



## **GRIEVANCE / COMPLAINT PROCEDURE**

Any grievances or complaints may be brought to MARGIE SAN DIEGO (owner), either verbally or in writing. Margie San Diego will respond within a week once submitted. If the issue is still not resolved, Margie San Diego will inform the Resident of recommended actions.

***I, the undersigned, agree to these HOUSE RULES and have received a copy for my records.***

Resident's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# **PREMIERE INC dba NEW HORIZON INDEPENDENT LIVING FACILITY TENANT HOUSE RULES**

## **GENERAL RULES**

1. Lodging includes a shared room with 2 to 3 tenants per room. Twin bed, dresser, and/or closet space is available for personal items.
2. Verbal and/or physical abuse and acts of violence are not permitted on the premises and could be cause for a 30-60 days notice. Refund due to said incident is per Landlord's discretion.
3. On-site Coin Laundry.
4. Tenant is responsible for conduct of his/her guests and their adherence to all rules and regulations to which the Tenant has agreed.
5. Tenants shall not make or permit any disturbing noise in their bedroom or elsewhere in the premises. Radios, televisions, stereos, or other musical instruments shall not be played between 11 PM and 5 AM so as not to disturb the neighbors.
6. The use of gasoline and other combustible materials inside the premises is strictly forbidden by the Landlord and the Fire Department. The storage of any gas-driven vehicles (e.g. motorcycles) shall not be permitted inside the living areas of the facility.
7. Altercation or replacement of locks and installation of additional locks is not permitted without the written permission of the Landlord. If such locks are installed, the Landlord must be provided with a duplicate key, or removal of the lock will be done.

8. Any modifications, alterations, paintings, wallpapering or other manner of redecorating are permitted only with expressed written permission from the Landlord.
9. Any damage to furniture in the facility must be paid for by the Tenant. If unpaid, the damage cost will be deducted from the Tenants security deposit.
10. Any additional small appliances (e.g. TVs, heaters, AC units, etc) must be approved by the Landlord and subject to additional fees.
11. Tenant shall promptly report to the Facility Manager any plumbing issues, malfunction of any facility appliances or damage to furniture or fixtures. Tenant is responsible for the cost of any repairs due to their own negligence. Tenant will pay for damages caused by grease dumping into drainages.
12. Television, Ham radio, or any type of antenna are not to be installed anywhere in the premises.
13. **No smoking inside or around New Horizon ILF** except for designated smoke areas located in the backyard/ side yard of the facility. Residents who smoke medical Marijuana cards must smoke at least 100 feet away from the premises. If this rule is violated 3 times, a 30-days notice of eviction will be served.
14. Tenants also agrees to permit the Landlord or employee(s) of New Horizon ILF to enter Tenants bedroom based on the cleaning schedule or upon 24 hours notice for the purpose of inspecting the bedroom for removing/ mitigating any pest infestation, or anytime in order to respond to any emergency.

15. If Tenant will be out after 11PM please call (619) 451- 8244 and notify the Landlord/ House Manager. If Tenant is not back after 48 hours and has not made an effort to call the Landlord, a missing person police report will be placed.
16. **Tenants must provide their personal toiletries.**
17. **Consumption of alcohol and other illegal substances is prohibited in all New Horizon Independent Living Facilities.** Tenants are subject to eviction if this rule is violated.
18. No transportation is provided by New Horizon ILF for any reason.

### **PEST PREVENTION**

19. Prior to moving belongings into their shared space, all new tenants are required to wash all clothing and other items (coin laundry machine avail. onsite).
20. Margie San Diego and/or House Manager will inspect all clothing, bedding and other washable items before tenant is permitted to move into his/her space.
21. If at any point you think you have a pest issue, notify Margie San Diego and/or House Manager immediately so she can begin treating the problem.

### **CLEANINESS**

22. Tenants must keep his/her room and all common areas clean, sanitary, and free from foul odors.
23. Garbage and any trash must be wrapped and deposited in the trash can provided.

24. Do not leave laundry unattended.
25. Do not litter. Do not throw cigarette butts, paper, and other kinds of trash on the floor.
26. Avoid eating or drinking inside your room.

### **MEDICATION MANAGEMENT AND MEDICAL EMERGENCIES**

NEW HORIZON ILF (PREMIERE ILF, INC) houses a group of adults living together as a family.

27. New Horizon ILF requires all tenants to fill out a Behavioral Health Emergency Response Plan (ERP) form.
28. Tenant is responsible for their medication and contacts with their doctors.
29. If **Margie San Diego** isn't onsite, contact her at **(619) 451-8244**. If it is a life-threatening situation, call **911**.
30. No transportation is provided by New Horizon ILF to and from the tenant's doctor's office or clinic.

### **EARTHQUAKE/ FIRE/ DISASTERS**

31. In case of any type of natural disaster, the tenant will leave the house immediately through the nearest exit. Move away from the facility and contact 911.

32. In case of a **FIRE**, call **911**.
33. New Horizon ILF is not responsible for any physical harm to the tenant in the event of a natural disaster.

### **PROFESSIONAL CONDUCT AND BEHAVIOR**

34. Tenants are expected to treat each other in a professional and calm manner with dignity and respect at all times.
35. Abuse and harassment of staff or other tenants **WILL NOT BE TOLERATED**.
36. Sexual conduct is strictly **PROHIBITED** in all New Horizon ILFs.
37. Fighting and abusive language will not be tolerated, tenants can be subjected to a 30-day eviction if necessary.

### **RULE VIOLATION**

All tenants are expected to follow all the rules stated in this document while residing at a NEW HORIZON ILF. A copy of the HOUSE RULES is posted in each facility for your convenience. Breaking any of the House Rules may result in a tenant's eviction from NEW HORIZON ILF.