



Apartment Rules

For your comfort and enjoyment, and that of your neighbors, we have adopted the following rules relating to mutual courtesy and enjoyment among residents of their apartments and the areas of the building that are made available for resident use ("Common Areas"). Residents are strictly responsible for the conduct of guests/invitees and to these rules at all times. The property manager and the building owner (collectively, GreenTree) reserve the right to make changes to these rules or to adopt additional rules.

Noise and Behavior

Please do not make or permit any noise or engage in or permit any other conduct that may disturb or offend other residents or neighbors. Residents are responsible for ensuring that disturbing noises and behaviors are not caused by their family, guests, or invitees. Resident's social gatherings shall never become loud, boisterous, or generally objectionable, as judged by management in management's sole discretion. Hosting a loud, boisterous party in violation of this rule may lead to a resident's eviction.

All music, television, musical instruments, and other noise producing items shall be used at a volume that will not disturb other residents.

Quiet hours are from 9:00PM to 8:00AM. Special consideration must be exercised before 8:00AM and after 9:00PM. Social gatherings with you and your guests are welcomed and encouraged as long as they do not become loud, boisterous, or generally objectionable, and do not interfere with the quiet enjoyment of other residents and neighbors.

Consumption of alcoholic beverages, by you or your guests, is prohibited in the Common Areas of the building.

Residents are expected to cooperate with each other in resolution of any potential disputes and are encouraged to use the services of a local dispute resolution service if they are having difficulty at dispute resolution on their own. GreenTree is not in a position to be an arbiter of disputes between residents or neighbors. Under no circumstance will GreenTree be required to take action between residents or guests to resolve their disputes, nor is GreenTree required to evict, or threaten to evict, any resident because of a dispute between or among residents upon demand by a resident.

Lockouts

Your building or resident manager may be able to assist in the event of a lockout; however, please refer to your lease regarding lockout protocol and the associated fees that apply.

If you have any questions, please call Resident Services at 415.347.8600 or email us at residentservices@greentreepmco.com.



Should GreenTree receive a request for access from a subtenant or a resident's guest, GreenTree may, at its sole discretion, grant access to the subtenant or guest, should a resident instruct GreenTree to do so. However, GreenTree's decision to accommodate such a request shall not be deemed as an acknowledgement or approval of a sub-tenancy or occupancy.

Building Appearance

In an effort to keep the building's appearance consistent and neat, posting signs, advertisements, posters or similar displays in the Common Areas or on the exterior of any doors, windows or walls is not allowed, with the exception of burglary prevention notices and other postings authorized by Chapter 49A of the San Francisco Administrative Code or other applicable law or regulations.

Personal articles, such as garbage cans, brooms, cardboard boxes, play equipment, shoes, and strollers, should be kept inside your apartment. Please keep the building tidy by not hanging towels, rugs, clothing and other articles from fire escapes, windows, railings, or balconies.

Residents must also ensure that service stair landings (if present in your building) and other paths of egress remain clear of personal possessions at all times, as these paths of egress may be necessary in the event of an emergency.

Common Area Use

Common Areas may or may not be monitored by security camera or other recording devices, and GreenTree reserves all rights to hold accountable any tenants responsible for damage to property persons or theft occurring in the Common Areas of the building.

Any use of the Common Areas should be undertaken in a manner that does not interfere with ingress, egress, fair housing accessibility and/or fire-safety practices.

Any resident hosted events that may use the Common Areas (other than tenant association meetings or other organizing activities protected by San Francisco Administrative Code Chapter 49A) are subject to compliance with the building's event policy and requirements including those related to alcohol and scheduling.

Residents may not use areas of the building except for their apartment and designated Common Areas.

For more information, please see our policy on resident-sponsored building events, which is linked [here](#).

Unit Care

All doors must be locked during a resident's absence. All appliances, except for refrigerators, must be turned off before leaving the unit.

To properly address potential repair and maintenance concerns, residents must promptly notify GreenTree in writing of any issues relating to their units, including, for example, any water leaking



or intrusion, plumbing issues, appliance malfunction, electrical or heating problems, appearance of pests or mold/mildew, cracking, or chipping paint, etc.

Before washing or cleaning walls, drapery, or carpet, please consult with your resident or building manager for the appropriate method or for recommended vendors to perform such work.

Residents are responsible for any damage caused by the employment of any improper method or vendor and/or the cost of redoing the work or restoring damaged articles or property to GreenTree's satisfaction, if the method applied or the vendor employed was unsatisfactory.

Residents may not install air conditioners, ventilators, or window screening devices without prior written approval from GreenTree.

Should a resident paint any portion of their apartment, they are responsible for restoring the wall color to the original color prior to moving out; should they fail to do so, all costs associated with repainting the walls to their original color remain the resident's responsibility.

Any attached accessories, such as towel bars, coat hooks, built-in closet shelves, etc., may not be added without GreenTree's prior written consent. Once installed, they may not be removed even upon vacating unless directed to do so by GreenTree.

Garbage disposals, dishwashers, and other appliances, if provided, must be used only for the intended purpose for which they were designed and constructed.

The use or storage of gasoline or other combustibles in the unit is prohibited. Residents must always follow building guidelines related to the reduction of mild, mildew, and pests.

Adhesive picture hangers designed for easy removal are permitted as a method of hanging wall art. Picture hangers employing a small nail or pin are also permitted. However, residents are responsible for the reasonable cost of any required repairs or painting resulting from the hanging of pictures or other objects.

For your own safety and that of others in the building, please do not burn incense and NEVER leave a burning candle unattended.

Only one lithium-ion battery powered personal transporter (electric skateboards, kick scooters, self-balancing unicycles, hover boards, and Segways) is allowed in the unit at a time. A GFCI or AFCI outlet or power strip shall be used when charging personal transporters. Residents shall reduce the risk fire by never using wall taps or outlet adapters to increase the number of installed outlets available. Residents shall avoid overloading circuits by ensuring multiple high amperage devices are not plugged into the same outlet.

Per the SF Fire Code, extension cords shall not be a substitute for permanent wiring and shall not be routed through walls, ceilings or floors, or under floor coverings or doors, and shall never be affixed to the unit. Issues with electrical wiring of the unit shall be promptly reported to GreenTree. Tenant shall not alter or tamper with outlets, circuit breakers or wiring at any time.



Insurance

Please consult your rental agreement for requirements related to renters insurance coverage.

If your rental agreement has no renters insurance coverage requirement, we nevertheless recommend that you purchase and maintain a renters insurance policy to protect your personal possessions from loss due to fire, flood, theft or similar occurrence. You should note that generally GreenTree is not legally responsible for loss to a resident's personal property, possessions or personal injury in your apartment, and property manager/owner's insurance will not cover such losses or damage. Further, if damage to the property manager/owner's property or an injury is caused by the resident, a guest of the resident, or the resident's invitees or child (children), the property manager/owner's insurance company may have the right to attempt to recover from the resident payments made under the property manager/owner's policy.

Refuse

To preserve the appearance and cleanliness of the building, please take care to prevent waste from dropping or spilling on Common Areas.

City ordinance requires all residents to cooperate with all recycling programs in effect, including the diversion of compostable waste into the appropriate bins. Residents who fail to comply with city ordinances may face fines.

GreenTree may permanently close any trash chutes for fire, sanitary, or recycling compliance reasons or pursuant to requirement of the City, and the closure of such chutes will not constitute a decrease in housing services.

Please remember to break down cardboard boxes into smaller pieces and place them in the recycle bins. Recology can help you with large item disposal for free. For more information, you can visit [recology.com](https://www.recology.com).

Refuse should be placed inside designated containers or chutes. Doors and lids should be closed properly. Let's work together to keep the general cleanliness and sanitation of the building at its best.

Residents are liable for any additional costs involved in hauling or disposing of any items not collected by the building's normal refuse service. Do not dispose of any flammable liquids, rags or other items soaked with flammable liquids, or any other hazardous material(s) in recycle or trash receptacle containers.

Deliveries

Package theft is a city-wide problem. We strongly encourage all deliveries to require a signature or to be made an offsite parcel locker system such as Amazon or USPS.

GreenTree shall not bear responsibility for the delivery, acceptance, or receipt of, damage to or loss of, messages, packages, mail or other material left at entrances to the building or elsewhere



in the building. Residents are expected to promptly retrieve delivered items (at a minimum within 24 hours), and GreenTree reserves the right to remove packages that have been left unattended.

Solicitation

All residents have a reasonable expectation of privacy and quiet enjoyment of their apartments. Solicitation in the building is strictly forbidden, other than as permitted by Chapter 49A of the San Francisco Administrative Code and any other applicable law and regulations.

In accordance with Chapter 49A of the San Francisco Administrative Code and any applicable regulations, San Francisco residents and their guests may distribute literature to other residents in the same building. Please note that such distribution must include the name, telephone number and address of a distributor that the affected resident may contact to opt out of future doorway distributions of such literature. Please respect your neighbors' right to privacy and downtime: doorway distribution of literature and conducting door-to-door surveys may not occur during Quiet Hours (9 p.m. to 8 a.m.).

Parking *(if provided to resident by agreement)*

Please park in your assigned place ONLY and do not permit guests to use parking facilities. Only operational vehicles may be parked in parking areas. The storage of boxes, other personal items, or refuse is prohibited in, or adjacent to, a resident's parking stall.

In the event of vehicle abandonment, GreenTree may tow said abandoned vehicle to a nearby curbside public parking spot, provided manager notifies resident at least 24 hours in advance.

Motorcycles, motor-driven cycles, bicycles, scooters, etc., should not be stored on patios, fire escapes, hallways, common areas or other non-parking areas.

There shall be no living or residency activities in the parking areas.

Residents who park a vehicle onsite should be aware that it may be necessary from time to time for GreenTree to relocate parking spaces.

Bike Racks

If a bike rack is provided in the building, a resident's use of the bike rack is at their own risk. GreenTree shall not be liable or responsible in any way for theft or damage to resident's bike(s). Resident must provide a locking device and cooperate with other building residents to ensure that everyone is able to use the rack. The bike rack is provided as a courtesy only. GreenTree may, at its sole discretion, remove the bike rack and discontinue this service for any reason, and residents should be aware that such a discontinuation or interruption of use shall not constitute a decrease in housing services.



Relocation/Replacement of Services

With respect to any housing service which GreenTree may provide to residents outside of the premises in which a resident lives resides, including, but not limited to, (1) garage facilities, (2) parking facilities, (3) driveways, (4) storage spaces, (5) laundry rooms, (6) decks, (7) patios, or (8) gardens on the same lot, or (9) kitchen facilities or lobbies in single room occupancy (SRO) hotels, and regardless whether such housing service is provided at the inception of the tenancy or at any point in time thereafter, GreenTree reserves and retains the right to relocate such service to any other location on the lot which contains the premises.

In the event of such relocation, residents will be given at least 3 days' notice, and, to the extent that any personal property (e.g., vehicle or stored items) must be moved, residents shall move all such personal property to the newly designated location within 7 days of the service of such notice of relocation by Greentree. Failure by a resident to timely move all such personal property may be a material lease violation and may potentially warrant recovery of possession of the unit. GreenTree will provide a comparable housing service to any such services which may, from time to time, need to be relocated. Residents have no right to have any such housing service being located in any specific part of the building, nor in any specific part of the property where the premises is located.

Floor Covering

Please refer to your lease for the requirements regarding floor coverings. Most leases require rooms with hardwood or hard surface flooring to be 80% covered. Carpet covering may be necessary to absorb noise. Some buildings are older and noise travels; let's work together to be courteous to our neighbors.

Security

Please ensure that exterior doors close properly after entering or exiting. Do not allow individuals you do not know to follow you into the building and alert your resident manager or building manager if you observe suspicious activity. Crime knows no address and stopping it requires collective action. Residents are responsible for the actions of their guests.

Pets

No animals are allowed in or about the Premises, or in, on or about the property in which the Premises is located, even temporarily or with a visiting guest, except as allowed by law or by the express written consent of GreenTree. For residents with an approved pet(s), resident must maintain control of pets in the Common Areas of the building at all times. Pets must be kept on a leash anytime they are in corridors, elevators, lobbies, and other Common Areas. Residents with pets assume all liability for the conduct and behavior of their pets and shall prevent them from causing any disruption (including, for example, loud or excessive barking). Residents will be responsible for re-homing pets in the event they create a nuisance or endanger others. All terms of any existing pet agreement remain in effect and enforceable.



Laundry Facilities *(if available at building)*

Please don't overload the washers, remember to clear the lint trays before and after use, and please remove clothes promptly so others can use the machines.

Please note, most machines are managed by a 3rd party vendor; contact details are located on the machines.

GreenTree does not assume responsibility related to the use of laundry equipment or for items lost, stolen or damaged. Laundry facilities are for the exclusive use of residents, for residents' own clothing only. GreenTree may raise the fees for use of the machines and any such raise shall not constitute an increase in rent.

*****Important:*** *These rules do not limit the terms and obligations of your lease and are supplemental to any prior house or other rules relating to your tenancy. To the extent of any conflict between these rules and prior house or other rules, these rules shall control.*

May 19, 2023