



THE PACKARD

Homeowners and Residents Handbook

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Welcome Information



Welcome to the Packard! We hope you will enjoy living at The Packard as much as we do. We've put together a list of a few things we think will make your move-in experience and life at the Packard a little smoother.

Important Contact Information

For **maintenance issues in common areas** or questions regarding your homeowner's account, please contact our property manager Lee Clouse at PMI Meridian Management (lee@pmimeridian.com or 317-714-1082). You can expect a response by the next business day. **If the matter is urgent, call the PMI Meridian Management office at 317-262-4989** and follow the prompts to Condo/Association Maintenance. In any life-threatening situation, call 911.

Packard Website Access

Check the website for useful information, including an online copy of this handbook, located at www.thepackard.org. Documents of a general nature are available for public access. Additional information is available to unit owners via login names and passwords. To sign up for owner access, go to www.thepackard.org. Just click on "Join Now" at the bottom of the page and follow the prompts.

Please make your ideas, suggestions, questions and concerns regarding the website known by writing to **thepackardcoa@gmail.com**. Your email will be forwarded to an appropriate board member for response. If you prefer, you can use the secure black Packard mailbox (#100) in the west lobby.

Packard Board of Directors

Should you have any questions or concerns, please feel free to contact any member of **your Condominium Owners' Association Board**. You will find the complete list on the Packard Website.

Meetings

The board meets monthly. Owners are welcome to attend and should contact any member of the board to confirm meeting dates, times and locations.

Additionally, the Condominium Owners Association (COA) meets semi-annually and as needed. All residents and owners are welcome. Portions of the meetings may be restricted to owners. Meeting notices are made via email and/or included in the quarterly Packard Newsletter.

Updates & Directory

Updates

Owners and residents receive regular Packard updates by email. Please be sure we have the current names and email addresses of all residents. Send your information to **thepackardcoa@gmail.com**.

You'll get news about the building, learn about activities and useful resources, and read about your neighbors. **Email is our primary means of communication, so please sign up.**

Additionally, the board or the management company may send special notices as needed regarding maintenance or other timely news and information.

Directory

Our online Directory is optional but we encourage all owners to sign up. It's easy; just go to our website at www.thepackard.org, sign in and go to the Directory. You will be guided through the process. Alternatively, you can contact thepackardcoa@gmail.com.

Being in the directory is more than the neighborly thing to do. It allows you to contact fellow residents if you need to be in touch. And by getting acquainted with those around you, you'll help build a community of friends and neighbors that makes life safer, fuller and a bit more fun.

Bylaws

The Packard Condominium Owners Association (COA) is governed by a comprehensive set of Bylaws and a Declaration, both adopted by the COA Board of Directors and Packard owners. These legal documents provide additional rules and policies as well as the basis for the information in this handbook.

We strongly encourage every owner and kindly remind every owner, that it is your responsibility to be familiar with the Declaration and Bylaws of the COA as well as the information in this handbook.

Owners and residents may access the Declaration and Bylaws on the website.

Payment of Monthly Dues via PMI Meridian Management

Your association dues are due on the 1st of each month. There are multiple payment options: check, bill pay, ACH and online payments (including credit card option).

An online payment portal is available and accessible via the Packard website. To register, click CINC at the top of the website.

For the ACH option, your association dues will be deducted directly from your checking or savings account. Simply complete and return an ACH form (available at www.thepackard.org) to PMI Meridian Management with a voided check; you can also scan and email (see page 3) or fax (317-262-5212) the form.

Please remit to:

The Packard Condo Owners Association
C/O PMI Meridian

PO Box 1217
Arlington Heights, IL 60006

Delinquency Policy

The Packard Condominium Owners' Association depends on the timely payment of monthly dues to provide the financial resources needed to maintain and improve our property. To that end, pursuant to authority contained in The Packard Declaration, the Board has adopted the following rules for handling delinquent accounts.

Both regular and special assessments (if any) are due on the 1st of each month. Dues and assessments **received** after the 5th of the month are considered late and subject to the following procedures, interest and penalties:

1. A \$25.00 late fee will be added each month to the delinquent owner's account.
2. Delinquent owners will be informed by mail that they have 15 days to pay their balance, including the \$25 late fee.
3. If the monthly dues or assessment and late fee is not received, a second and Final Notice will be sent to the owner. If the account is not paid within 10 days of the mailing by the management company, of the second and "Final Notice" the account may be turned over to a collection agency or the Association's attorney.
4. If an account is sent to collections or an attorney the delinquent property owner will be responsible for all attorneys' fees, collection fees, interest and court costs.
5. Any payment made on a delinquent account which does not include all late fees, interest, collection costs, attorney fees and court costs will only be considered as partial payment on the delinquent account.
6. Ten percent (10%) annual interest, compounded monthly, will be charged on all past due accounts.

Payments on delinquent accounts will be applied in the following order:

- a. Attorneys' fees, court costs and collection expenses incurred by the Association;
- b. Collection costs of the Association's property management company;
- c. Late charges;
- d. Interest;
- e. Charges incurred by the Association for "bounced" or "stopped payment" checks; then
- f. Outstanding dues or assessments.

Safety and Security

In an emergency, call 911 first!

Fire Safety

Please locate and be familiar with the fire alarms and fire suppression equipment near your unit and along your exit paths. Please review the posted floor diagrams beside each stairwell and plan your exit paths in the event of a fire. It is expected and required that all individual units have a home fire extinguisher.

In the event of a fire, please walk, not run, to the nearest exit. Check doors for heat before opening them and do not open a door if it is hot to the touch. Close doors behind you. Notify others, if possible, along your path. As soon as you are safe, call 911 and/or pull the fire alarm. Do not attempt to fight any fire unless you have been trained.

The Packard's fire alarms are tested quarterly. Your unit's alarm will sound and the elevators will not work during testing.

Grills & Courtyard Fire Pit

Please note that only electric grills may be used on unit balconies or patios. Per fire code, gas or charcoal grills are prohibited from being within 12' of the building walls. For the health and safety of all residents, electric smokers are not permitted.

The courtyard **GRILL** may be used by all residents, per the following rules.

- Instructions for use are in a zip lock bag in the grill base, and can also be found at www.Weber.com (Weber Genesis II, Model E-435)
- Brush the grill surface clean with every use
- Check & replace the drip pan if it's getting full – disposable aluminum pans are in the grill base
- If the propane tank runs empty, refill at nearby gas station or grocery, and scan the receipt to PMI Meridian Mgmt for reimbursement
- Replace the grill's protective cover once it cools down

- In the unlikely event of a grease fire, do NOT attempt to use water, which will make it worse. Instead, turn off all burners, turn the gas valve off, and leave the grill lid OPEN for the fire to burn off.

The courtyard **FIRE PIT** may be used by all residents, per the following instructions & rules.

- Remove cover.
- Open door, turn propane gas tank to its “open” position, and re-close door,
- Turn knob on the outside of the fire pit under the rim, push igniter button and it will light. Be very careful doing this since the wind might blow the flames in your direction.
- When finished, turn off both the fire pit knob **AND** the propane tank.
- Replace cover once cool (approx. 10 min).

Fire pit rules:

- NO COOKING over the flame, as drips will affect performance.
- Monitor children at all times to ensure they stay a safe distance from flames.
- Do not move the fire pit; it must remain at a safe distance from the building, per fire code.
- Be respectful of your neighbors -- sound ricochets amazingly in the courtyard!

For both the courtyard grill and the fire pit, if the propane tank runs empty, you may either promptly notify the board at thepackardcoa@gmail.com so that it can be exchanged for the next user, or you may exchange the propane tank and request reimbursement for the refill from Meridian. Reimbursement requests must be accompanied by a receipt.

Water Leaks

Leaks of various sorts can occur, whether due to faulty appliances, unit sprinkler heads or building pipes. In case of a water leak in your unit, please know that a shop vac is available for your use in the east side second floor cable room, and the access code to the room is available from PMI Meridian Management. Report all leaks to PMI Meridian Management (see p.3 for contact information).

Security

Security is everyone's business. Here are some common sense practices that will help ensure the security of all Packard residents.

- Never buzz someone in if you do not know them.
- Do not disable the automatic garage door openers.
- Do not open exterior doors for strangers.
- Be vigilant when entering and leaving the garage.
- Report any suspicious people or activity you see in and around the building.
- Keep the front gates closed.
- Never prop open exterior doors.
- Always lock your unit door and car doors.
- Check your rearview mirror when entering or exiting the building to see that no unauthorized individuals have walked through the garage door.
- In case of theft, notify the police as well as PMI Meridian Management.
- Report lost or stolen key fobs, key cards or garage door openers to PMI Meridian Management so they can be deactivated. New or additional fobs, cards or garage door openers are available from PMI Meridian Management for a fee.

Security cameras are strategically placed around the building. If you have a security problem one of our cameras might have captured important information. Contact the COA board for a review of security camera recordings.

If you would like to report a security incident to the board, please use the following form. This form is for information gathering purposes and helps the board and its security committee keep up with incidents. For security issues requiring immediate attention, contact Meridian first (see p. 3.) Always call 911 for any emergency.

<https://forms.gle/UAGKPjYFwkgzYtrk8>

Lockboxes

Only realtor lockboxes are permitted to be attached to the outside of the building, and only at the Cleveland St entrance or East St entrance. Proliferation of personal lockboxes can compromise the security of the building since entry cannot be accurately tracked when multiple individuals use the same fob. All unauthorized lock boxes will be removed.

Getting In and Out

Doors

All Packard entry doors have OpenPath readers that can be accessed using a fob or with the OpenPath app on your smartphone. Most residents prefer the ease of using the app because once you are registered and set up, you don't even need to open the app, the reader will detect the proximity of your phone. Given this, contact PMI Meridian Mgmt immediately if you lose your phone outside Packard premises. Also contact PMI Meridian if any of your fobs are lost or stolen. They can be replaced for a small charge.

Guests can enter using the Alpha Touch call boxes at the Ohio Street gate, Cleveland Street door, or East Street door. Residents can grant guests entry either via the Alpha Touch app, or via their smartphone by pressing "9" when it rings.

For more information on Alpha Touch capabilities, including creating temporary passes for guests, visit <https://www.alphatouch.info>.

Most owners have provided a copy of their unit key to the board for emergency access to your unit. The board is authorized to enter any unit in the event of an emergency. Providing a key may save time, avoid damage to your door and reduce damage from leaking pipes or other emergencies. Keys are secured in a double-locked key safe in a locked board storage closet accessible only by current board members.

NOTE: In case of a building power outage use the north (Miami St.) or one of the entry doors beside the garage entry / exit doors. These three doors are on battery backup. The garage exit on Cleveland St has a battery backup and can be operated during a power outage.

Garage Entry System

A garage door opener for your car can be obtained from PMI Meridian Management (see p.3 for contact info). Replacements are available for \$45 (price subject to change

without notice). Press the button on your opener and hold for two seconds to open the door into the garage on East Street. The exit door on Cleveland Street is activated by an electronic eye. Manual buttons to open and close the garage doors are located next to each door.

Enter the garage from East St. **ONLY**. Exit the garage to Cleveland St. **ONLY**.

Roof and Cable Room Access

If your telephone, TV or heating and air conditioning vendor needs access to the roof or equipment rooms in the building, arrangements must be made in advance by contacting PMI Meridian Management (see p.3 for contact information). They will provide you with an access code for the door lock.

No other roof access is permitted.

Parking & Garage Use

Cars

Park only in your designated space. Parking spaces are assigned in property deeds for the exclusive use of each unit owner.

Illegally parked cars will be towed at the vehicle owner's expense. Your Packard Condo Association has arranged for Indy Towing Service, Inc. to remove illegally parked cars from our garage at the vehicle owner's expense. Just call 317-926-2335; tell them someone is illegally parked in your space at The Packard; give them your name, parking space number and our address and they'll do the rest. Their service is available 24/7. You'll need to be here to let them in and be sure to tell them ours is an underground garage with a low entry clearance so they'll send one of their smaller trucks. Hopefully, it will not be necessary to use this service, but it is there if we need it. If your car is towed, call 317-926-2335 for retrieval information.

ALWAYS lock your car, whether parked in the garage or on the street. NEVER leave valuables in your car, even if it is locked and in the garage.

Bikes

Bikes can be stored in the bike room or a building-provided bike rack. Bikes should be securely locked. The bike room can be accessed using your building fob or key card. Individual bike locks can be installed, by Association approved installers, in your parking space. Contact the Packard Board at thepackardcoa@gmail.com to arrange installation.

Garage Storage and Cleaning

Storage in the garage is intended for cars, bicycles, motorcycles, scooters and other conveyances. Neatly stored, smaller household items may also be kept in your garage space. However, you do so at your own risk. All items must fit within the painted lines of the space assigned to your property.

Once a year, owners and residents may be required to remove all items for a comprehensive cleaning of the garage.

Trash cans for small items from your car are available near each elevator. Please keep our garage clean. **DO NOT** place household garbage or larger items in these cans.

Bellman Carts

Return the bellman cart to the garage as soon as you are finished so it will be available for your neighbor. **DO NOT** leave the carts in the elevator or hall for others to return. There should be only one at each elevator.

Do not overload the carts. They are intended for groceries and luggage.

Common Area

The Packard Courtyard

Our unique courtyard adds a touch of natural beauty and functionality to our complex. Used as the central gathering place for residents and their guests, it is the scene of summer cookouts and other social events. It's also a relaxing place to read a good book. We encourage you to utilize your courtyard and get to know your neighbors.



The courtyard may be reserved for private gatherings with prior approval of the Packard Board only. For more information, contact thepackardcoa@gmail.com.

As you enjoy the courtyard please keep the following in mind:

- **Sound echoes**, so please be respectful of your neighbors. **Quiet hours begin at 11 p.m.**
- We do not have a cleaning staff, so you are responsible for cleaning up after yourself, your kids and guests.
- Please make sure nobody plays in the fountain.
- Always keep the front gate closed.
- Respect the private patios and property of others.
- Pets are not allowed in the courtyard, except to enter and exit via the courtyard sidewalks. Help us keep our courtyard healthy and green. (For further information, see the section on Pets).

Hallways

Please keep hallways free and clear of all shoes, umbrellas and other items.

Deliveries including packages, food, dry cleaning and newspapers should be picked up and taken inside as soon as possible.

Doormats, carpeting, signs or other décor on the floor, doors, or walls is prohibited. Temporary, seasonal or special event decorations on your individual **unit door only** are welcome.

Trash & Recycling

Trash

Trash rooms with a chute to the trash compactor are located on each floor next to the North stairwell.

Trash room hours are from 6:30 a.m. - 11:00 p.m. This is to comply with the noise policy and in consideration of our neighbors. Doors automatically lock and unlock.

If the door to the trash room is locked or the chute is clogged, please take your trash to the dumpster behind the building or return it temporarily to your unit. **Do not leave your trash at the door, on the carpet or in the trash room for your neighbors to deal with.** There is no staffing or contracted service personnel to remove trash from these rooms.

Cardboard boxes, including those that have been broken down, jam the trash chute and, therefore, may not be disposed of in the trash room. Please break down all cardboard boxes and place them in the recycling bin at 202 North Alabama or in the dumpster behind the Packard building.

Items that will not fit in the chute should be placed in the dumpster at the rear of our building. Mounted on the northeast outside wall of the dumpster enclosure is a small, black Master Lock key safe. To access the dumpster gate key:

1. Open the small trap door on the face of the key safe by sliding it down.
2. Line up the 4 combination wheels using the code 4500 (our street address plus zero).
3. Push down on the small black lever to the left of the combination lock wheels thereby allowing the key safe to pull out from the top to open.
4. Inside you will find the key to the dumpster gate.
5. When finished please be sure to lock the dumpster gate and replace the key in the Master Lock key safe.
6. Finally, when the key is safely in the key safe spin the combination lock wheels to lock the box. Then close the trap door over the combination wheels to protect the mechanism from the weather.

Small trash cans are provided near each elevator in the garage. These are only for small items of trash from your car and not for disposal of household waste.

Owners are responsible for arranging for the proper disposal of large items, furniture, paint, appliances, tires, chemicals, electronics and any hazardous or highly flammable waste. Do not place these items in or near the trash chutes, or dumpster. **Our dumpster is located on Miami Street on the north side of the building. This is a public street and depositing trash, furniture or anything else outside our dumpster enclosure may be a violation of local law.**

Recycling

A city recycling bin is available in the parking lot at 202 N. Alabama St, which is the old city hall building at the corner of Ohio & Alabama Streets.

Pets

We love our pets and they love The Packard. Be sure to control your pet both inside your unit as well as when you're out for a walk. Teach your pet to always be considerate of your neighbors.

- All pets must be registered with our property management company, PMI Meridian Management (see p.3 for contact information).
- All pets must be on a leash and **you must be in control** when in the common areas including the garage, hallways and courtyard.
- **Pets are not allowed in the courtyard** except to use the sidewalk to enter/exit the building. The courtyard includes the walk down to the front gate and the landscaping inside the fence.
- All areas outside the courtyard are considered pet-friendly and pets are encouraged to use the expanded mulch areas on the East Street side of the building. However, you must always **PICK UP AFTER YOUR PET**. There is a slot in the top of our dumpster in the North alley. Getting rid of your bagged droppings is easy and convenient.
- Unit owners will be held financially responsible for any damage to common areas caused by a pet living in their unit. This includes, but not limited to, damage to Packard landscaping such as 'burn' spots in the grass, dead or trampled plants, or holes dug in the mulch.
- No excessive noise or continued barking inside the building or on the patios, balconies or common areas will be tolerated. Please respect your neighbors.

Contact the pet owner or our Property Manager to report any issues (see page 3 for contact information).

Noise

Urban living comes with the sounds of the city. But you will also hear birds singing and the bubbling of our fountain!

At all times we ask that residents and their guests respect their neighbors and be courteous especially with regards to noise.

After 11:00 p.m. is quiet time.

Our courtyard is a favorite spot and all should be aware that sound is especially resonant in this beautiful outdoor space. Please lower conversations (especially phone calls) and use headphones if listening to music in the courtyard. This applies to balconies, patios as well as common areas in the courtyard.

Use care in setting your stereo volume and especially your bass levels. Bass frequencies can penetrate the walls, ceilings and floors.

Most noise issues are easily resolved by speaking directly to the other resident or owner. If an issue persists, please contact PMI Meridian Management or any member of the board.

Utilities and Services

Important note about roof and utility room access:

When you have service people come to work on heating and air conditioning, phone, cable, satellite or other services, you may also need to arrange for them to have access to the roof and/or the utility room. These areas are locked. Contact PMI Meridian Management (see p.3 for contact info) for the current access code. Generally, a 48-hour notice is needed and greatly appreciated; yet if possible, the management company will do their best to accommodate you.

There are additional rules for satellite installation:

- Any new cable required for satellite or TV antenna installation must be run through the conduit on the roof provided for that purpose.
- Satellite dishes and TV antennas may ONLY be mounted on roof racks provided.
- Drilling ANY holes in the exterior of the building, even on balconies, is absolutely prohibited.
- Satellite dishes and TV antennas may not be mounted on balconies or the exterior of the building.

No other roof access is permitted except for authorized equipment repair.

Some area utility providers are listed below:

Indianapolis Power & Light:

Call 317- 261-8261 to arrange for proper electricity billing.

Cable TV:

Brighthouse Network 317-972-9700

AT&T U-verse 800-288-2020

Xiber 317-565-6010

Satellite TV:

Direct TV 888-777-2454

Dish Network 888-581-9794

Gas & Water Bills:

Your gas bill (fireplace) and water bill are part of your COA fees.

Sewer & Trash Bills:

Your sewer and trash bills are part of your city property tax.

Moving In or Out (including furniture delivery)

Moving in or out of The Packard is an exciting, but sometimes stressful day. Follow our procedures to ensure your move is safe and economical. Once you have determined your move-in date, please contact our Property Manager at Meridian Management (see p.3 for contact information) to schedule your move. **Minimum notice of one week is required.** **Note: Owners are responsible for ensuring compliance by their tenants.**

All moves in and out must adhere to the following procedures:

- Your move in/out must be scheduled with PMI Meridian Management, at least one week in advance of the move.
- A representative from PMI Meridian Management will contact you to go over your request and verify dates and times, both for the move and for pre- and post-move damage inspections. Any existing common area damage should be pointed out and noted during the pre-move walk-through. **Owners are financially responsible for all fees and any damage resulting from their move or the move of their tenant.**
- Move ins/outs may take place on any day of the week, but should be limited to the hours from 8:00 a.m. to 5:00 p.m. ONLY.
- A \$250 refundable deposit will be charged and applied to damage repair and any additional inspections and billing necessitated by damage. If move in/out damage and related costs exceed \$250, the difference will automatically be billed to the owner of the unit. (Note: this deposit does not apply to furniture deliveries, but the owner will be charged for any resulting damage from such deliveries.)
- A flat \$150.00 fee will be charged for ALL moves to cover the cost of pre- and post-move inspections, briefings, and elevator padding and padding removal. The fee for large furniture and appliance deliveries is \$60.00 to cover elevator padding and property inspection. Only smaller, hand-held items (such as end tables or TVs) may be moved in without elevator padding.
- Moving/delivery trucks should park on Cleveland Street to load/unload, in a manner that does not block the Cleveland Street exit for cars exiting the garage.

- Only the north elevator and stairs are to be used for moves or larger deliveries. The north elevator is longer than the other elevators and can better accommodate larger items. Your prior notification allows the management company to install temporary pads in the elevator to protect the walls from scratches.
- To ensure building security, any building and garage doors left open during a move **must be monitored by a dedicated individual at all times**. If you are unable to provide a door monitor, our property manager will do so for a fee. The management company monitor must be scheduled 5 days in advance. Contact PMI Meridian Management for more information (see p.3 for contact info). Simply, it is not acceptable to leave doors propped open at any time without an individual posted to prevent the entry to the building of unauthorized individuals. Do not allow individuals to enter the building unless they are known to you or they can demonstrate they have a functioning key fob or key card.
- When available, a staging area will be marked off to hold items prior to being moved into the unit.
- Bell carts are intended for light items such as groceries and luggage. They may be used for moving but cannot accommodate heavy items and should not be overloaded. Condo owners are responsible for damage.
- **After your move is complete**, at a time to be determined between the resident and the property management representative, there will be an inspection of the common areas to assess if there has been any damage caused by the move. **It is the responsibility of the condo owner to pay for any building damage.**
- Please keep in mind that there are other residents living in the building. Be considerate by keeping common areas clean and noise to a minimum.

Remodeling & Interior Construction

For any remodeling or interior construction work in your unit, Packard rules are as follows:

1. Notify the board and management company in advance of any anticipated interior remodeling or construction that involves common walls, load-bearing walls, changes to ceilings or floors, electrical wiring, or plumbing.
2. As a courtesy, before work begins, notify residents whose units are directly above, below or adjacent to your unit. All work should be performed on weekdays between 8am and 5pm.
3. Communicate all relevant rules pertaining to the building, common areas, and entryways to contractors. Unit owners are responsible for providing contractors access to the building and their unit. Entry doors are not to be left unlocked or propped open.
4. Contractor/delivery vehicles should load/unload on Cleveland St in a way that doesn't block exit from the garage. Contractor vehicles are not to be parked in any garage spaces not assigned to the unit for which work is being performed, unless by prior arrangement.
5. If large items are to be delivered, contact the management company for padding of the north elevator and pre- and post-remodeling inspection of hallways. Standard moving fees apply (see section on Moving).
6. All work must be contained within the unit or outside the building, with common areas remaining free of construction materials and debris. The Packard trash compactor is NOT to be used to dispose of any construction materials or debris, as such items jam the compactor.

Renting Your Unit

The number of rentals at The Packard is limited in order to preserve the residential character of our community and also to maintain the level of owner-occupied units required in the Guidelines of the Federal Housing Administration (FHA) for granting FHA approved status to condominium communities. Failing to meet these FHA guidelines could jeopardize our status as an FHA approved property and a buyer's ability to secure an FHA backed mortgage or other types of loans. This could be a significant problem since a sizable percentage of mortgage loans are FHA insured. Limitations on mortgage loan availability would certainly impact all of our property values. With this in mind our Declaration limits rentals to 12 (20% of) Packard units.

A "rental unit" is defined as any unit NOT occupied by the owner of that unit or the owner's children, step-children, parents or parents-in-law.

The following rules, most of which are found in the Packard Declaration, are binding and apply to rentals of all Packard condominiums:

1. In compliance with the Packard Declaration, no more than 12 (20%) of Packard condominiums may be rented or leased. **Prior to placing their unit on the rental market owners must contact the Board to determine the current percentage of units already under lease.** The Board will not approve a lease if doing so would place The Packard in violation of the Packard Declaration. (See #11 below for hardship exceptions.)
2. **Within 10 days after commencement of a lease, the owner must provide to the Secretary of the Board and our Management Company a copy of the lease, the tenant's name, contact information, including email address, and the names and contact information of anyone else who will be living in the unit.**
3. Units may only be rented in their entirety. No fraction or portion may be rented.
4. Subleasing of units is prohibited and, except as required by Indiana law, leases may not be assigned.
5. **No transient tenants may be accommodated** in a unit (i.e., no Airbnb rentals, no short-term rental during race week, the Super Bowl, etc; no corporate rental for guests or executives on temporary assignment, etc.)
6. All leases must: a) be written; b) be for an initial term of no less than one year; and c) make it clear that tenants are subject to the requirements of The Packard

Declaration, By-laws and rules and regulations, all of which are found on The Packard website (www.thepackard.org).

7. The unit owner must either: a) provide to their tenants copies of the Packard Declaration, By-laws and Rules and Regulations; or b) there must be a statement in the lease directing the tenant to these documents on The Packard website. Each unit owner is responsible for ensuring his or her tenant's compliance with the provisions of these documents.
8. Unit owners, as well as their tenants, are responsible for losses to the Common Areas and Limited Common Areas caused by their tenants.
9. The lease must specify which parking space, if any, is to be used by the tenant.
10. If a unit is rented by a management company, the name and contact information, including email address, of the agent must be furnished by the owner, to the Board within 10 days after the commencement of the lease.
11. Under certain circumstances the Board may grant a limited exception, for not more than one year at a time, to the rental limit if the Board determines that the condo owner is actively and in good faith trying to sell his/her unit (Sales Exception) or that the owner has a significant hardship (Hardship Exception). Contact the Board for complete details.
12. When a lease expires, or when a new unit is approved for leasing, the unit must be leased within ninety (90) days of the date leasing is approved by the Board. Otherwise, the unit will be waitlisted for rental approval.

Refer to the Packard Declaration and By-laws for more information about rentals. Copies can be found on our website at www.thepackard.org.

Complaints, Violations & Appeals

The restrictions, rules and regulations to protect the quiet enjoyment of the Packard may be found in The Packard Condominium Declaration, in the By-Laws of the Packard Condominium Association, Inc. and in this Packard Homeowners and Residents Handbook. Owners are financially responsible for the actions of their guests, tenants and contractors.

Move In/Out and Furniture Delivery Violations

Owners are financially responsible for any damage to common areas or equipment resulting from moves in or out of the building. Please see the complete Move In/Out rules elsewhere in this Handbook to avoid the possibility of a violation.

Rentals

Rules for Packard rentals are governed by our Declaration & By-laws and are strictly enforced. Failure to secure from the Packard board advance written approval to rent or lease a condo could jeopardize our FHA approval status and can result in legal action against the unit owner. All prospective landlords are urged to carefully read the Rental Rules, found elsewhere in this Handbook and in the Packard Declaration & By-laws.

Accidental Damages

For each occurrence of accidental damage to the common areas including, but not limited to, the garage, hallways, stairwells, trash room, fountain and gardens, the condominium owner will be billed for actual repair costs incurred, including management fees, if any .

Parking

Vehicles parked in or blocking access to an owner's parking space will be towed. The cost of towing and storage is the responsibility of the vehicle owner.

Pets

Excessive barking, running unleashed, and urinating or defecating in the building, garage or courtyard are prohibited. Owners must pick up and properly dispose of pet waste. Unit owners will be held financially responsible for any damage to common areas

caused by a pet living in their unit. This includes, but not limited to, damage to Packard landscaping such as 'burn' spots in the grass, dead or trampled plants, or holes dug in the mulch. Dogs are strictly prohibited in the courtyard except to enter and leave the building via the sidewalk.

Trash

Trash, boxes or items of any kind may not be left in or near trash rooms or anywhere on the property outside of the fenced dumpster. Note: only automobile litterbag-type items may be placed in the designated garage trash containers and must fit within the garage containers. The Packard does not have staff to pick up improperly disposed of trash. Extra costs associated with removal of improperly disposed of trash will be billed to the unit owner.

Improper Bike Storage

Bikes should only be parked in designated areas (your own parking space, bike rack, bike room). They should not be parked between parking spaces when doing so will interfere with a neighbor's parking space. Bicycle parking is also prohibited in garage common areas, defined as any floor space that is not your parking space or a designated bike storage area (e.g., in front of the telephone connection boxes on the West side; in front of elevator equipment room doors, etc.).

Process

Owners are strongly urged to resolve issues directly with their fellow neighbors. We also realize that this may not always be successful or feasible. If an owner believes another owner, tenant or guest is in violation of the rules in the governing documents or owners' Handbook of the COA, a complaint may be made to the board of directors. All complaints will be acknowledged and reviewed by the board. The board may direct the management company to issue a warning upon receipt of a written complaint which identifies the complainant and includes the date, approximate time and nature of the complaint. Letters of warning shall be issued by the management company upon the direction of the board president with the concurrence of a majority of the members of the board. Factors considered by the board may include but are not limited to the number of witnesses, number of complainants, number of complaints received, or physical evidence such as photographs. If the owner believes the complaint to be

invalid, an appeal, including any additional information or extenuating circumstances, if any, shall be delivered to the board by the owner.

The Packard has established formal Grievance Procedures in compliance with Indiana law. A copy of those procedures is available from our property manager or the Board of Directors.