

VOSE FARM RESIDENCES

RESIDENT HANDBOOK

MODERN. CONNECTED. LIVING.



A Property of Catholic Charities New Hampshire

VOSE FARM

— RESIDENCES —

A DEVELOPMENT BY CATHOLIC CHARITIES NH

Welcome to Vose Farm Residences

We're glad you're here — and we believe you've made a thoughtful and smart choice.

Choosing where to live is one of the most important decisions we make. Vose Farm Residences was created for individuals and families who value stability, independence, and the ability to plan ahead. Managing one's life and budget is not about limitation; it is about creating room for what matters most — your health, your family, your work, your goals, and your future.

This community is designed to support people who are moving their lives forward. By choosing a home with manageable housing costs, you are choosing balance, resilience, and opportunity. You are choosing a place that allows you to focus on building the life you want, rather than constantly reacting to rising costs or uncertainty.

At Vose Farm, we believe everyone deserves a well-designed, safe, and welcoming home — and a community built on respect, consideration, and shared responsibility. When people feel secure in their housing, they are better able to grow, contribute, and thrive. That belief is at the heart of this community.

Support and resources are available here if and when you choose to use them. These services exist to assist you — not to direct your life. Our role is to provide a strong foundation so you can pursue your goals with confidence and peace of mind.

This Resident Handbook is a guide to help you understand how the community works and what to expect as a resident of Vose Farm Residences. As you settle in, we encourage open communication, mutual respect, and a shared commitment to making this a positive place to call home for yourself and your neighbors.

We're honored to welcome you and wish you continued success here.

Jeff Lefkovich
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Our Community Values & Shared Expectations

Vose Farm Residences is built on the belief that stable housing creates the conditions for people to thrive. The strength of this community comes not from rules alone, but from shared values, clear expectations, and mutual respect.

Dignity

Everyone deserves to be treated with fairness and respect. Residents come from many backgrounds and life experiences, and choosing Vose Farm is a thoughtful and intentional decision. Every resident is a valued member of this community.

Respect

Living well together means being mindful of how our actions affect others. Respect shows up in everyday ways — keeping noise at reasonable levels, helping care for shared spaces, and communicating thoughtfully when questions or concerns arise.

Safety

A safe community depends on everyone, including residents, family members, and guests. Looking out for one another, reporting maintenance or safety concerns promptly, and following basic guidelines helps ensure that Vose Farm remains a secure and comfortable place to live.

Security features, including controlled building access and cameras in common areas and parking areas, are in place to support safety and peace of mind.

Inclusion

Vose Farm Residences is a welcoming community. Discrimination, harassment, or exclusion of any kind has no place here. We value diversity and believe that a sense of belonging strengthens the entire community.

Shared Responsibility

This is a community we care for together. Residents, management, and service partners each play a role in maintaining a positive living environment. When expectations are clear and responsibility is shared, the community functions smoothly and fairly.

These values guide how we interact with one another and shape the policies that follow in this handbook. They are intended to support a respectful, safe, and well-functioning place to call home.

Living as Part of a Community

Living at Vose Farm Residences means being part of a shared community where neighbors look out for one another and take pride in the place they call home. A communal environment offers many benefits—greater safety, a stronger sense of belonging, shared resources, and opportunities for connection—but it also comes with personal responsibilities.

Every resident plays an important role in contributing to the well-being of the community by being respectful, considerate, and mindful of how individual actions affect others. By caring for shared spaces, following community guidelines, and offering courtesy and kindness to neighbors, residents help create a welcoming, supportive environment where everyone can feel comfortable, secure, and valued.

Section 1: Community Information

About Your Community

Vose Farm Residences is a professionally managed housing community designed to support stable, independent living. Your apartment and the shared spaces throughout the community were thoughtfully designed with comfort, safety, and everyday life in mind. This is a place intended to feel welcoming, well cared for, and easy to call home.

Property Management & Day-to-Day Support

Day-to-day operations at Vose Farm Residences are managed by Alliance Asset Management, a professional property management company responsible for leasing, maintenance, rent administration, and overall building operations. The property management team is your primary point of contact for:

- Rent payments and lease-related questions
- Maintenance requests and building concerns

- Keys, fobs, and access issues
- General questions about apartment living and community policies

Property management staff work both on-site and remotely to ensure your needs are addressed promptly and respectfully.

Routine Maintenance & Maintenance Emergencies

Keeping your apartment and the community in good condition is a shared effort, and timely communication is key.

Routine Maintenance

Routine maintenance requests can be submitted through the resident portal or by contacting the management office during regular business hours. Instructions for submitting maintenance requests are provided at move-in and included later in this handbook.

Maintenance Emergencies

For after-hours maintenance emergencies—such as loss of heat, significant water leaks, or other urgent safety issues—please use the emergency maintenance contact (603) 223-0810 provided by the management office.

Emergency contact information is posted on-site and included in the Appendix of this handbook. Using the appropriate emergency contact helps ensure issues are addressed quickly and safely.

Resident Services & Support

Vose Farm Residences is supported by Catholic Charities New Hampshire, which offers optional, no-cost resident services designed to support well-being, stability, and connection to the broader community.

Your Resident Services Coordinator (RSC) is available to:

- Share information about voluntary programs and community resources
- Help connect you with local services and supports
- Coordinate community-building activities and educational opportunities

Participation in resident services is always voluntary. These services exist to support your goals and independence—not to monitor or direct your daily life. You are free to engage as much or as little as you choose.

Office Hours & Communication

The management office maintains regular business hours, which are posted on-site and shared at move-in. You may communicate with the property management team through:

- In-person visits during office hours
- Phone and email
- The on-line resident portal

Open communication helps the community run smoothly. Residents are encouraged to ask questions, report concerns, and reach out whenever assistance is needed.

Working Together

A well-functioning community depends on clear communication, mutual respect, and a shared commitment to problem-solving. When questions or concerns arise, starting with the management office or the Resident Services Coordinator is often the most effective way to find answers and resolve issues.

Working together helps ensure that Vose Farm Residences remains a positive, responsive, and supportive place for everyone who lives here.

Section 2: Lease Basics

This section provides an overview of your lease and related responsibilities. While your lease is a legal agreement, its purpose is simple: to clearly explain how your housing works and what you can expect as a resident of Vose Farm Residences.

If you ever have questions about your lease or how a requirement applies to your situation, the property management team is available to help explain any part of it.

Your lease outlines:

- The term of your tenancy
- Your monthly rent and what is included
- Community standards and expectations
- Conditions for renewal, termination, or changes

Most leases are issued for a fixed term and may be renewed as long as eligibility requirements continue to be met and the lease remains in good standing.

Rent Payments

Rental rates at Vose Farm Residences are not set by Catholic Charities or the Property Manager. State and federal funding programs used to develop the community require specific policies and procedures to be followed, including rental rates and income eligibility. Your rent amount is determined based on program requirements and your household's eligibility at the time of certification.

When Rent is Due

Rent is due on the date stated in your lease each month. Accepted payment methods and instructions are provided by the management office and may include electronic payments through the resident portal.

Late payments or returned payments may result in fees, as outlined in your lease. These fees reflect bank charges and administrative costs associated with processing late or returned payments and are not meant as punitive.

If you anticipate difficulty making a payment, please contact your Property Manager (**click here**) as early as possible. Early communication allows time to discuss options and avoid unnecessary complications.

Utilities & Energy Conservation

Utilities included in your monthly rent are:

- Water and sewer
- Electricity
- Heating and cooling

Because utilities are included, thoughtful energy use plays an important role in keeping housing costs stable for everyone. Vose Farm Residences was designed with energy efficiency in mind, but everyday choices by residents make a meaningful difference.

Responsible energy use helps:

- Keep operating costs manageable
- Maintain utilities as part of the monthly rent
- Support long-term sustainability
- Reduce environmental impact

Simple habits make a real difference, such as:

- Turning off lights, electronics, and appliances when not in use
- Using heating and cooling systems thoughtfully and reporting comfort or system issues promptly
- Keeping windows and doors closed when heating or cooling is operating
- Adjusting thermostats when you are away from home
- Using water responsibly and reporting leaks right away

These small, consistent actions help protect the shared benefit of included utilities and support the long-term success of the community. Energy conservation is one way residents contribute to a stable, efficient, and well-cared-for place to live.

Ideas and suggestions for conserving energy and reducing environmental impact are always welcome.

Internet Service

Internet service is not included in your rent. Contact Fidium if you'd like to initiate services.

Renter's Insurance

Residents are strongly encouraged to purchase and maintain renter's insurance. Renter's insurance helps protect your personal belongings and provides liability coverage.

Property insurance maintained by ownership does not cover personal belongings inside your apartment. Damage to personal items resulting from power loss, water leaks, heat loss, frozen pipes, or similar events is not reimbursable by ownership or property management.

Many renter's insurance policies may cover these losses, and coverage is generally inexpensive.

Renter's insurance is often available through the same provider as your auto insurance and can help protect what is often a significant personal investment in household belongings.

Solicitors

Door-to-door soliciting of any kind is not permitted at Vose Farm Residences. If you experience solicitation, please notify your Property Manager.

Annual Income Recertification

Vose Farm Residences is an income-qualified housing community. This means that residents may be required to complete an annual income recertification.

During recertification, you may be asked to provide updated information related to:

- Household income
- Household composition
- Student status, if applicable

This process is required by housing program regulations and helps ensure the community operates fairly and in compliance. Advance notice and guidance will be provided each year to make the process as clear and straightforward as possible.

Reporting Changes

Residents are responsible for reporting certain changes to their Property Manager (**click here**) when they occur, including:

- Changes in household income
- Changes in household composition
- Changes in student status

Timely reporting helps avoid complications and ensures continued compliance with program requirements.

Reasonable Accommodation Requests

Residents or applicants who need a reasonable accommodation due to a disability may request one at any time.

Requests may be submitted in writing to Alliance Asset Management, Inc. Request packets are available at the management office or online at alliancenh.com. If assistance is needed to complete a request, property management staff will help.

If a request cannot be granted as submitted, management will engage in an interactive process to explore alternative accommodations. Requests may be denied only if they create an undue financial or administrative burden, fundamentally alter the program, or impose a burden on other residents, as defined by law.

Transfer Policy

In-house transfers may be approved in limited circumstances, including:

- A verified medical need for a different or accessible unit
- A change in household size or composition
- A household occupying a mobility-accessible unit that is no longer needed
- A request related to protections under the Violence Against Women Act (VAWA)

When a unit becomes available, current residents with approved transfer needs may be housed before applicants on the waiting list. If a transfer offer is declined, the resident is removed from the transfer waiting list but may request a transfer again in the future.

Questions & Support

Lease requirements and recertification are routine parts of living in an income-qualified housing community. If anything is unclear, or if your circumstances change, reaching out early is the best way to ensure smooth communication and avoid misunderstandings.

Your Property Manager and Resident Services Coordinator are available to help.

Section 3: Moving In & Moving Out

This section explains what to expect when you move into your apartment and how to prepare when it's time to move out. Clear communication during these transitions helps ensure a smooth experience for you and for the community as a whole.

Moving In

When you move in, the property management team and Resident Services Coordinator will help you get oriented and ensure you have what you need to settle in comfortably.

At move-in, you can expect to receive:

- Keys, key fobs, and building access information
- Mailbox and package delivery details
- Instructions for submitting maintenance requests
- Contact information for property management and emergency maintenance

You will also be asked to complete a **Move-In Condition Report**. This report documents the condition of your apartment at the time you take possession. Taking a few minutes to review your apartment and note any existing conditions helps protect you when it's time to move out.

Paint, Redecoration and Alterations to the Unit

We understand that personal touches help a space feel like home. At the same time, maintaining consistency and managing long-term property costs helps keep housing affordable for everyone.

To balance these goals, the following guidelines apply:

- Residents may not paint, patch, wallpaper, stain glass, or otherwise alter the appearance of their apartment without written approval.
- Any unauthorized alterations may result in charges to restore the unit to its original condition.

Repainting Eligibility

After six (6) years of residency, your apartment may be eligible for repainting upon request, provided you have at least one year remaining on your lease. To prepare for repainting:

- Furniture must be moved away from walls (unless assistance is required)
- Pictures and wall hangings must be removed
- Personal belongings must be covered and protected

Wall Hangings & Fixtures

- Pictures, mirrors, and similar items may be hung using standard picture hangers only
- Screws, bolts, tape hangers, and adhesive products are not permitted
- Sticky items (such as decals or glow-in-the-dark products) should not be applied to
- walls, ceilings, appliances, or windows
- Smart TVs may not be wall-mounted, as mounting brackets damage walls

Window treatments may be installed if they fit properly and do not damage windows or walls.

Any damage beyond normal wear and tear may result in repair charges at move-out.

During Your Tenancy

If maintenance issues arise at any point during your tenancy, please submit a request through the resident portal (**click here**) or contact your Property Manager directly. Prompt reporting helps prevent small issues from becoming larger problems.

Moving Out

When it's time to move out, advance notice is required so the process can be handled smoothly and fairly. Your lease outlines:

- Lease term end date
- How notice must be submitted
- How much notice is required

Before moving out, you will receive guidance regarding:

- Cleaning expectations to help prepare the unit for the next resident
- Returning keys and access devices
- Scheduling a final inspection

Leaving your apartment clean and in good condition helps support the timely return of your security deposit, in accordance with your lease.

Final Inspection & Security Deposit

After move-out, the property management team will conduct a final inspection of your apartment. Any charges for damages beyond normal wear and tear, unauthorized alterations, unpaid rent, or missing items will be documented.

Your security deposit will be handled in accordance with state law and lease requirements, and you will receive a written summary of any deductions, if applicable.

Questions & Planning Ahead

Moving—whether in or out—can feel overwhelming. If you have questions about timelines, expectations, or next steps, contacting your Property Manager or Resident Services Coordinator early can help make the process clear and manageable.

Section 4: Apartment Living

This section is designed to help you care for your apartment and understand how shared spaces function within the community. Clear expectations, timely communication, and everyday care help prevent small issues from becoming larger concerns and support a comfortable living environment for everyone.

Maintenance Requests

Caring for your apartment is a shared responsibility, and prompt reporting of maintenance concerns is essential.

If something doesn't seem right, **please report it**—even if you're unsure whether it's urgent. Early reporting often prevents more serious issues.

Routine Maintenance

Non-urgent maintenance requests should be submitted through the resident portal or by contacting your Property Manager during regular business hours.

Once a request is received, a work order is issued and handled based on priority. For example, loss of heat or water will take precedence over cosmetic or minor repairs.

Submitting a maintenance request serves as permission for maintenance staff to enter your apartment to complete the work. Staff will always leave notice indicating they have been in your unit. If extensive work is required, advance notice will be provided.

Preventative Maintenance

From time to time, maintenance staff will need to access your apartment to perform preventative tasks such as replacing batteries, cleaning filters, or testing systems. You will receive at least 24 hours' written notice for these visits.

Emergency Maintenance

Issues such as loss of heat, significant water leaks, or electrical hazards should be reported immediately using the Property Management's phone number during business hours or (603) 223-0810 after hours.

Prompt communication helps protect your home and the building as a whole.

Trash and Recycling

Proper waste disposal helps keep the community clean, healthy, and welcoming.

- Only household trash can be placed inside designated dumpsters
- Trash may not be left beside or outside dumpsters
- Trash bags may never be left in hallways or common areas

Dumpster enclosures are monitored by security cameras. Any trash left outside the dumpster may be traced and disposal costs billed to the responsible resident.

Furniture and large items must be disposed of by residents in accordance with local guidelines. Items left on the property or near dumpsters may be removed by management, with costs billed to the resident.

Housekeeping & Unit Condition

Vose Farm Residences is a communal living environment, and all apartments must be kept in decent, safe, and sanitary condition.

In practical terms, this means:

- Dishes are cleaned regularly
- Floors, walls, and bathrooms are cleaned routinely
- Food is stored properly with no open containers
- Appliances are cleaned at least quarterly
- Clear access is maintained to windows and doors at all times
- Trash is removed regularly and taken to the dumpster

Large unwanted items may not be stored in apartments, hallways, or common areas. Units found to be unsafe, unsanitary, or cluttered to the point of blocking exits may be considered out of compliance with lease requirements.

Regular upkeep helps protect your health, safety, and comfort—and helps preserve the condition of the community.

Surfaces, Fixtures & Flooring

Your apartment includes durable materials designed for everyday living. Proper care helps prevent damage and unnecessary repair costs.

Countertops & Tubs

Kitchen countertops are laminated and can be damaged by heat or sharp objects. Always use heat-resistant mats and cutting boards. Fiberglass tubs and showers should be cleaned with non-abrasive cleaners only. Allowing soap residue or mold to build up may result in permanent damage.

Ceilings & Sprinklers

No items may be attached to ceilings or sprinkler systems. This includes hooks, plants, or decorations.

Carpeting & Flooring

Carpets should be cleaned regularly using appropriate products. Excessive staining or wear beyond normal use may result in replacement costs.

Hard surface floors should be cleaned with mild products only. Harsh chemicals, bleach, or ammonia can damage flooring and are not permitted.

Windows, Blinds & Glass

Residents are responsible for interior window cleaning during occupancy and at move-out. Damage to windows or screens, beyond normal wear and tear, is the responsibility of the resident.

Mini-blinds or shades should be cleaned gently and cared for properly. Replacement costs may apply if damaged.

Kitchen Appliances

Kitchen appliances are provided for your convenience and should be used and maintained responsibly.

- Clean appliances regularly using non-abrasive cleaners
- Do not place hot cookware directly on countertops
- Use care when cleaning stainless steel surfaces

Garbage disposals (if provided) should be used only for appropriate food waste. Do not place grease, bones, shells, or large quantities of food into the disposal.

Utilities & Energy Use

Vose Farm Residences is designed with energy efficiency in mind. Responsible use of utilities helps maintain affordability and sustainability.

Please report leaks, drafts, or malfunctioning fixtures promptly. Using utilities thoughtfully helps ensure that utilities can remain included as part of your rent and supports long-term community stability.

Snow Removal

Snow plowing is handled by a contracted service. To ensure safe and efficient snow removal:

- Vehicles must be moved promptly after storms
- Management staff cannot move resident vehicles
- Vehicles left unmoved may be towed at the owner's expense

Additional costs caused by failure to move vehicles may be billed to the resident.

Pest Prevention

A clean home is the best defense against pests.

- Store food properly
- Dispose of trash regularly
- Report signs of pests immediately

Early reporting allows treatment to be coordinated quickly and effectively.

Parking & Vehicles

Parking is provided in designated areas for residents and short-term guests. Inoperable, unregistered, un-used, and non-drivable vehicles may not be stored on the property. Vehicle washing or maintenance is not permitted on-site.

Common Areas & Building Safety

Hallways, stairwells, and common areas must remain clear at all times to comply with fire safety regulations. Items may not be stored or left—even temporarily—in these spaces.

Common areas are monitored by security cameras for safety.

Residents may not place any signs or advertisements upon windows, doors, mailboxes, in halls, or outside the building, including signs of a religious or political nature.

Keys, Access & Lockouts

Upon move-in, residents receive unit keys, mailbox keys, and a key fob for building access.

Lost keys or fobs will result in replacement charges. Additional locks or security devices may

not be installed without written approval. Approved installations must be completed by maintenance staff and may result in charges at move-out. Lockout assistance is available through property management, with fees assessed based on time and day.

Mail Deliveries

The United States Postal Service (USPS) delivers mail directly to your mailbox, located at the first-floor main entry. If mail is allowed to accumulate for several days, USPS may discontinue delivery.

If you plan to be away for more than two or three days, please contact USPS in advance and complete the necessary forms to have your mail held at the post office until your return.

For package deliveries, delivery companies are able to access the secured package room located on the first floor near the main entrance. A security camera is installed in the package room to help protect deliveries.

Please note that property management is not able to accept or store mail or package deliveries on behalf of residents.

Under Age Occupants and On-Site Daycare

We welcome residents of all ages to our community. Parents and guardians of children age 13 and under are responsible for supervising their children at all times and for ensuring appropriate conduct throughout the property. Lease requirements and community rules apply equally to residents and minors living in the household.

For safety reasons, children should not play in laundry rooms, storage areas, hallways, parking lots, or construction areas. Children should also not play with or operate appliances (such as washers or dryers) or building systems (including hallway lighting or fire safety equipment) located in common areas.

Indoor or outdoor daycare operations are not permitted at the property.

Resident Contact Information

For your protection and convenience, residents are asked to provide current home, mobile, and, if applicable, business telephone numbers to the Property Manager. This information

allows management to contact you in the event of emergencies or other important matters.

All contact information is handled securely and maintained as confidential.

Drapery Rods and/or Venetian Blinds

If provided, drapery rods, Venetian blinds, or window shades have been installed for your convenience. Please care for these items as you would your own belongings.

If you experience any issues with window coverings, please contact the Property Manager for assistance. Upon move-out, all provided rods and blinds must remain in place. Residents will be responsible for replacement costs if these items are removed or damaged beyond normal wear and tear.

Plumbing Fixtures

All plumbing fixtures must be used only for their intended purpose. Solid items, food, disposable diapers, rags, feminine hygiene products, or other debris must not be placed in drains or flushed down toilets. All such waste should be disposed of in trash containers.

The community's plumbing system must be kept clear and functioning properly. Any costs associated with clearing drains or toilets due to misuse or negligence will be billed to the responsible resident.

Electrical Fixtures and Heat

Your apartment is equipped with quality electrical fixtures and a circuit breaker system designed to protect against power overloads. If electrical service is interrupted within your apartment, please check that all circuit breakers are in the "ON" position. Wait approximately five minutes before resetting a breaker.

Residents may not perform any electrical work within their apartment. This includes installing ceiling fans, additional light fixtures, or any work involving wiring, plugs, switches, or electrical modifications of any kind.

Light bulbs and batteries for smoke and carbon monoxide detectors are provided at move-in. Replacement bulbs and batteries thereafter are the resident's responsibility and expense.

To ensure proper system operation and energy efficiency, thermostats regulating heat must remain within the pre-set upper and lower temperature limits. Windows must remain closed and locked whenever the heating system is operating.

Air Conditioners

Your apartment is equipped with a central air conditioning system. Thermostats are pre-programmed with upper and lower temperature limits to ensure system performance and energy efficiency. Tampering with thermostat settings or system controls is not permitted.

Confidentiality

All residents are entitled to have their personal information and identifying data remain confidential. However, should the Owner of the property, Alliance Asset Management, property staff, or their agents and technicians learn of any illegal behavior and/or activities on the part of any resident, their dependents, and/or guests, such behaviors and activities will be immediately reported to law enforcement agencies and officials. Examples of illegal behavior or activities include, but are not limited to, child abuse and neglect, illegal drug use and/or dealing, violent behavior and fraud.

In addition, we are required to disseminate demographic information from residents' files on a periodic basis as part of our required reporting to agencies that use this information to improve housing accessibility, affordability, and support services. Your personal data and information will always remain confidential and anonymous. The information that is reported is limited to:

- (a) the town of residency prior to move-in
- (b) age
- (c) race
- (d) gender
- (e) gross income level
- (f) source of rent subsidy (if applicable)
- (g) family composition
- (h) employer name
- (i) the grade level of minors residing in the household

Pets, Pet Waste & Outdoor Areas

We welcome pets at Vose Farm Residences, and small pets are permitted in accordance with community policies. We also recognize that pet companionship is an important part of many residents' lives. Enjoying a pet within a shared living environment comes with responsibilities that help ensure the community remains clean, safe, and comfortable for everyone.

To support responsible pet ownership, the following guidelines apply:

- All required approvals, fees, and documentation must be completed before bringing a
- pet into your apartment.
- Pets must be supervised and under control at all times while on the property.
- Pets may not be left unattended in common areas.
- Residents are responsible for ensuring their pets do not disturb neighbors through
- excessive noise or disruptive behavior.

Indoor Areas

Pets are not permitted to relieve themselves inside the building. This includes apartments (unless you have a cat and the litter box is cleaned daily), hallways, elevators, stairwells, and other common areas. All interior common areas are monitored by security cameras. Any accidents must be cleaned immediately and reported to management if additional cleaning is needed.

Outdoor Areas & Pet Waste

If you have a dog, you are responsible for promptly picking up and properly disposing of pet waste every time your dog uses outdoor areas on the property.

- Pet waste must be picked up immediately.
- Waste must be placed in a sealed bag.
- Bagged waste must be disposed of in the outdoor dumpsters only.
- Pet waste may not be left on the ground, placed in landscaped areas, or disposed of in indoor trash receptacles.

Prompt pet waste removal helps maintain clean, healthy outdoor spaces, protects landscaping, and ensures that shared areas remain pleasant and usable for all residents.

Failure to clean up after a pet or to follow pet-related guidelines is considered a violation of community standards and may result in corrective action as outlined in your lease.

Pet policies are designed to balance the benefits of companionship with shared community comfort, cleanliness, and safety. Responsible pet care helps ensure that Vose Farm Residences remains a welcoming place for pet owners and non-pet owners alike.

Caring for Your Home

Your apartment is your home. Treating it with care helps ensure a positive experience during your tenancy and a smooth transition at move-out. If something isn't working as expected, please notify us promptly (**click here**). We're here to help.

Section 5: Community Standards & Conduct

Vose Farm Residences is a shared community. The standards outlined in this section exist to support a respectful, safe, and comfortable living environment for everyone. These guidelines help protect residents' ability to enjoy their homes and shared spaces while ensuring fairness and consistency across the community.

Reporting & Handling Complaints

Living in close proximity to others naturally brings both benefits and occasional challenges. Most concerns—such as noise or day-to-day disruptions—can be resolved through respectful communication.

When appropriate and safe to do so, residents are encouraged to first speak directly and courteously with a neighbor to address a concern. Often, issues arise simply because someone is unaware they are causing a disturbance.

If a concern cannot be resolved directly, or if you are uncomfortable addressing it yourself, please contact your Property Manager. Written complaints allow management to address issues consistently and fairly. Documentation of concerns and resolutions is maintained by the management office.

Complaints remain confidential unless a situation escalates to a legal matter requiring formal involvement. While confidentiality is respected, management must also ensure that the

rights of all residents involved are protected.

If a situation is an **emergency** or involves criminal activity, call 911 immediately. After contacting emergency services, please notify property management so appropriate follow-up can occur.

Noise & Quiet Consideration

Everyone deserves the ability to enjoy their home. Residents are expected to be mindful of noise levels within their apartments and in common areas, particularly during evening and early morning hours.

Excessive or disruptive noise that interferes with another resident's ability to enjoy their home is not permitted. Being considerate of noise is one of the simplest ways to support a peaceful and respectful community.

Guests

Residents are welcome to have guests. Guests are expected to follow all community policies while on the property.

The leaseholder is responsible for the conduct of guests and visitors, whether invited directly by the leaseholder or by another household member. Extended or overnight stays may be subject to limitations outlined in your lease. If you are unsure whether a guest arrangement is permitted, your Property Manager can help clarify expectations.

Smoking, Vaping, and Substance Use

To protect resident health and safety:

- Smoking and vaping are strictly prohibited on the property.
- Illegal substances are not permitted anywhere on the property.

These policies help ensure a healthy environment for all residents.

Safety & Security

Community safety depends on shared awareness and cooperation. Residents are encouraged to:

- Keep apartment doors and windows locked when not in use.
- Avoid allowing unknown individuals into secured areas.
- Report suspicious activity or safety concerns to management or local authorities as appropriate.

Looking out for one another helps maintain a secure living environment.

Fire Emergencies & Prevention

Fire safety is critical. Residents are expected to follow all fire safety policies and avoid actions that increase risk.

In the event of a fire:

- Remain calm.
- If the fire is in your apartment, leave immediately and close doors behind you if possible.
- Do not attempt to extinguish the fire yourself.
- Call 911 from a safe location.
- Notify property management after emergency services have been contacted.
- Do not re-enter the building until cleared by fire officials.

To help prevent fires:

- Flammable materials (such as gasoline or paint thinner) may not be stored in apartments or common areas.
- Smoking within the building, grounds, and in bed is strictly prohibited.
- Use caution when cooking, and never throw water on a grease fire.
- Keep matches and lighters out of the reach of children.
- Develop an emergency plan with household members.

Respectful Community Living

Vose Farm Residences is committed to maintaining a welcoming and inclusive living environment for all. Discrimination, harassment, threatening behavior, or intimidation of any kind is not tolerated.

Residents are expected to treat neighbors, staff, and visitors with courtesy and respect. When conflicts arise, addressing them calmly and constructively helps preserve trust and community well-being. If assistance is needed, property management and the Resident Services Coordinator are available to help guide next steps.

Compliance & Accountability

Community standards exist to support fairness, safety, and shared enjoyment of the property. When policies and guidelines are not followed, the property management team may need to take corrective action in accordance with the lease and applicable regulations.

The goal of enforcement is always to resolve concerns in a reasonable, respectful manner and to restore community harmony whenever possible.

Section 6: Laundry Facilities

Laundry Facilities

Laundry facilities are located on each floor for your convenience. Modern equipment, secure electronic payment systems, and smart-device notifications allow you to monitor your wash and dry cycles with ease.

The account setup and balance refresh kiosk is located in the second-floor laundry room. This kiosk allows you to set up your electronic laundry account and add funds as needed. Additional information is available through the laundry service provide.

To help keep laundry rooms clean, efficient, and pleasant for everyone, please remember to:

- Remove personal items promptly when cycles are complete
- Be considerate of others who may be waiting to use machines
- Report equipment issues or malfunctions to your Property Manager

- Respect laundry rooms as shared community spaces
- Do not store personal items in laundry rooms or common areas
- Report any safety concerns so they can be addressed promptly

A little courtesy goes a long way in shared spaces. Thank you for helping keep laundry facilities clean and accessible for all residents.

Section 7: Resident Services & Programs

Vose Farm Residences is more than housing—it is a community designed to support stability, well-being, and connection. In addition to providing a safe and affordable place to live, optional resident services are available as a resource to support everyday life, personal goals, and community engagement.

Participation in resident services is always voluntary. These services are offered to support and empower you—not to monitor, direct, or interfere with how you live.

Resident Services Coordinator (RSC)

A **Resident Services Coordinator (RSC)** is available to serve as a point of connection for information, resources, and optional community activities. The RSC can:

- Share information about available programs and opportunities
- Help connect residents with local services and community resources
- Coordinate educational workshops and community-building activities
- Listen to resident interests, needs, and ideas

You are welcome to engage with the RSC as much or as little as you choose. Choosing not to participate does not affect your housing in any way.

Living Well Series

Vose Farm Residences offers the Living Well Series, a set of optional programs designed to support practical life skills, personal well-being, and community connection. Program topics may include:

- Financial literacy and budgeting

- Health, wellness, and preventative care
- Stress management and resilience
- Family and parenting support
- Employment, education, and skill-building opportunities

Programs are offered periodically and may change based on resident interest, availability, and community needs.

Community Partnerships

Vose Farm Residences works with local organizations and service providers to help connect residents with additional resources, when and if needed. These partnerships may support access to:

- Healthcare and wellness services
- Education and training opportunities
- Counseling and family support services
- Services for older adults
- Food, transportation, and community assistance programs

If you are interested in exploring any of these resources, the Resident Services Coordinator can help provide information or referrals.

Resident services exist to expand access and opportunity while respecting your independence and privacy. Participation is always your choice, and support is available on your terms.

Section 8: Emergency Procedures

Emergencies are rare, but knowing what to do ahead of time helps everyone respond calmly and safely. This section outlines basic guidance for common emergency situations and explains where to turn for help.

Fire Safety

Your safety is the top priority. Please take a few minutes to become familiar with the fire exits closest to your apartment. Fire alarms and smoke detectors are installed throughout the

building and inside each apartment. These devices are in place to protect you and your neighbors and must never be tampered with or disabled.

Fire extinguishers are located in designated common areas. Please know where they are located.

If a Fire Alarm Sounds

- Exit the building immediately using the nearest safe exit
- Do not use elevators
- Once outside, move to a safe distance from the building
- Follow instructions from emergency personnel

If There Is a Fire in Your Apartment

- Stay calm
- Leave the apartment immediately and close doors behind you if time permits
- Do not attempt to put out the fire yourself
- Call 911 from a safe location
- Notify your Property Manager
- Do not re-enter the building until cleared by fire officials

If anyone or any pets are trapped inside, notify fire officials immediately upon their arrival.

Fire Prevention

Residents are expected to follow basic fire safety practices to reduce risk:

- Flammable materials (such as gasoline, paint thinner, or similar products) may not be stored in apartments or common areas
- Smoking in the building, your apartment, and in bed is strictly prohibited
- Never throw water on a grease fire
- Use caution when cooking and never leave food unattended on the stove
- Keep matches and lighters out of the reach of children
- Develop an emergency plan with household members and identify a meeting location outside the building

Severe Weather

New England weather can be unpredictable. During severe weather events, residents should remain indoors whenever possible and follow guidance from local authorities.

Property management will provide updates regarding snow removal, building conditions, or weather-related disruptions as information becomes available. In the event of a power outage or service interruption, updates will be shared when possible through posted notices, email, or the resident portal.

Medical Emergencies

If you or someone else is experiencing a medical emergency, call 911 immediately. After emergency services have been contacted, please notify your Property Manager so appropriate assistance or follow-up can occur if needed.

Maintenance Emergencies

Some building issues require immediate attention, including:

- Loss of heat during cold weather
- Significant water leaks or flooding
- Electrical hazards

For these situations, use the after-hours emergency maintenance contact **(603) 223-0810** provided by the management office. Emergency contact information is posted on-site and included in the Appendix of this handbook.

Security Concerns

If you notice suspicious activity or feel unsafe:

- Contact local law enforcement using emergency or non-emergency numbers as appropriate
- Notify the management office so concerns can be addressed

For safety reasons, do not share or loan your key fob or access key to anyone.

Security cameras are installed around the exterior of the building, throughout parking areas and walkways, on each floor inside the building, and in the package room to help support resident safety.

Staying Informed

Emergency contact information, evacuation guidance, and important building notices are posted on-site and may also be shared through email or the resident portal. Keeping your contact information up to date helps ensure you receive timely communications.

Section 9: Resident Involvement & Feedback

A strong community is built through communication, mutual respect, and shared input. At Vose Farm Residences, residents are encouraged to share feedback and participate in community life in ways that feel comfortable and meaningful to them.

There is no requirement to participate in meetings, surveys, or activities. Opportunities for involvement are offered as a way to listen, learn, and strengthen the community—not as an obligation.

Resident Meetings & Community Input

From time to time, resident meetings or informal gatherings may be offered to:

- Share community updates
- Discuss common interests or concerns
- Explore ideas for programs, activities, or improvements

Participation is always optional. These opportunities are intended to foster connection, transparency, and open dialogue.

Surveys & Feedback Opportunities

Residents may occasionally be invited to complete surveys related to:

- Community satisfaction
- Property operations and maintenance
- Resident services and programs

Surveys help identify what is working well and where improvements may be needed. Honest feedback—both positive and constructive—is appreciated and helps guide future decisions.

Suggestions & Concerns

If you have a suggestion, question, or concern:

- Start by contacting the Property Manager or Resident Services Coordinator
- Many issues can be resolved quickly through direct communication

If a concern cannot be resolved informally, information about formal complaint or grievance procedures is included later in this handbook.

Your Voice Does Matter

Whether through conversations, feedback forms, or optional participation in community activities, resident input plays an important role in shaping Vose Farm Residences. Sharing your perspective is one way to help ensure the community remains responsive, respectful, and well cared for.

Section 10: Fair Housing, Rights & Responsibilities

Vose Farm Residences is committed to providing housing in a manner that is fair, respectful, and inclusive. This section outlines your rights and responsibilities as a resident and explains how concerns can be addressed if they arise.

Fair Housing Commitment

Vose Farm Residences operates in full compliance with all applicable federal and state fair housing laws. Housing is provided without discrimination based on race, color, religion, sex, national origin, disability, familial status, age, or any other characteristic protected by law.

Every resident has the right to feel welcome, respected, and secure in their home and within the community.

Your Rights as a Resident

As a resident of Vose Farm Residences, you have the right to:

- Be treated with dignity, fairness, and respect

- Enjoy your apartment without unreasonable interference
- Receive timely and appropriate responses to maintenance requests
- Privacy, as provided by law and outlined in your lease
- Clear information about community policies, procedures, and expectations
- Use the grievance process if concerns cannot be resolved informally

These rights are fundamental to creating a stable and respectful living environment.

Your Responsibilities

Living in a shared community also comes with responsibilities that help ensure fairness, safety, and comfort for everyone. These responsibilities include:

- Paying rent on time and in accordance with your lease
- Caring for your apartment and reporting maintenance concerns promptly
- Following community guidelines outlined in this handbook and your lease
- Respecting neighbors, staff, and shared spaces
- Providing required information during annual income recertification

Meeting these responsibilities helps the community function smoothly and equitably.

Reasonable Accommodations & Modifications

Residents with disabilities may request a reasonable accommodation or reasonable modification to fully enjoy their housing.

- **Reasonable accommodations** may involve changes to policies, procedures, or services.
- **Reasonable modifications** may involve physical changes to an apartment or common areas.

Requests may be made at any time and are reviewed in accordance with applicable fair housing laws. Your Property Manager can provide information about how to submit a request and what documentation, if any, may be required.

Concerns & Problem Resolution

Most concerns can be resolved through open communication with the Property Manager or Resident Services Coordinator. Residents are encouraged to raise questions or concerns early so they can be addressed promptly and informally when possible.

If a concern cannot be resolved through informal discussion, residents may use the formal grievance process. This process includes:

- Clear steps for submitting a concern
- Reasonable timelines for review and response
- An opportunity for appeal, if applicable

Information about the grievance process and required forms is included in the Appendix of this handbook.

External Resources

If concerns related to fair housing or program compliance remain unresolved after using the internal grievance process, residents may contact the appropriate housing oversight agency.

Contact information for relevant agencies, including the New Hampshire Housing Finance Authority (NHHFA), is provided in the Appendix.