apartments, with prior registration and mutual execution of a Pet Addendum in management's discretion, payment of a pet registration fee and pet rent, as applicable. A maximum of two pets are permitted per designated apartment, only when properly registered. A resident registering an animal must provide a photograph of the animal; registration applies only to the specified animal. Acceptable pets can weigh no more than 60 pounds; dogs must be at least one year of age. Aggressive breeds of dogs are not permitted as pets, including Akita, Bullmastiff, Chow, Dalmatian, Doberman, Pit Bull, Rottweiler, Wolf Hybrid, or any dog that is at least partially any of these breeds. Rodents, birds, and exotic animals such as snakes, lizards, amphibians, primates, ferrets and insects are prohibited. Cats must be neutered. Permitted animals must be kept in the assigned residence only, and supervised (with dogs on leashes) whenever outside. Animals may not be left unattended on patios or balconies. Animals must not disturb neighbors or others in or around the community and may not be tied to any fixed object outdoors. Pets are not permitted in the swimming pool enclosure, clubhouse or other indoor recreational facilities. Visiting animals are not allowed without prior written approval from management. Resident(s) keeping an animal will be responsible for any damage or injury caused by the animal. All residents of an apartment in which an animal is kept are jointly responsible for immediately cleaning up and properly disposing of any animal waste, which is prohibited at any time other than in litter boxes (cats) or outdoors around the perimeter of the community or in designated animal walks; any failure to clean will subject the resident(s) to administrative fees of $50 for the first instance and $75 for any subsequent instances. The resident(s) of any apartment in which an animal not properly registered with management is kept will be responsible for an administrative fee of $350 plus additional daily administrative fees for continued violation of these policies. Unattended, stray and non-registered animals may be impounded.

25. **Recreational Facilities; Amenities.** The community has provided recreation facilities, amenities and areas for the use of residents and guests. In order that these facilities be used for the benefit of everyone and be properly maintained, serviced and operated with safety, management will establish schedules and appropriate regulations for the use of each such facility. Management may add, remove, upgrade or modify any of the provided recreations facilities and amenities, without notice or compensation. All guests, as well as children of residents or guests, must be accompanied at all times by the responsible resident when using any recreational facility or amenity. Appropriate attire and footwear are required at all times when using fitness rooms and other facilities. No attendant or supervision is provided for any of the recreational facilities, including fitness and weight rooms. The community owner and management do not sponsor athletic activities and all participants undertake these activities solely at their own risk of injury and without supervision or warranty from the community owner or management. In consideration of being permitted to use the recreational facilities and other amenities, each resident: assumes all risks in connection with the use of recreational facilities and amenities, including use by the resident, guests, family, friends and roommates; release the community owner and management and their respective employees and agents from any liability for any injury, incident or damage which may occur in the use of recreational facilities and/or amenities, including risks both foreseeable and unforeseeable; and agree to hold harmless the community owner and management and their respective employees and agents from any claim by a resident, guest or legal representative arising out of the use of recreational facilities and/or amenities.

26. **Internet Connection; Business Center.** Internet connectivity is provided throughout the community for use by residents and guests. Lounges, and business center and other spaces with computer devices are provided for the use of residents only. The display or other transmission of objectionable, pornographic, discriminatory, harassing or otherwise inappropriate material using any computer equipment provided by Lark San Antonio is prohibited. Users must abide by applicable laws at all times in the course of using Lark San Antonio-provided computer equipment and/or Internet connections. The display, downloading, uploading or other use of materials in violation of the copyright or other intellectual property rights of any person are prohibited using any Internet connection or computer equipment provided by Lark San Antonio. Users of the Internet connection provided by Lark San Antonio must also abide by all acceptable use policies and other rules issued by the community's Internet service provider from time to time.

27. Parking. Vehicles may be parked only in those areas of the parking structure designated for parking, within a single marked spot. Vehicles may not be parked to any extent on landscaping, in driveways, in handicap spaces (without a valid permit) or blocking reserved spots, no-parking areas or fire lanes. Only passenger vehicles of ordinary size, with current license plates and displaying valid Lark San Antonio registration may be parked in the parking areas designated for residents. Boats, trailers, large vans, campers and commercial trucks may not be parked or otherwise left anywhere at the community. No vehicle maintenance may be performed anywhere at the community except as expressly permitted by management. No vehicle may be left on the grounds of the community for more than 7 days without being moved, except with prior express consent of management. Any violation of parking policies will subject the vehicle to being towed at the vehicle owner's risk and expense and may also subject the resident to administrative fees. The community owner, management and their respective employees and agents will not be responsible for any damage or loss to vehicles or contents for any reason, including in connection with towing, and each resident, on behalf of resident and guests, releases and will hold harmless the community owner, management and their employees and agents from any claim or liability in connection with parking or towing of vehicles.

28. Swimming Pool Rules. Due to strict regulations maintained by state and local authorities with regard to the operation of the swimming pool, the following regulations must be adhered to at all times:

A. All swimmers and other users of the facilities, including residents and guests, will use the pool facilities at their own sole risk. NO LIFEGUARD IS PROVIDED. The community owner and management have no liability for any accident, incident or injury to a resident or guest.

B. Guests must be accompanied by the responsible resident in the pool area at all times, with a maximum of two guests per resident, and may be required to display a guest wristband. Children under 14 must be supervised at all times by an adult.

C. Pool hours are posted at the entrance and may be adjusted by management at any time in its discretion. The pool may be closed at any time without notice because of necessary maintenance, repairs, inclement weather or for any reason in management's discretion. Anyone accessing the pool area when closed will be considered trespassing and may be subject to criminal prosecution.

D. All glass containers are prohibited within the pool area; violations will result in a minimum $250 administrative / cleaning fee.

E. All body and/or suntan lotions must be removed before entering the water. Any person having a skin disease, inflamed or infected eyes, cold or flu, other infectious ailment, cuts or blisters on the skin, or communicable disease may not use the pool facilities.

F. Proper bathing attire must be worn while utilizing the pool area. Jeans, cutoff jeans or other attire other than swim trunks or bathing suits may not be worn in the water. Nude swimming, nude sunbathing and sexual conduct are prohibited anywhere in the pool area.

G. Pets are not permitted within the pool enclosure area. No animals are allowed in the water.

H. Running, horseplay, loud music, loud noise or other boisterous conduct is not permitted in the pool areas or other common area of the community.

I. Chairs, tables, umbrellas and other furnishings may not be moved from the pool area.