



## HARDY'S HOME INVESTORS

### House Rules and Policies

#### ## 1. Purpose

This policy establishes the standards and procedures for accommodation, meals, conduct, safety, and related services provided by Hardy's Home Investors (the "Facility"). It aims to ensure a safe, respectful, and well-managed living environment for all residents and staff.

#### ## 2. Scope

- Applies to all residents, guests, volunteers, contractors, and staff occupying or using Facility housing and meal services.
- Covers on-site housing, common areas, meal programs, housekeeping, maintenance, security, and program activities associated with housing.

#### ## 3. Definitions

- "Resident": An individual who has been assigned a room and is receiving board services.
- "Guest": An individual not assigned to a room but visiting or staying temporarily.
- "Housekeeping": Routine cleaning and maintenance of rooms and common areas.
- "Meal Plan": The agreed-upon provision of meals for residents (e.g., breakfast, lunch, dinner, snacks).
- "House Rules": Expected standards of behavior and usage policies for residents and guests.
- "Incident": Any event that disrupts safety, order, or welfare (e.g., property damage, harassment, violations of policy).

#### ## 4. Admission and Assignment

- Eligibility: Residents must meet 55 and above age requirement or Veteran status.

- Application Process: Complete intake forms, provide required documentation, and meet with housing staff.
- Room Assignment: Based on availability, needs assessment, and prioritization criteria (e.g., family status, gender, accessibility).
- Occupancy Limits: Each room/space has a defined occupancy limit as per fire code and safety standards. Our standard is 2 residents per room, and our limit is 4 residents per room.
- Temporary Housing: Policies governing short-term stays or holds, if applicable.

## ## 5. Fees and Payments

Our base rent will typically be between \$400.00 and \$700.00. Deposit of equal amount plus the first month's rent is due before moving in. MUST HAVE A 600 – 800 CREDIT SCORE. Residents with a credit score of 500 – 599 may require twice the room rate plus the 1<sup>st</sup> months rents before moving in. Residents with a credit score less the 499 will be considered on a case-by-case basis.

- Financial Assistance: Accepted Vouchers, organizations, family and friends and subsidies.
- Late Payments: Penalties, grace periods, and collection procedures. We offer a 3-day grace period with no penalty. There will be a 50.00 per day penalty starting the 4<sup>th</sup> day to the 15<sup>th</sup> day. On the 16<sup>th</sup> day the room will be made available, and any remaining items will be disposed of accordingly.
- Refunds and Cancellations: Rules for early departure, refunds, or credits. NO REFUNDS. We offer a 24-hour cancellation period from the time of a signed lease. A cancelation fee equal to one half the rent will be due.

## ## 6. Meals and Dietary Services

- Meal Pricing: Each home will have 3-4 microwaves and a deep freezer for simultaneous residents' use and bulk storage. We have a company account with Sam's Club and will buy and stock in bulk. Our primary meals will be frozen dinner and lunches. Deserts and snacks like fruit cups, pudding cups, assorted chips and fruit, will also be purchased in bulk. We will purchase individual cans and cartons of juice. One other item that has proven helpful is a small college-style refrigerator for drinks. This eliminates the constant opening and closing of the main refrigerator. These types of foods don't require cooking or hiring a cook. It is also considered that everyone does not eat the same amount of food at the same time. There will be no limitation because each item has a separate price. Some homes may have vending machines.

-Meal Schedule: Times and locations for meals. All meals will be considered full size meals. All meals will be eaten in the dining or kitchen areas. NOT EATING IN THE ROOM ARE

ALLOWED. No refrigerators, microwaves, ovens, hot plates or other cooking or cooling items are allowed in the rooms. Outside food delivered or brought in must be eaten in the dining area.

- Menu Planning: Nutritional standards, variety, and accommodation of dietary restrictions. We will offer Breakfast anytime from 6:00am to 10:00am. Lunch will be offered from 11:00am to 3:00pm. Dinner will be offered from 6:00pm to 8:00pm. Menus will be compiled of federally standard dietary standards and input from the house residents. All food and beverages may be ordered from a cell phone through our website store. Substitutions are allowed with same priced items. All items are paid in advance so there is no monthly food bill. Residents can eat as much or as little as they desire.
- Special Diets: Accommodations will be made for allergies, religious, cultural restrictions or medical conditions.
- Guest Meals: Policies and pricing for guest meals. Each full-size meal will be priced at that day's menu pricing.
- Food Safety: Hygiene standards, storage, handling, and waste management. All our homes will have a refrigerator and a deep freezer to take advantage of bulk buys. All will have adequate cabinets and pantry to store supplies. All homes will have weekly routine trash service to assure sanitary requirements.

## ## 7. Conduct and Community Standards

- Respect and Dignity: Prohibition of harassment, discrimination, intimidation, or abuse is required of all residents and guests. Violators will be asked to leave and automatically void any lease agreement.
- Noise and Quiet Hours: Designated quiet times to ensure rest and study. Quite time will be from 10:00pm to 7:00am.
- Property Care: Residents responsible for personal belongings and common area upkeep.
- Prohibited Items/Activities: List of items or activities not allowed on premises. These items include illegal substances, weapons, tampering with safety or security systems, overnight guest stays, foods not approved by Director.
- Visitor Policy: Rules for guests, visitation hours, check-in/check-out, and supervision. Guest hours are from 12:00pm to 6:00pm. No guests are allowed in private rooms. Inside and outside guest areas will be determined per house. Normal guest areas include but are not limited to, the living room, dining room, front porch, rear porch or patio, game rooms and dens. Visitation may be under security surveillance. ALL GUEST MUST SIGN IN OR PROVIDE A COPY FROM OUR ONLINE APPOINTMENT SCHEDULER APP.

- Conflict Resolution: Procedures for resolving disputes, including mediation and escalation. The house Director will try to resolve any conflict. If this does not resolve the issue will attempt to separate the residents' living arrangements. If this does not resolve the issue, we will consult any case manager or family member to help us resolve the issue. Our last resort is to ask the residents(s) to leave the house. Our mission is to provide an environment of harmony.

## ## 8. Safety and Security

- Emergency Procedures: Evacuation routes and reporting emergencies. Every home will have a primary and secondary escape route in case of emergency. The plan for each home will be provided for the new resident at signing.

- Access and Identification: ID badges, key cards, room access controls, and guest registration. No resident ID cards will be required. We will utilize digital door access to allow for multiple code entry. Each resident will have their own code. This will allow for digital records of entry and exit times for each resident. We will also be able to activate or deactivate codes remotely 24 hours a day. This type of digital lock will be utilized on doors to rooms as well and only the occupants of a particular room may gain access. All guests must provide a copy from our appointment app and sign in manually when visiting.

- Fire and Safety Drills: Frequency and resident participation requirements. We will have a minimum of one documented Fire & Safety drill per month.

- Incident Reporting: How to report accidents, injuries, or safety concerns. We will offer a standard incident form on our website that is accessible 24 hours a day. These reports will go directly to the Director of Operations or the appropriate personnel.

- Security Incidents: Response protocols for theft, vandalism, or threats. We encourage all residents to acquire personal insurance to protect any personal items from theft or vandalism. We don't tolerate threats and will request the threatening part to leave the home. All residents have the right to call 911 should they feel immediate danger. We will co-operate with any authority in the form of reports or video evidence. Residents who steal, vandalize, or threaten will be immediately removed from the home.

- Health and Wellness: Access to medical care, mental health support, and vaccination policies if applicable. We are a housing and boarding company and not certified to offer medical help like home healthcare companies. Therefore, we can only advise the residents to take any prescribed medicine as directed by their doctor. This is done as a courtesy. Any resident that requires medical attention must have a certified specialist. These specialists will be treated as guests and must set an appointment with our scheduling app. The resident may set these appointments. All our residents will be offered a FREE gym membership in one of three locations. We are also planning wellness trips to wilderness reserves, fishing trips, and other social events. We plan to have a workout area in each home.

- Hygiene: We ask that all residents take a minimum of three and a maximum of seven baths a week to ensure a clean, nonintrusive environment. Bar soap is available for your use. Complimentary towels will be available as well.

## ## 9. Health, Wellness, and Conduct

- Medication Administration: Policies for self-administration, storage, and staff support. We will never administer any drugs be they prescribed or over the counter. Residents are responsible to administer their own drugs or have a certified specialist do so. The limit of our help will be to remind the residents to administer their medicine.
- Substance Use: Rules regarding alcohol and drugs, including compliance with laws. All homes are drug and alcohol free. Residents will be asked to leave should proof of either occur.
- Mental Health: Referral processes and crisis intervention protocols. We are not mental health specialists or professionals in crisis prevention. Should any issue arise, we will treat it like any other relative and get help from the appropriate hospital or organization that we feel will help the resident. Sever cases may need placement into a specialized facility. Each incident will be treated separately.
- Illness Policy: Procedures for contagious illnesses, including isolation if needed. Any resident with known or suspected contagious disease will be asked to leave until they have been cleared with a doctor's notice. We cannot risk the health of all the residents of our homes so we will keep testing kits at each home. If no place or relative is available, we will take all precautions to protect all the residents of the home. This may include secluding the affected residents into a separate room or area of the home. Any special care may incur additional costs and fees.
- Disability Accommodation: Process for requesting reasonable accommodation. We cannot guarantee that all homes are ADA compliant because it is not required for boarding homes, however we may install additional aids such as pull bars, anti-slip mats in tubs or other reasonable accommodations.
- Pets: Only homes with enclosed gates may keep pets. Pets will need to be kept outdoors, and a \$500.00 pet deposit is required. All liability, food, shelter, medical and other expenses are the sole responsibility of the owner.

## ## 10. Housekeeping and Maintenance: The residents have an option to add a weekly cleaning service to their base rate. The service will include a change of linen and replace it with clean linen. We will also offer a wash, dry and fold service at no additional cost. Lastly, we will leave review card to add any comments. All maintenance will be taken care of immediately upon report. Any maintenance caused by the resident will be the sole responsibility of the resident. Payment is due by the 1<sup>st</sup> of the following month.

- Room Cleanliness: Standards for personal and shared spaces. We ask that all residents maintain an air of cleanliness to keep rodents and insects from the home. We will provide quarterly extermination of all homes. Any resident that is frequently reminded will be asked to leave the home. Special attention will be required for the shared restrooms. Random inspection will be done to ensure this policy is strictly enforced.
- Linen and Laundry: Provision of linens, laundry schedules, and responsibilities. Linen and towels are included in the resident's base rent. Each home will have a washer and dryer for the residents to wash their own and they must supply their own basket, soap, bleach, softener and hangers. Most homes will have an ironing board and steam iron at no additional charge.
- Maintenance Requests: How to submit and track repair requests. We have an online maintenance request form that is available 24 hours a day. These go directly to the Vice President of Operations and are dispatched directly to one of our maintenance team for prompt attention.
- Pest Control: Scheduled treatments and resident responsibilities. No eating will be allowed outside designated areas. This helps cut down on pest. We will have all homes exterminated quarterly and records retained.
- Property Damage: Reporting and consequences for damage beyond normal wear and tear. The resident may report directly through our online maintenance form or report to any home director as required. Normal wear and tears will not be the responsibility of the residents. Damage deemed the fault of the resident will be due on the 1<sup>st</sup> month following the damage report.

## ## 11. Property, Belongings, and Privacy

- Personal Property: Responsibility for personal items and limits on storage. HARDY'S HOME INVESTORS will not be responsible for any personal items and personal storage will be limited to one half or one quarter of the available room space depending on the occupancy of the room. Our room capacity is 4 residents. Other space may be approved upon with the approval of the owners and may incur an additional cost.
- Privacy: Respect for residents' rights, with exceptions for safety, search warrants, or policy compliance. We respect our residents and don't enter their space unless safety concerns, warrants of policy compliance concerns. We inform our residents of any inconvenience due to routine extermination and maintenance requirements.
- Lost and Found: Procedures and timelines for returning items. Any item found must be returned to the owner if possible. If not, we ask our residents to forward to the home director or one of the owners. We will do our best to return the item to the owner or next of kin.

## ## 12. Termination of Residency and Evictions

- Grounds for Termination: Violations of policy, non-payment, safety threats, or fraud are primary reasons for termination.
- Due Process: Notice period, opportunities to respond, and appeals process. We will give notice per the State of Texas laws. We require 7 days to respond and must be through certified mail. Only the co-owners will decide to appeal and will rely on national, state and local laws in our decision. The owners may approve the request, approve with special clauses or totally deny the request. The decision is final.
- Eviction Procedures: Steps, timelines, and requirements for orderly transition. After the timeline has passed or the owners have made their final decision, the resident will have 3 days to vacate or the items will be donated, destroyed or retained.
- Appeals: How residents can challenge decisions and the review process. The resident may challenge the decision at any time during the eviction process. This challenge does not extend the timetable for eviction.

## ## 13. Privacy and Compliance with Laws

- Data Privacy: Protection of residents' personal information in accordance with applicable laws. All residents' personal information will be kept on secure computer systems with cloud-based backup. Home directors and owners will be the only personnel allowed to retrieve this information.
- Compliance: Adherence to local, state, and federal regulations, including housing and health codes. Most housing companies require a 10 to 25-point home inspection. All our homes go through a 100-point inspection, and all deficiencies are resolved before we contract the home.
- Accessibility: Compliance with disability rights and accessibility standards. We cannot guarantee that all homes are ADA compliant. Homes of our size do not have to comply with any federal compliance. We do, however, try to accommodate all our residents' needs.

## ## 14. Grievance and Appeals

- Filing a Grievance: How residents can submit complaints about policies, staff, or facilities. Any complaints about policies, personnel or facilities may be brought to the attention of the owners. Each resident will have direct contact with the owners to voice any complaint.
- Investigation Process: Timelines and impartial review. Issues will be investigated immediately. One or both owners, any home director and the resident will agree to meet within 5 business days to discuss all findings and proposed solutions.
- Resolution and Remedies: Possible outcomes, including mediation, refunds, or policy adjustments. All appeals by the owners are final. Each resident has the right to seek independent

legal advice. We agree to participate in any reputable independent mediation source. All payments are final and no refunds are permitted without authorization. Policies may change or be updated regularly.

## 15. Communications and Notice All residents will have the home directors' direct contact in the form of a phone number and email. Residents may contact our office 24 hours a day to leave a message for the owners. All formal notices will be sent by certified mail.

- Notice Methods: How residents will be informed of policy changes, emergencies, and events. All residents who consent will receive all notice of any policy change, emergencies or events to their personal phone. All residents will receive notice of any policy change, emergencies or events by email on file. Methods one and two may be followed up with a verbal notice.

- Language Access: Availability of translations or interpretation services as needed. Our homes are primarily English-speaking properties however we will utilize communication apps and translation devices to attempt to communicate as best possible. No residents will be refused because of communication issues.

## 16. Policy Revisions

- Updates: How and when policies are reviewed and updated. Our policy is constantly reviewed to ensure compliance with federal and state laws. We also alter, amend or delete policies we feel will make our homes a more peaceful harmonious place to reside.

- Notification: How residents will be informed of changes. All residents who consent will receive all notice of any policy change, emergencies or events on their personal phone. All residents will receive notice of any policy change, emergencies or events, by email on file. Methods one and two may be followed up with a verbal notice

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

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_