

Carlton
Arms

of Winter Haven

RESIDENTS' GUIDE



7676 Carlton Arms Blvd, Winter Haven, FL 33884
carltonarmsofwinterhaven.com

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Welcome!

We welcome you to your new apartment community. It is our wish that you enjoy every day of your residency here in your new apartment. This community is designed for your pleasure and convenience, with prompt and courteous service as our goal.

We believe we have the finest apartment community in this area, both architecturally and in the quality of service afforded to our valued residents. We want to do everything possible to assure your complete comfort and enjoyment of your new home. Please do not hesitate to contact us if we can be of help in any way.

This may be your first experience in an apartment. As in any home, there are do's and don't's. We are no different - just a lot bigger! There is no possible reason for any policy to be made "against you," but simply for the benefit of all our residents.

We truly want you to be happy here. We want to give you privacy and enable you to enjoy all the benefits of apartment living. CAWH can provide this environment, with the cooperation of each and every resident.

This Resident Guide is arranged in alphabetical order with a table of contents on the opposite page for easy reference.

If you have any questions regarding our policies, services or facilities please contact 863.875.1700 or info@carltonarmsofwinterhaven.com.

Management Office Hours

Monday – Friday: 9:00 a.m. – 6:00 p.m.

Saturday: 9:00 a.m. – 5:00 p.m.

Sunday: 12:00 Noon – 5:00 p.m.

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1. ANIMALS

- Pets and/or animals of any kind may not be on the premises unless prior written consent is obtained from the Management.
- Carlton Arms' pet policy requires that all pets weigh under 60 pounds at full maturity.
- Pet owners and their pets are subject to certain rules and regulations as specified in the pet addendum.
- Temporary and/or visiting pets are not allowed.
- We accept only dogs, cats, birds and fish. No exotic pets, rodents, reptiles, etc. allowed.
- Two animal limit per apartment.
- Breed restrictions apply.
- Service/therapy animals are allowed only after proper documentation is presented to Management to register the animal.

2. APARTMENT CARE

A. AIR CONDITIONING AND HEATING

- The fan should be set to the AUTO position for the most economical and even temperature results.
- Thermostat should be set on automatic and heat or cool, as desired.
- Do not block supply registers or return air grills.
- Do not place anything on or around the A/C condensing unit on the patio or balcony; allow 12" clearance all around the unit.
- When turning on the heater for the first time at the beginning of cooler weather, you may detect a burning odor. This is caused by the build-up of dust on the coils. This odor will dissipate after a short time.
- We recommend that the a/c filter be changed on a regular basis. These filters may be picked up at the office.

B. APPLIANCES

1. Dishwasher

- ALWAYS scrape dishes before loading machine.
- Use **ONLY** liquid automatic dishwasher soap only.
- Run garbage disposal prior to operating the dishwasher.

2. Garbage Disposal

- Disposals should be used for wet garbage only.
- Do not place bones, rinds, metals, or coffee grounds, potato skins, etc. down the disposal.
- Do not overload the unit.
- Keep COLD water running before, during, and after the operation of the unit.
- Do not use a drain cleaner down the disposal.
- If the unit jams, turn the operating switch on and off several times in rapid succession.

- Should the disposal fail to start, press the RESET button located on the base of the disposal, under the sink.

3. Range / Oven

- When cleaning the stove, do not use steel wool, abrasives, acids, or commercial oven cleaners on the metal, glass, or painted surfaces.
- Please use care when using your range. Leaving a pot or pan unattended for even a very brief period of time can quickly result in a grease fire that can cause major damage.

Self-Cleaning ovens info:

- Before using the oven's self-cleaning feature, carefully inspect the inside of the oven to be certain there are no pots & pans or large grease deposits inside. Once activated, the oven will heat to an extremely high temperature and could cause a fire if anything is left inside the oven.
- The oven door will automatically lock when this feature is activated. The door can be opened only after the oven has cooled to a safe temperature. Should something catch fire inside the oven, turn off the circuit breaker to the oven/range to terminate the cleaning cycle. The burning substance should go out quickly and the oven will cool down so the door can be opened.

C. BATHROOM FACILITIES

- Clogged up drains and sewer back-ups can be prevented by carefully following the guidelines below:
- NEVER dispose of sanitary napkins, tampons or applicators, paper towels, toilet wipes, diapers, Q-tips, chewing gum, cigarettes or cat litter, etc. in toilets.
- If the toilet does overflow, IMMEDIATELY turn off the water at the shut off valve located behind the fixture.
- If unable to clear the clog with the use of a plunger, call the office for assistance.
- Help control unnecessary water loss by monitoring your plumbing fixtures for leaky faucets, faulty flappers and flush valves. If you notice a toilet running constantly or cycling on and off when not in use, please report it immediately so maintenance can make repairs.

D. CARPET CARE

- Simple remedies and techniques for removing stains from carpeting include:
Scrape, blot or absorb the excess immediately, use a spoon or the back of a knife for semi-solids or greasy substances. For liquids, blot with an absorbent cloth or paper towel.
- Prepare a solution of (3) parts lukewarm water to (1) part white vinegar and blot. Avoid excessive rubbing and wetting of the carpet.
- Do not place furniture on wet carpet.

- Do not place potted plants directly on the carpet without protection.
- Carpet should be vacuumed routinely. High traffic areas may require more frequent vacuuming.
- Never use bleach or products containing bleach to clean your carpet, as these products will cause permanent damage for which you will be held responsible.

E. COUNTERTOPS

- To protect the surface of the counter top, please do not use it as a cutting board.
- Do not place hot pots or containers directly on the counter top, as it will permanently mar the surface.
- Do not use bleach on the counter tops.

F. ELECTRICAL SYSTEMS

- Circuit breakers are safety devices and should not be turned ON and OFF unless there is a problem.
- A circuit breaker controls each electrical circuit in your apartment.
- Should an appliance or lamp fail, unplug it from the electrical outlet. Check the breaker panel to determine whether a breaker switch has tripped to the OFF position. If so, flip the switch to the ON position. If this procedure does not restore the power or the breaker trips again, please call the office.
- The light fixtures in the ceiling of your apartment have a maximum UL rating of 60 watts.
- When replacing the light bulb, do not use bulbs that exceed 60 watts.

G. FIRE EXTINGUISHERS

- Every apartment is supplied with a fire extinguisher.
- Immediately upon move-in, please familiarize yourself with its location, keeping it quickly accessible if needed in an emergency.
- Notify the office immediately if your extinguisher is missing.
- To operate, pull out the locking pin, aim at the base of the flames, squeeze the handle and sweep from side to side until the flames have been extinguished.
- Please leave the fire extinguisher in the apartment on move out. Do not bring it to the office.

H. FLOORING: TILE, VINYL AND PLANK

- With normal household use, floors may be washed with a solution of warm water and vinegar or a multi-surface cleaner and a sponge mop.
- Never use highly abrasive scrubbers or steel wool. Scuff marks can be removed using some WD-40 lubricant. Clean thoroughly with the vinegar and water solution to remove any traces of lubrication.
- Do not use detergents, abrasive cleaning or ammonia-based cleaning solutions or any harsh chemicals or waxes containing these solvents.
- Do not apply varnish, lacquer or shellac to the flooring.

I. APARTMENT EXTERIOR

- Personal security alarms or video doorbell systems are not to be installed outside the apartment home.

3. BALCONIES AND PATIOS

- Balconies and patios are designed for your fun and relaxation. Using them for unsightly storage or workspace is not only annoying to your neighbors, but also detracts from the overall appearance of the community.
- Residents are responsible for maintaining their patio/balcony area in a neat and tidy condition.
- We encourage the planting of small low-growing shrubs, plants and flowers in the patio soil.
- The planting of trees is prohibited as their root systems create problems for patio foundations and sidewalks.
- Planting outside the patio fences or around the buildings is prohibited. These areas are maintained by CAWH grounds maintenance staff.
- CAWH residents are responsible for weeding and cleaning their own patios. CAWH grounds maintenance will trim, weed, or mulch your patio for a nominal fee. Please contact the office to make arrangements.
- Clotheslines, dryer racks, or hanging of clothing, (laundry) towels, rugs, on/over balcony railings, or fencing is prohibited. Prior written consent is required if you desire to mount a shade screen or awning on your patio or balcony.
- Due to safety concerns, the use of all outdoor fireplaces/pits is prohibited on all patios and balconies.
- No motorcycles, motor scooters, boat motors, appliances (including hot tubs), indoor furniture, or gas containers of any kind may be stored on the balcony/patio.

**NO PROPANE OR CHARCOAL BBQ GRILLS ARE
ALLOWED
ON THE BALCONIES AT ANY TIME.**

4. CAR CARE

- Vehicle repair and maintenance are prohibited on the property except in the boatyard near the maintenance department. Contact the office if you wish to make arrangements for temporary use of space in this area. Car washing is permitted in the car wash area only.

5. CARPORTS

- Carports are available on a monthly rental basis. Please contact the office for current availability and rates.
- All vehicles, motorcycles or boats parked in a carport must have current registration and tags and must fit within the space and not encroach on the next carport.
- Boats cannot exceed 19 feet in length including the trailer.
- No other items may be stored in the carport area without written permission from CAWH Management.

6. CLUBHOUSES

- The Clubhouses are available for socializing, cards, TV viewing, etc. for residents and their guests.
- ALL GUESTS MUST BE IN THE COMPANY OF A RESIDENT.
- The Clubhouses may be reserved by a resident for a private party upon receipt and approval of a Clubhouse reservation agreement. There is no charge for the use of the Clubhouse. However, a deposit of \$300.00 by check or money order is required with the reservation agreement.
- Wedding reception reservations require a \$300 deposit by check or money order.
- Reservations for wedding receptions must be approved by CAWH management. The bride/groom or parents must be residents of CAWH. This deposit will be returned if, upon inspection, the Clubhouse is found to be in good, clean condition.
- Private use of the Clubhouse is subject to certain terms as specified in the Clubhouse reservation agreement.
- Residents must be in attendance at all times. Functions will be monitored by CAWH Management.
- CAWH reserves the right to close any function that is determined to be disruptive or in violation of the reservation agreement
- The use of the pool during any clubhouse event is strictly prohibited.
- No BBQ grills are allowed in the pool area.
- Anyone under the age of 16 years must be under adult supervision to utilize the Clubhouse facilities, including the steam showers and fitness room. No one under the age of 16 years old is allowed to use the fitness equipment.

7. COMMON USAGE AREAS

- Lawns, sidewalks, entrances, hallways and stairways must not be obstructed or used for any purpose other than entry and exit.
- These areas must be kept clear of lawn furniture, bicycles, strollers, etc. These items must be kept inside the apartment or patio/balcony.
- Common entryway closets are not to be used for any type of personal storage.
- Common hallways are smoke-free.
- Please help keep our community clean. Do not discard beverage cans, bottles, or refuse of any type on lawns, streets or other common areas.

8. CONSIDERATION OF NEIGHBORS

- Sound carries easily in an apartment setting, especially in common areas, such as hallways. Please conduct your activities in and around the buildings in a manner so as not to interfere with the rights, comforts, or convenience of other residents.
- Musical instruments, televisions, stereos, power tools, etc. should not be operated in a manner that is disturbing or annoying to other residents.

9. DECORATING

A. Window Treatments

- All apartments are supplied window blinds and vertical blinds for the sliding glass doors.
- Standard window treatments are required on all windows and sliding glass doors.
- Use of sheets, towels, blankets, flags, aluminum foil, etc. is not acceptable.
- If a resident would like window tint installed on the sliding glass door, it is at their own expense. Smokey gray is the only tint allowed. There may be a charge incurred upon vacating the apartment for the removal of damaged film.

B. Paint/Wallpaper

- Painting or hanging wallpaper or borders must be pre-approved by Management.

10. EXTERMINATING

- All apartments are treated on a scheduled basis.
- Please check with the office for your scheduled service date and/or for any problems requiring additional treatment.
- Good housekeeping practices are the best defense against bugs.

11. FITNESS CENTER

Hours: 5:30am-11pm

- Access by resident code provided at the office.
- Attendants are not provided.
- Persons aged 16 years and younger are not allowed to use the fitness equipment and may not be present in the fitness center unless accompanied by an adult. .
- No pets allowed.
- No wet clothing in the Fitness Center.
- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Report needed repairs immediately to management.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Please report vandalism and unauthorized users.
- Do not remove equipment from the Fitness Center.
- Do not leave personal items in the Fitness Center.
- Respect others by keeping noise to a minimum and by disposing of trash properly.
- We recommend exercising with a partner.
- Please wipe down the fitness equipment with a clean towel once you are done.
- No smoking or alcoholic beverages are allowed in the Fitness Center.
- **USE AT YOUR OWN RISK – WE ARE NOT LIABLE FOR INJURY.**
- Please consult your physician prior to using this fitness center.

12. GRILLS

- State Fire Codes strictly prohibit all charcoal and propane gas grills on balconies at any time.
- No gas or gas tanks, of any kind, may be stored on balconies or inside apartments.
- Grilling on downstairs patios should be done in the open area of the patio at least 10 feet from the building structure, fencing, and windows.

13. GUEST ACCOMMODATIONS

- CAWH has guest accommodations for the use of our residents' friends and family.
- These units are available on a daily or weekly basis.
- Reservations are made on a first come, first serve basis.
- These accommodations are completely furnished including TV, linens, kitchen utensils and all utilities.
- Maid service and telephones are not included.
- These accommodations are smoke-free.

- A non-refundable deposit equal to one half (1/2) of the total cost is required to make a reservation. The remaining balance is to be paid upon arrival.
- Please contact the office for current rates, availability and reservations.
- No pets allowed.

14. INSURANCE

We encourage all residents to obtain a Renter's Policy. There are a variety of these programs available at nominal cost that provide coverage for liability as well as your personal property. CAWH Management's insurance does not cover loss or damage to your personal property. Please consult your insurance agent.

15. KEYS

- Residents may not alter or install a new lock on any door on the premise without prior consent from Management.
- Lock changes must be approved by the office and will incur a nominal charge.
- Additional keys are available, at a nominal charge, through the office.

16. LAKES & WILDLIFE

- Do not feed the wildlife or stray animals, including all birds, ducks, and raccoons.
- Feeding of alligators and sand hill cranes is prohibited by Florida Fish & Wildlife Regulations.
- No swimming or wading allowed in the lake on the property.
- No boats, canoes, kayaks, paddleboards or motorized watercraft permitted in the lake.

17. LAUNDRY CENTERS

Hours Open: 6am-10pm

- Located at each of the pool areas, they are air-conditioned and smoke-free facilities.
- FREE WIFI available, contact the rental office for more information.
- Please remove your laundry promptly, so machines are available for other residents.
- No use of dyes is permitted in the machines.
- Management is not responsible for damages or lost or stolen items.
- Please stay with your laundry at all times.
- Washers and/or dryers of any type are not permitted in your apartment unless provided by Carlton Arms.

18. LOCK OUTS

During Office Hours

Residents on the lease may obtain a key.
Valid ID will be required.

After Office Hours

After occupancy records have been verified and valid ID presented, Maintenance Staff will unlock your apartment door.

19. MAINTENANCE REQUESTS

- During office hours, contact the office for maintenance work requests.
- You may call the office or submit your request online.
- Do not make requests directly to maintenance personnel.
- Requests are scheduled through the office and performed in the order in which they are received, except emergencies.
- After-hours maintenance on-call personnel are contacted for emergencies only.
- There is no charge for routine maintenance, however there may be a charge incurred to repair/replace damage caused by residents or their guests.
- Miscellaneous service requests, such as hanging pictures, ceiling fans, etc. may be available through the maintenance staff, at additional charges. Check with the office for more information.

20. PACKAGE DELIVERY

Parcel Lockers are installed in each of the 4 Mail Kiosks located in our community. Only the United States Postal Service will use these lockers for all USPS package deliveries. When a USPS package is sent to you, a key will be placed in your mailbox. Use that key to obtain your package from the appropriate parcel locker located in your kiosk. If a package does not fit in the locker, it will be delivered to your door.

All UPS, Fedex, etc. deliveries will be left at your apartment door – or a note will be left for either a re-delivery date or the location where that particular parcel can be picked up. If you do not want these packages delivered to your door, you must choose another designated delivery location.

21. PARKING

- All CAWH residents' vehicles MUST display a CAWH parking decal issued by the Management Office. This decal must be exhibited on the driver's side of the windshield.
- Anyone entering the complex without a CAWH parking decal will be stopped at the Entry Pavilion and questioned as to whom they are visiting.
- Disabled parking spaces require specific permits and documentation. Please inquire at the office.
- Parking space is available for residents within the parking areas on a first come, first serve basis. All guests must park in overflow parking, which is any space not directly in front of a building.
- Vehicles are not permitted on the grass areas, sidewalks, or other common areas other than the designated parking areas.
- Any vehicle parked in a prohibited area will be removed from the premises at the vehicle owner's expense.
- Carports and garages may be leased through the Office.
- All motorcycles must be parked in a carport or designated parking space. Contact the office.
- All vehicles are to be parked by pulling straight in, hood first, between the markers or in carports.
- Cars are not to be backed into the curb or carport, nor are they to be parked diagonally.
- ONLY CURRENTLY LICENSED, OPERABLE VEHICLES may be parked in the community.
- Large vans, commercial trucks, campers, boats and/or trailers and any other recreational vehicles may not be parked in front of the apartments
- Prior written consent by Management must be obtained before any vehicle in these categories can be parked in the assigned parking areas.
- Boats and/or boat trailers are permitted on the premises only with prior written permission from the Management Office.
- Apartments designated as efficiency, studio, SS-1, SS-2, SS-3, SS-4, S-1 and S-2 are allowed one car per unit. Residents of these units must rent a garage or carport if you have more than one car. All other 1 and 2 bedroom apartments are allowed 2 cars per unit. 3 bedroom apartments are allowed 2 cars per unit.

22. RENTAL PAYMENTS

- Rent is due on or before the FIRST of each month. It is considered late on the 2nd. We do not send statements for rent obligations.
- Payments should be made online or by ACH, personal check, cashier's check or money order for the exact amount due.
- Personal checks must be drawn on an account in the name of the resident.
- Drop boxes/slots are available at the office for payment before or after office

hours.

- Late rent payments require payment in guaranteed funds: cashier's check or money order after the 10th of the month.
- CAWH prefers not to accept cash payments.
- CAWH cannot cash checks or accept checks for more than the amount of the rent to be paid.

23. RESIDENT BUSINESS SERVICES

- Residents may send/receive faxes at 863.875.1780 during office hours.
- Copier services are available at no charge.
- Notary services available.
- Computer and printer available in the clubhouse during office hours.

24. RESIDENT SERVICES STAFF

Carlton Arms of Winter Haven is a single entry apartment community. Located at the front entry to the community is an entrance pavilion normally staffed by an attendant who is an employee of Allied Security. Attendants' duties are to attempt to log in all non-resident vehicles entering the community grounds, give directions to visitors and guide emergency responders. After normal business hours and on holidays, the attendant responds to residents' questions and complaints and notifies emergency maintenance personnel in the event a resident has an emergency maintenance problem.

In addition to the attendant at the entrance pavilion, there are also employees of Allied Security who periodically circulate throughout the property to, among other duties, assure that the facilities are being properly utilized, report any rule violations, direct traffic, respond to residents' nuisance calls, inspect and flag non-functioning exterior lights, deliver notices from management to residents, guide and assist delivery trucks and moving vans, and give access to and accompany authorized contractors and inspectors to residents' dwellings.

Employees of Allied Security are not law enforcement officers. In the event of an emergency other than a maintenance problem, call 911 at the Winter Haven Police Department Office or their non-emergency number 863.291.5858.

25. SAFETY

- Get to know your neighbors.
- Follow basic safety practices that will help you protect yourself, your apartment, and the overall community.
- Lock deadbolts at all times. Close and lock all doors and windows when you leave or retire for the night.

- Do not rely on auxiliary locks that leave window/doors partially open.
- Do not leave your patio door or screen door unlocked when you are not at home.
- Do not open the door without knowing who is at the door and what they want.
- Leave your patio/balcony light "ON" at night.
- Keep your patio/balcony free of clutter.
- Keep your vehicle locked and do not leave items of value in plain sight. These items will be more secure when locked in your trunk.
- Burglar bars or special locks requiring a tool or key to open from inside the apartment are prohibited.
- No one is authorized to solicit at CAWH without written permission from the Management Office. If someone is soliciting without CAWH permission, please call and report it immediately.
- YOU ARE RESPONSIBLE FOR YOUR OWN SAFETY.
- Should you experience a crime problem, call the police first and the office afterwards.
- Personal security alarms or video doorbell systems are not to be installed outside the apartment home.

26. SKATEBOARDS, ROLLER BLADES ROLLER SKATES, SCOOTERS AND HOVER BOARDS

- Out of concern for the safety of all residents, the use of skateboards, roller blades, roller skates, scooters and hover boards is not permitted anywhere on the property. This includes electric or gas powered scooters.

27. SPEED LIMITS

- **The posted speed limit on the property is 15 mph.**
- Vehicles should be operated with care within the community.
- Traffic signs and speed limits are for everyone's safety.
- Speed limit is governed by street conditions never to exceed 15 mph.

28. SPORTS COURTS **Open 8am-11pm**

- Guests must be accompanied by a Resident.
- Tennis/basketball shoes only are permitted on the courts.
- To ensure all residents have a chance to play: singles playing time is limited to 30 minutes; doubles playing time to 45 minutes.
- Lights are operational until 11pm.
- Tennis/basketball courts close at 11pm.

29. STORAGE UNITS

Storage units are available for monthly rental. Contact the office for current rates and availability. Motorcycles and any other combustible items are not permitted in the storage units.

30. SWIMMING POOLS

Hours Open: Dawn to Dusk

- The pools are for the pleasure and enjoyment of CAWH residents.
- All residents are required to have the CAWH issued pool pass with them while using the pool area.
- Pool passes are given to each lease with ID.
- Lost pool passes will result in a \$10 charge.
- Residents may not, without prior consent from the Management Office, bring more than two (2) guests to the pool and patio areas.
- **GUESTS MUST BE ACCOMPANIED BY A RESIDENT.** To ensure the enjoyment of the pools by our CAWH residents, it may be necessary to further limit guest privileges. We request residents use discretion when bringing guests whenever the pool is crowded.
- We reserve the right to deny pool privileges to any resident or guest for violation of the policies, or to close the pools at any time for maintenance.
- Persons under 13 years old are not allowed in pool areas without adult supervision.
- Management is not responsible for accidents.
- Swim at your own risk. There is no lifeguard on duty.
- No glass containers allowed in the swimming pools or pool areas.
- Floats or rubber balls are not allowed in the swimming pool.
- Pets are never allowed in the pool, patio, clubhouse, fitness center or laundry rooms.
- Do not remove any furniture from the pools or patio areas.
- Place all refuse in the trash containers at the pools and patio areas.
- Proper swimming apparel **ONLY** is allowed in the pool areas; no street clothes or offensive attire is permitted.
- Reasonable conduct is required at the pool and pool areas.
- Behavior, which disturbs the enjoyment of other residents or guests, will not be tolerated. No running, pushing, fighting, profanity, loud music or verbal assaults. Those in violation will be asked to vacate the area.
- No radios / speakers.

31. TRASH COLLECTION

- Trash removal is scheduled twice weekly.
- **DO NOT PUT ANYTHING IN FRONT OF THE APARTMENT OR ON THE ISLANDS.**

- Management provides containers for the deposit of trash.
- All trash, refuse, and newspapers are to be placed in these containers at the rear of the apartments.
- BAG ALL OF YOUR TRASH to prevent an abundance of insects.
- Keep lids on these containers securely fastened at all times.
- Each trash alcove must be kept clean and tidy by the individual residents.
- Garbage areas are not to be used for storage. Any bicycles, grills, etc. found in the trash areas will be considered abandoned and will be removed.
- Large boxes must be broken down and placed in the trash alcoves. Contact the office to schedule additional removal
- For disposal of large items, such as furniture, TVs etc. please contact the office to make arrangements. There will be a nominal charge for such service.

32. TV ANTENNAS

- Radio antennas, satellite and/or TV antennas cannot be erected on any part of the premises without prior consent.

33. VIDEO SURVEILLANCE

- Non-monitored video surveillance equipment has been situated at the entrance, as well as other common areas.
- For the privacy of other residents, doorbell cameras are strictly prohibited.

34. VISITORS

- Only those individuals listed on the approved Application for Lease are permitted to occupy the apartment.
- Residents must inform Management of any visitor(s) staying an extended period of time, and also must notify Management if any persons occupy the apartment during their absence.
- All residents are responsible for the actions of their guests and invitees.



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