

Resident Policies, Procedures, and Property Rules

This Resident Handbook outlines the standard policies, procedures, and property rules used by Wilton Homes and establishes expectations for all residents to ensure a safe, clean, and enjoyable living environment.

1. Welcome / Introduction

These policies are incorporated into your Lease Agreement. All residents and their guests must comply with the rules outlined herein. Management reserves the right to amend or update these policies with appropriate notice.

2. Office Hours, Contact & Emergencies

Leasing Office Hours: Mon-Fri: 9am-6pm, Sat: 10am-5pm, Sun: Closed

After-Hours Emergencies: (407) 754-8897

Non-emergency service requests should be submitted via the resident portal or during office hours.

3. Lease & Occupancy

Only persons listed on the Lease may reside in the apartment. Subletting, short-term rentals, or unapproved occupants are prohibited. Rent is due on the first of each month; late fees may apply after the fifth.

4. Moving In / Moving Out

Residents must complete a move-in inspection and return keys upon move-out. The unit must be left clean and free of damage. Security deposits will be processed per state law.

5. Maintenance, Repairs & Alterations

All maintenance requests should be reported promptly. No alterations, painting, or installations without written approval. Residents are responsible for damage caused by negligence or misuse.

6. Unit Care and Appearance

Units must be maintained in clean, sanitary condition. Balconies and patios should remain uncluttered. No exterior signage, flags, or unauthorized equipment.

7. Common Areas, Amenities & Exterior Spaces

Common areas are for all residents' use and must remain clean. Smoking, loitering, or disruptive behavior is prohibited. Parking is restricted to registered vehicles only.

8. Pets & Animals

Pets must be registered with management, vaccinated, and kept on a leash when outside. Residents must clean up after pets and are responsible for any damage or disturbance.

9. Noise, Conduct & Safety

Quiet hours are observed from 10:00 PM to 8:00 AM. Illegal activity, violence, harassment, or possession of weapons is prohibited. Residents are responsible for guest conduct.

10. Trash, Recycling & Disposal

Dispose of trash in designated areas. No littering or leaving trash in hallways, stairwells, or outside doors. Large items must be arranged for pickup through management.

11. Vehicles, Parking & Storage

Vehicles must display appropriate parking permits. Inoperable vehicles, repairs, or car washing on-site are prohibited. Storage of boats, trailers, or RVs requires written approval.

12. Utilities, Energy Conservation, Appliances

Residents are responsible for utilities as outlined in the lease. Energy conservation is encouraged. Tampering with smoke detectors or HVAC systems is prohibited.

13. Renter's Insurance

All residents are strongly encouraged, and in some cases required, to maintain renter's insurance for personal property and liability coverage.

14. Fees & Fines

Policy violations may result in fines, fees, or lease termination. Repeated noncompliance may result in eviction.

15. Safety & Emergency Procedures

Residents should familiarize themselves with evacuation routes and emergency exits. Tampering with safety equipment or propping open security doors is strictly prohibited.

16. Move-Out Responsibilities

Written notice must be given per the lease. The unit must be returned in clean condition with all keys and access devices returned.

17. Fair Housing & Reasonable Accommodation

This community complies with all Fair Housing laws. Reasonable accommodations will be made for residents with disabilities.

18. Amendments & Updates

Management may modify these policies with notice. Updated versions will be made available to residents.

19. Summary of Resident Responsibilities

Pay rent on time, maintain your apartment, respect your neighbors, follow community rules, and report maintenance issues promptly.