

**THE PINES**  
**(The Pines at Ocean Park, LP**  
**& Pinewood Manor, Inc.)**

**Office Hours**

*Business Office*

*The Pines Community Building*

Monday – Thursday

9:00 am – 12:30 pm

By appointment: 1:00 pm – 4:00 pm

Telephone: 207-934-2157 x1

Fax: 207-934-2158

*Resident Services Office*

*The Pines Community Building*

9 am – 4 pm

207-934-2157 x4

*Admissions Office*

*The Pines Community Building*

9 am – 4 pm

207-934-2157 x2

*After hours*

Evenings, holidays and weekends

207-934-2157 ext. 9

**Emergencies – call 911**

# **Staff**

## **Property Manager: Oceanview Manor, Inc.**

**Executive Director**  
Elisabeth Herold  
207-934-2157 ext. #5

**Administrative Coordinator**  
Debbie Nielson  
207-934-2157 ext. #1

**Admissions Counselor**  
Roxanne Frenette  
207-934-2157 ext. #2

**Resident Service Coordinator**  
Marci Oechsle  
207-934- 2157 ext. #4

**Facilities Manager**  
Don Comoletti  
207-934-2157 ext. #3

**Maintenance Staff**  
ext. #3  
Eric Trucheon  
Ben Herold-Porter

# Apartment Living

## Telephone/Cable Service

Each resident is responsible for contracting with a service provider to provide cable, computer and/or phone service. At Pinewood, utility access is available only during The Pines' business hours, Monday – Friday, 8 am – 4 pm. The individual who is named on the account is financially responsible for all equipment and monetary obligations. Any relocation or addition of outlets requires permission from the Business Office.

## Electricity/Heat

Electricity and heat are included in the monthly rent. All apartments are heated via baseboard heaters. For best heating results, do **not** block the vents with furniture or other objects (such as boxes). Please keep all items a minimum of 3” away from the baseboard heaters. Please remember to keep all windows and doors closed during heating season in both apartments and community spaces.

Use of appliances (other than those already in the apartment), such as freezers, air conditioners and dehumidifiers will be assessed an additional usage fee. *(Please see Air Conditioners & Freezers Policy and Procedure in Section C)*

- **Use of candles or any other open flames are not allowed.**
- **No electric or propane/kerosene heaters are allowed**

## Apartment Safety

It is important to take adequate precautions and always practice good personal safety. Precaution and prevention are the most effective tools to reduce the chances of an unwanted intrusion. **Keep doors and windows locked when not at home.**

## Keys

**The Pines at Ocean Park** - Every resident will be issued two (2) individual apartment door keys and one mailbox key

**Pinewood Manor** - Pinewood residents will receive two (2) individual apartment door keys, one (1) building door key, and a mailbox key.

- All residents must report lost/stolen keys to the Business Office immediately. A fee will be assessed for replacement keys.
- Failure to return keys at the time of move out will result in a fee.

## **Visitors**

- Overnight visitors are permitted, but extended stays are not allowed. (*Please see “Policy Regarding Visitors” in Section C.*)
- A visitor/guest may not occupy an apartment in the absence of the resident or another adult member of the household listed on the lease.
- A resident’s right to privacy and comfort takes precedence over guests’ privileges. Residents will be held legally and financially responsible for the actions and damage of their guests/visitors and are expected to make them aware of these House Policies.

## **Authorized Entry**

The Pines reserves the right to allow authorized personnel to enter a resident’s apartment at any time for emergency purposes, when a resident has submitted a work order or when the resident has been given a 24 hour written notice.

## **Annual Inspections**

The Pines schedules an annual inspection of every apartment. All residents will be given a minimum of 24 hours notice. It is not necessary for a resident to be present for these inspections. If a problem is noted in an apartment, the resident will be given a written request to rectify the situation by a specific date, at which time the apartment will be re-inspected. Excessive damage, unsafe and or unsanitary living conditions, or failure to correct a documented problem may result in loss of tenancy.

## **Care of your Unit**

It is of primary importance for the whole community that residents keep their apartments neat and clean. Unsanitary conditions (whether from cleanliness or hoarding) can lead to a breach of your lease agreement.

Below please find some tips to help you care for your apartment:

- If you line shelves and drawers, it must be done with non-contact paper.
- **Do not put wipes of any kind, disposable diapers, paper towels or any other object into the toilet.**
- Foreign objects removed from the plumbing and/or appliances are not considered normal maintenance, and service and/or damage charges will be assessed.
- At The Pines at Ocean Park property, exterior window cleaning is the responsibility of the management and will be scheduled at least once per year.
- Interior window cleaning is the responsibility of the Resident.

- All broken windows are the Resident's responsibility unless another party is responsible, clearly identified and pays for the damage.
- Window coverings are provided. These shall not be replaced without prior written approval from the Business Office by filling out a *Request to Modify Apartment Form, in Section B.* (Please see *Physical Modifications of Apartments in Section C.*)
- It is important to remember when hanging objects on the wall to use items that will not damage the wall, i.e., standard picture hangers, etc. Do not drive nails in woodwork or walls or apply adhesives such as tape, or put in screws or hooks.
- Any changes and/or additions (such as painting the walls or adding shelving, different carpeting or flooring, mounting TVs on walls, etc.) to the apartment or appliances may be requested via the Business Office by filling out a *Request to Modify Apartment Form, in Section B.* (Please see *Physical Modifications of Apartments in Section C.*)
- Holiday decorations may be used according to the *Holiday Decorating Policy in Section C.*
- Appliances, plumbing fixtures, heating and electrical systems must be used only for purposes and in the manner for which they were designed.
- Residents will be required to pay for all damage caused by their or their guests/visitors' negligence or thoughtlessness to apartment, property furnishings, appliances, and laundry equipment.

### **Storage**

Storage of personal items is restricted to the apartment. Residents are not permitted to store personal items outside of the apartments on the decks/patios or inside the buildings in common areas such as the community room, hallways. This includes, but is not limited to, furniture (other than standard patio furniture), electric scooters/wheelchairs, stand-alone storage bins/boxes or other items. Limited seasonal storage may be available for some items such as bicycles, etc. at The Pines' discretion. Please check with the Business Office for more information.

### **Apartment Patios/Lawns/Decks**

Patios, lawns, and decks are intended to provide a comfortable outdoor extension to the apartment living area. They should be kept safe and neat. Items are not to be left, planted, erected or built on any common ground/ or public sidewalk, road or parking space without written permission from the Business Office. (Please refer to the *Patio, Lawn and Decks Policy in Section C.*)

## **Maintenance Problems**

Difficulties or problems with any Pines' owned property (such as appliances, utilities, and safety or structural components) which need or may need repair/replacement should be reported via a **Work Order**. This may be done by calling the Business Office during open hours, placing a Work Order in the inter-office mail (blanks may be found outside the mailrooms). If the concern is an emergency and occurs after business hours, the problem should be reported to the On Call staff (by calling 934-2157 x 9). A **Work Order** which has not been responded to within five (5) working days should be reported to the Business Office. All maintenance requests will be addressed as soon as possible; priority is given to more severe and/or emergency repairs.

The Pines is not responsible for any the repair/maintenance of any property owned by residents, including vehicles. Maintenance will not "jump" cars, help move cars that cannot start or be responsible for coming in after hours to open a vehicle with a key given to Maintenance re the Snow Removal Policy.

A resident does not have to be present for the maintenance staff to come into the apartment in response to a **Work Order**.

## **Lockouts**

Residents who are locked out of their apartment should contact the Business Office if this occurs during office hours. After business hours, call 934-2157 x 9 and follow the instructions to report the incident to the On Call staff. **Lockout assistance will be completed at the earliest time feasible to the staff or "on call" person.**

Staff will not unlock doors for guests, friends or unknown persons without written permission from a resident. Residents will receive one (1) free, after hours, lockout assists per year. For each additional lockout assist, a fee will be charged.

Additional locks, including chain locks or rekeying of existing apartment locks by residents are not permitted. If installed, Management will remove additional locks at the resident's expense.

## **Payment of Rent**

As noted in your lease, all rents will be due and payable on the first (1) of the month. Locked rent boxes are available in both Pinewood and the Community Building for residents to pay their rent. A receipt for rent will be returned to each resident. If for some reason you are going to be absent

on or around the first of the month you can pay early. If payment has not been made by the fifteenth (15) day of the month, a late fee may be assessed.

If it appears that you will have a problem paying your rent on time, please come to the Business Office and discuss it with the Administrative Coordinator.

**Return of Security Deposit:**

Security Deposits will be returned within 30 days from date of Move Out. Please refer to the *Security Deposit Policy in Section C*.

**Reasonable Accommodation/Modification**

An individual with a documented disability may request a reasonable accommodation/modification at any time during the application process and/or residency. A reasonable accommodation is a change, modification, alteration or adaptation in policy, procedure, practice or program that gives a qualified individual with a disability the opportunity to participate in and benefit from, a program or activity. This does not include the provision of a foreign language interpreter. *(Please refer to the Reasonable Accommodation Policy in Section C.)*

An individual with a disability may submit all requests in writing, orally, or by any other equally effective means of communication. The Pines Resident Service Coordinator is available to assist the individual with the request . If necessary, The Pines may request verification from the resident’s physician.

Reasonable modification requests constitute a change to physical aspects of the building, grounds, and/or apartments for a tenant’s full enjoyment of the property. *(Please refer to the Request to Modify Apartment in Section B)*

**Extended Absences:**

The lease states that your apartment must be your one and only permanent residence. Extended absences going beyond the guidelines stated below can result in the resident giving up the right to apartment occupancy. *(HUD Occupancy Handbook, Chapter 6-19, Lease Requirements and Leasing Activities)*

Extended Absences fall into two (2) categories: personal and health related.

- Personal – residents wishing to be away from the apartment may do so up to 60 consecutive days before the right to occupy the apartment can be terminated. Any requests for extensions must be submitted prior to the end of the 60 days in order to be reviewed by the administration.
- Health related – residents away for medical reasons (hospital, rehab, skilled nursing care, etc.) may be away from the apartment up to 180

consecutive days before the right to occupy the apartment can be terminated. Any requests for extensions must be submitted prior to the end of the 180 days in order to be reviewed by the administration.

**Apartment Transfers:**

Apartment transfers may be done for medical/accommodation reasons or to move to a different location on the property. *Please refer to Apartment Transfer Policy in Section C for further information.*

## Community Living

All areas of The Pines, inside and outside, that are not leased to individual residents or used by management, are available for the enjoyment and use of all residents and management. Decisions regarding what is in these areas and how these areas shall be used are included in the information below.

### Community Area(s)

- ✓ The Pines at Ocean Park has The Baggs Room, located in the Community Building.
  - ✓ Pinewood Manor has the Dining Room and the David Howe Hospitality Room (DHHR), located on the 1<sup>st</sup> floor.
  - ✓ Pinewood Manor has several common areas on each floor.
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- These areas are the responsibility of management, and residents are not permitted to decorate any common area including, but not limited to, hallways and the Community Rooms without permission from the management.
  - Management reserves the right to remove any decoration in the common areas without notice.
  - **Use of candles or any other open flames are not allowed in the community areas** (and apartments).
  - These areas are not to be used as a replacement for residing in one's own apartment by residents and/or guests/visitors.
  - Removal of any of the furniture and/or furnishings without permission from the Business Office is prohibited and could result in the filing of criminal charges.
  - Programs and events planned in any of these spaces must go through the Business Office and will be listed on the monthly activities calendar.
  - Individual use of these spaces (when other events are not planned) is on a first come, first served basis. (*Please refer to the Common Room Rental Policy/Procedure in Section C.*)
  - All weapons are prohibited in any community area, including but not limited to, hunting knives, machetes and fire arms.

### **Laundry Rooms:**

Laundry facilities are available in the Community Building on The Pines at Ocean Park campus and in Pinewood Manor on the 2<sup>nd</sup> floor. The facilities are provided only for the residents or their designated persons. Doing laundry for persons other than residents is prohibited. Please report usage by non-residents to the Business Office.

- The laundry rooms are open from 7 am to 9 pm in Pinewood Manor and 7 am to 8 pm at The Pines at Ocean Park.
- Washers and dryers are coin operated; please see information in laundry areas for current prices.
- Residents should not use more than two (2) washers and/or dryers at a time.
- The laundry rooms are cleaned each weekday. It is the responsibility of all residents to clean up after themselves.
- Spilled soap, tissues, etc., are to be cleaned from the machines and the floors. Screens on the dryer filters should always be checked and left clean.
- Promptly remove items from washers and dryers when cycles are completed.
- Problems with the washers & dryers should be reported to the company whose phone number is listed in the laundry rooms and then to the Business Office. (If possible – please put a note on the machine that has a problem so other residents are aware).
- The Pines is not responsible for lost, stolen or damaged items left unattended in the laundry room.

### **Mail Service**

Each resident is assigned a mailbox and receives a key upon arrival.

- The Pines at Ocean Park mailboxes are located in the lobby of the Community Building.
- Pinewood Manor mailboxes are on the first floor next to the Dining Room.
- Mail is delivered daily, with the exception of Sundays and federal holidays and/or at the discretion of Management due to inclement weather conditions.
- Dated internal mail will be sent to residents via resident mailboxes.
- If there are any questions concerning mail delivery or if a mail key is lost/stolen, residents should contact the Business Office.
- When a resident moves, a mail-forwarding form should be completed in the Business Office, and mail will be forwarded to a designated address for a 1 year period.

- All mail keys must be returned upon leaving The Pines or a key fee will be assessed to the resident's account.

### **Trash & Recycling**

The Pines promotes single stream recycling, and recycling containers are located in accessible places on both campuses.

- Trash is picked up by the maintenance staff on Monday and Friday mornings.
- The Pines at Ocean Park trash must be placed outside the resident's main entrance by 7 am of the morning of pickup in order to be picked up by staff.
- Pinewood Manor trash may be placed outside the door after 7 pm the night before pickup.
- Only standard trash bags may be used (not paper or grocery store plastic bags).
- Trash receptacles/dumpsters and recycling bins are only for residents of The Pines. Illegal dumping by non-residents will be reported to the authorities.
- Only regular household garbage (such as food wastes, personal items, etc.) may be placed in the dumpsters.
- Residents may find information on disposal and prices at the local Transfer Station (934-2525)
- **The Pines does not dispose of a resident's personal property such as furniture, electronic equipment, rugs, small appliances, etc.**

### **Volunteering**

The Pines welcomes residents who wish to volunteer their skills. We have many opportunities, large and small, in which volunteers are essential. If you would like more information, please contact our Volunteer Coordinator in the Business Office.

### **Activities**

All residents receive a monthly calendar which lists the many and varied activities being offered, their times and locations. Unless specified otherwise, all activities are open to all residents and, in some instances, to outside visitors. If you would like more information about an activity, check the POP or PWM activity corner or contact the Business Office.

## **Donation of Personal Items**

The Pines recognizes that there are occasions when a resident may wish to give personal property to The Pines. In some cases such a donation will be much appreciated. But there may be times when The Pines must refuse the donation due to space constraints or other reasons. For this reason it is vital that any resident/non-resident follow our donation policy. *(Please refer to “Common Area Donations Policy” in Section C.)*

## **Feeding of Wildlife**

- No feeding of wildlife, e.g., seagulls, ducks, geese, foxes, raccoons, skunks, chipmunks, squirrels, deer, etc., on Pines property is allowed.
- To discourage rodents and/or other animals from entering the building, bird feeders (hanging or stationary) are not allowed.
- One hummingbird feeder per apartment is permitted.

## **Vehicle Parking**

- Each household is allowed one (1) motor vehicle on The Pines properties.
- The location of the parking space is determined by the facility in which the resident lives and is assigned by the Business Office.
- Only households with a vehicle will be assigned a parking space.
- Residents must park only in their designated space.
- Requests for additional vehicles (including motorcycles) must be made to the Business Office. Decisions will be at the discretion of the Business Office.
- A copy of the vehicle’s current registration and current insurance must be on file in the Business Office.
- Resident vehicles must display a Pines parking sticker when parked on Pines property. Stickers may be obtained from the Business Office.
- Cars may not be parked in an unassigned space, handicapped spaces, walking lanes, fire lanes, or on the lawn/wooded dirt ways.
- It is the residents’ responsibility to inform visitors to park in Visitor Parking.
- A resident who plans for a visitor(s) to stay overnight should contact the Business Office to:
  1. register the make, model and plate # of the visitor’s vehicle
  2. display the “Visitor” tag issued by the Business Office in the vehicle while it is on The Pines property
- Unmarked vehicles may be towed at The Pines discretion.

- Non registered/inspected vehicles must be removed from The Pines property.
- Trailers, boats, campers, recreational vehicles, etc. may not be parked on the property without written permission from the Business Office.
- Motorized bikes/motorcycles must be parked in a parking space – they are not to be parked outside or inside an apartment including on a deck or patio.
- All wheeled vehicles and devices including, but not limited to, bicycles, scooters and wheel chairs, must be used in a safe and courteous manner. Wheeled vehicles and devices should not be ridden on the grass or in planted areas. Wheeled vehicles and devices should not be stored on walkways, hallways, stairways, porches, or other public areas, except as approved and specified by management.
- Vehicles not in compliance with this policy may be towed at the owner's/operator's expense.
- A vehicle leaking oil or any other substances can damage the sealcoat and paving in the parking lot. It is the resident's responsibility to maintain his/her vehicle in a manner that does not damage the parking lot.

### **Pest Control**

The Pines treats the buildings for ants and rodents on an annual basis. Any problem with insects or rodents in an apartment should be reported immediately to the Business Office via a Work Order.

The Pines inspects for bed bugs on an annual and/or as needed basis.

Apartments found to be infested with lice/bed bugs/fleas or other parasites will be treated as per *the Pest Removal Policy/Procedure in Section C*.

### **Public Safety**

The Pines encourages accurate and prompt reporting of all crimes or suspected criminal activity. Such activities and other emergencies should be reported directly to the Old Orchard Beach Police Dept. by calling 911. A report should also be made to the Business Office.

### **Drugs**

Individuals found to be involved with the illegal possession, use, sale, or transfer of any controlled substances, including those used for medicinal purposes, may be subject to criminal charges and/or eviction proceedings in accordance with the lease.

### **Damages and Vandalism**

Residents are responsible for any loss/damage to personal property and/or The Pines property. Damages caused by a resident to another resident's property should be dealt with between the residents. Any damage deemed to be vandalism will be investigated and could lead to criminal charges and/or eviction proceedings as defined in each resident's lease.

### **Insurance of Personal Items**

The Pines does not carry insurance on residents' personal property or compensate residents for loss or theft of personal property. We recommend that all residents obtain renter's insurance to protect their belongings in the event of theft or damage.

### **Snow Removal**

Cleaning of roadways and walkways will be completed as soon as possible after a storm, as determined by the Facilities Manager. During snow storms with significant accumulation, sidewalks and roadways may be "broken open" during the storm with final cleanup to be completed when the storm has ended.

Residents are advised to plan ahead as The Pines is not responsible for individual schedules, particularly during a weather event.

### **Auto Agreement**

The Pines will remove snow from all roadways, walkways, and entries and provide general safety first before tending to cars and parking areas. If you would like to have The Pines clean and move your car for you, you must complete the (*Auto Agreement" form (may be found in Section B)*).

A resident who does not sign the Auto Agreement will be responsible for moving his/her vehicle when parking areas are being cleared or any other time at the request of Management. In the event the resident does not move his/her vehicle at the time the staff and/or snow removal contractor is working and/or when requested by Management, a fee will be assessed.

# Risk Management

**Pinewood Manor** is a fully sprinkled building, and all 50 apartments and common areas are connected to a central fire alarm system.

**The Pines at Ocean Park:** Apartments #31 – #36 have sprinklers and are connected to a fire alarm system.

Both fire alarm systems are remotely monitored 24 hours per day, 365 days per year.

All 110 apartments are equipped with both smoke and carbon monoxide detectors which are not connected to a third party dispatcher.

## Fire Education

Periodically throughout the year the Pines staff will arrange “fire drills” and will also offer ongoing education by fire safety personnel. All residents are strongly encouraged to participate in all of these activities.

## Fire Evacuation

In the event of a fire in an apartment or a common area, all residents must evacuate to a safe distance from the fire.

- At Pinewood there are two (2) suggested gathering places outside the building signified by the orange triangles, one in the resident parking lot and one by the front parking lot.
- At The Pines at Ocean Park, residents may gather at the Community Building (unless it is the source of the emergency). Firefighting personnel will be in charge of evacuation and the decision of when to return to the buildings.

## Fire Safety Rules

- For the protection of residents, fire extinguishers are located in all common areas.
- At no time should anything be hung from or near a sprinkler head.
- Stairwell doors leading to hallways should be kept closed.
- Hallways must be kept clear at all times. Furniture and personal belongings may not be placed in the hallways.
- Ceiling decorations of any description are not permissible in apartments and/or common areas as they interfere with the proper function of the fire/smoke detection and prevention devices.
- Fireworks and firecrackers are not permitted per Old Orchard Beach regulations.

- Lighting or heating devices that produce an open flame (e.g. oil lamps, candles and/or propane/ kerosene heaters) **are prohibited** in any apartments and/or buildings.
- Only The Pines-approved wiring is allowed in apartments/buildings with the following exceptions: U.L. listed power strips with circuit-breaker and power surge protection. Power strips **should not** be used in a series to gain greater lengths.
- Only UL listed electric cords should be used in apartments. Electrical cords must not be used unsafely (under carpets, in pathways, taped down, etc.). Spliced, taped or frayed cords are not permitted.
- Dimmer switches and ceiling fixtures must be installed only by a vendor approved by Management.
- Combustible liquids such as gasoline, turpentine, charcoal lighter, diesel fuel, liquid propane tanks or cylinders and self-starting charcoal are prohibited from being stored in any apartments.

### **Oxygen Safety**

Residents who use oxygen in their apartments must notify the Business Office at move in or when they begin treatment. Residents must also place a sign on their front door to notify Fire Department personnel in cases of emergency.

### **Weather Evacuation**

There may be times, due to a weather event such as a hurricane, ice storm, etc., that the Management, in consultation with emergency personnel, will recommend a property wide evacuation. If this occurs, all residents must leave in accordance with management instructions. During such events, all residents are encouraged to contact their families, emergency contacts, or other persons for help with the evacuation. The Management and/or official emergency personnel will assist residents who are unable to leave on their own.

### **Pandemic Events**

Should there be a pandemic event as identified by official emergency personnel, The Management will be in communication with all residents with instructions and advice.

## Miscellaneous Information

### Grievances

The grievance policy/procedure is a means of settling resident disagreements which may happen between two residents, a resident and management, and/or a resident and staff. *(Please refer the Grievance Policy in Section C.)*

### Pets

Residents are allowed one (1) household pet (or aquarium container of not more than 10 gallons) and must comply with all pet rules. *(Please refer the Pet Policy in Section C.)*

### Publicity and Posting

Events sponsored by The Pines will be posted on the bulletin boards located in both Pinewood and The Pines Community Building. "Sponsored" means approved by the management of The Pines. Both Pinewood and The Pines at Ocean Park have designated areas in which residents may post notices. Posted materials which are deemed 'offensive' due to discriminatory, sexual or incendiary content will be removed immediately.

### Quiet Enjoyment

Residents are members of a community and are expected to act responsibly and not to interfere with the rights, comfort, or safety of other residents. Excessive noise, disorderly and/or abusive/threatening behavior will not be tolerated and could lead to eviction *(please see Termination of Tenancy in Section C)*.

### Smoking

The Pines is a "smoke free" property. **There is to be absolutely NO SMOKING in the apartments, common areas and/or halls, office areas or anywhere on the outside property.** This includes cigarettes, e-cigarettes, cigars, pipes and aromatic/herbal cigarettes *(Please refer to Smoking Free Policy in Section C.)*

### Solicitation

Solicitation and sales of any service or product door to door, by way of residents' telephone or mail system or by posting on community bulletin boards without permission is prohibited. Residents may request approval from the Business Office for any sales of services or products to The Pines community. Residents may not use their apartments, common spaces or community telephone numbers as places of business or for the

purposes of solicitation. Advertisement, sale or solicitation of alcoholic beverages is not allowed.

**Termination Notice**

In the event that a resident is determined to be in violation of The Pines' House Policies and/or the lease agreement, The Pines will give written notice of proposed termination of tenancy.

Evictions will be issued within the provisions of HUD regulations per HUD Handbook 4350.3 REV-1 Change 2, Chapter 8, Maine state law, and the tenant-lease agreement. (*Please refer to Termination of Tenancy Policy in Section C.*)