



LUTHERMANOR
COMMUNITIES

The Residences

Town Home Resident Handbook

Welcome Home!

Such a simple phrase, yet it can mean so much. Home is where families gather, holidays are celebrated, and where you can always count on a friendly smile, a caring touch, a helping hand. We believe you'll find The Residences to be just such a place, and we invite you to make our home your home.

This Resident Handbook has been designed to answer questions that commonly arise. Please keep this handbook, as well as your residency agreement, in a convenient location and refer to them as necessary. You are also encouraged to contact Luther Manor management and/or The Residences' staff with any questions, or suggestions to improve our services. Again, we are glad to have you become part of our family.

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Resident Life

Activities/Recreation

Be as active or as quiet as you desire! Luther Manor Communities' Asbury campus incorporates The Residences' townhomes, wildlife pond, patio space, gardening and walking areas on 23 acres. Located next to the campus is a city park with tennis courts, picnic facilities and other opportunities for recreation.

Monthly Statement

As a resident, you agree to pay the Monthly Service Fee and any charges due in advance, upon receipt of the monthly statement. If there is any reason why you are unable to make your payment on time, you should discuss your situation with the Luther Manor business office. Billing for services outside of the monthly fee such as Care at Home or custom maintenance requests will be billed in arrears.

As a service to residents, Luther Manor Communities offers the convenience of automatic payment through your bank account. Please contact the business office if you would like to participate in this payment program.

Luther Manor's billing system recognizes the resident profile by your Social Security Number. It is necessary to provide this information to the Business Office.

Newspapers

You are responsible for your own subscription to any newspapers. If you choose "The Telegraph Herald" it will be delivered to an individual mailbox conveniently located at the end of your personal drive. Their subscription department's phone number is 588-5626. If you plan to be away for an extended period of please notify their office.

Pets

The Residences' does permit pets. You may have up to two dogs or cats and caged birds. All dogs must be properly contained on chains and leashes. Town home residents may have underground invisible electric fences installed, but first must notify Luther Manor for proper placement. Pets shall not be free to roam around the campus. Pet owners must clean up after their pets. The Residences reserves the right to remove pets if they become inappropriate for the community.

Right to Entry

While each town home residence is a private domain, Luther Manor Communities' management and emergency personnel must have access to The Residences' town homes at all times. Additional locks may not be added to doors; however, a lock may be changed if deemed necessary. Authorized representatives of Luther Manor Communities shall have the right of entry to a town home at reasonable times for management purposes upon reasonable notice to the resident, or for emergencies without advance notice.

Smoking

The Residences strives to be a smoke free community. Smoking is only allowed outside of the town homes.

If you smoke, please consult with Luther Manor Communities to determine what fee would be assessed against your Entrance Fee refund to refurbish the townhome unit for resale, i.e., duct cleaning, carpet cleaning, paint, etc.

Resident Health & Safety

24-Hour Emergency Response

Call 911 when you feel your situation is serious. The Residences is conveniently located right next to the City of Asbury Fire Department.

Absence/Vacation

When you plan to be away, please notify The Residences' sales representative of your forwarding address and phone number in the event we should need to contact you. It will help us to know how long you plan to be away, and the approximate date of your return. When you are gone for an extended period, our maintenance department will periodically inspect your town home to ensure that mechanical systems are operating and that no problems exist. We will water your plants if so desired.

Health & Wellness Clinics

General wellness checks such as blood pressure, weight, temperature, etc., are some of the services provided at the Sales Office/Welcome Center on a monthly basis by a registered nurse.

Insurance

Luther Manor Communities will provide insurance on The Residences' dwelling. Luther Manor Communities does not carry insurance on your personal property which you have within your Residences' town home. You should make arrangements with your own agent for unit owners/renter's insurance.

Medical Contacts

When you come to live at The Residences, Luther Manor Communities asks that you provide personal medical information such as the names, addresses, and phone numbers of your doctor, dentist, pharmacy and persons to be notified in the event of illness or emergency. What you decide to share with us is up to you. Please call the Business Office with any changes.

Resident Services

Dining Options

Even though you have a full kitchen in your town home, you may wish to have a meal prepared for you. You can order “Dine-In Service” by calling Luther Manor Communities’ Care at Home department before 3 p.m. (daily) at 563-588-1413, ext. 167. Orders may also be placed on-line through The Residences web-site. Luther Manor Care at Home can be hired to cook meals and to grocery shop. Please contact Luther Manor Care at Home if you desire this service. Additionally, if you have a question regarding your diet please call the dietary supervisor at Luther Manor Communities.

Catering

For parties, residents can order full catering services or specialty items through Luther Manor’s dietary services. Please call Luther Manor’s dietary supervisor for details at 588-1413 ext. 167.

Housekeeping

Residents should know that housekeeping services are not included in the monthly charge at The Residences. However, these services are available to you through Luther Manor Communities’ Care at Home.

Mail

Mail will be delivered through the United States Postal Service to a centralized bank of mailboxes located on Grand Meadow Drive. You are responsible to notify the Post Service should you want to stop mail delivery during absences from your town home.

Maintenance/Buildings/Grounds

Luther Manor Communities’ Maintenance Department services The Residences. The scope of this department includes personnel with general knowledge in the areas of plumbing, electrical work, carpentry, painting/redecorating, and lawn and garden care. Luther Manor Communities assumes responsibility for snow and ice removal of all streets, sidewalks and driveways of the entire Residences’ campus during the winter, as well as mowing and other lawn care during the warmer months.

Luther Manor Communities’ maintenance staff will provide maintenance services to residents in the town homes on a weekly basis. Luther Manor Communities will retain ownership of the buildings, fixtures and appliances and will repair them as needed. Residents are responsible for the cost of repairs that were the result

of any damage they have caused. Luther Manor reserves the right to choose a contractor to do repairs and work on your townhome.

Luther Manor Communities' Maintenance Department personnel are available to perform custom requests at the resident's expense. Please call to request an estimate for labor and materials. Custom work orders will commence upon your written approval and acceptance of the proposed custom work.

Notary Public

The services of a Notary Public are available at no charge to residents. This service is available at the business office at Luther Manor Communities or at The Residences' Sales Office/Welcome Center.

Tipping/Gifts to Employees

Residents are asked not to tip any Luther Manor Communities' employee. Employees are not allowed to accept gifts.

Trash Pick Up/Recyclables

The City of Asbury has contracted Allied Waste to dispose of household refuse. You will be allowed up to one 33 gallon container not weighing more than 40 pounds per week. If you need to dispose of more garbage, you may purchase tags for \$1.25 at the Asbury City Hall or Casey's in Asbury. You will be allowed one recycling bin pickup per week. This is a plastic blue container that can be obtained from the Asbury City Hall. For weekly pickup you must have your containers curbside before 6:00 a.m. each Wednesday. The City of Asbury will bill you directly on your monthly water bill.

Van Service

Luther Manor Communities provides scheduled complimentary van service to the grocery store, area banks, doctor and dentist appointments. There is no charge for this service. Please schedule in advance for this service by calling the nurse's station at Luther Manor. The main telephone number is 563-588-1413 option 3.

Your Home

Automobiles/Garages/Parking

With exception of automobiles belonging to short-term visitors, residents are asked to park their vehicle(s) in the town home garage or driveway. Parking of recreational vehicles and boats are not allowed at the Residences.

Carpet

All of the town homes are carpeted. If a change is desired to satisfy a preference in decor, the cost will be the responsibility of the resident, keeping in mind that any carpet replacement must meet the recommended flameproof and smoke density rating established by the State Fire Marshal. A written certification from the carpet supplier is required whenever new carpet is installed to verify this standard, and The Residences/Luther Manor Communities will keep a copy of the certification on file. As needed, you may desire to have your carpeting cleaned at your expense. You may use a professional carpet cleaning service from the community, or Luther Manor's maintenance team can clean for a charge. Any change in carpeting must receive written approval.

Changes/Construction

Structural changes are not permitted.

Cosmetic Alterations

Please provide any proposed cosmetic alterations to Luther Manor Communities for approval, as Luther Manor is ultimately responsible for refurbishment and resale of all town homes within The Residences' community. Contact the sales representative at The Residences or Luther Manor Communities' management.

Drapes

Luther Manor Communities/The Residences provide window blinds which are to remain with the property. Residents may furnish custom draperies or other types of window dressings and will assume the cost of cleaning. Luther Manor Communities' Maintenance Department is available to assist with installing window treatments.

Fire Extinguisher

Each town home is equipped with a fire extinguisher. Residents should familiarize themselves with its operational instructions so that they are prepared in the unlikely event of a fire occurring. Maintenance personnel will be glad to explain extinguisher operation.

Gardens/Grounds Beautification

The Residences' campus allows for small areas for flower or vegetable gardens. You are asked to maintain these areas on a voluntary basis. Please contact your sales representative in the Sales Office/Welcome Center if you are interested in having a garden.

Internet Service Providers

Various Internet service providers are available for you to select in your town home. You are responsible for obtaining and paying for this service.

Telephones

It will be your responsibility to set up phone service and to choose which provider you desire. Expenses associated with telephone service will be your responsibility.

Television/Cable

Your town home is equipped with the ability to receive cable television service. The fees for cable are your responsibility. Please call Mediacom to set up installation and order service at 1-800-479-2082.

Temperature Controls/Heating/Air Conditioning

Your town home has its own heat and air conditioning units that you may control to your own comfort level. You are responsible for your own heating and cooling bill. If you have any problems with operating the thermostats, make arrangements through the sales office to meet with Luther Manor Communities' maintenance personnel. They can help you. The use of any type of space heater is prohibited.

Luther Manor Continuum Services

Apartment Living

Luther Manor Communities' Apartments offer catered living with supportive services to residents who may want to reduce their responsibilities. Supportive services may include meals, housekeeping, and laundry and non-medical services with assistance in activities of daily living.

Home Care Options

At some time, you may find yourself needing health-related care or personal care in order to maintain independence in your town home. Luther Manor Communities' Care at Home is available to help you remain as independent as possible in your townhome. You are eligible to receive a discount on all services provided by Care at Home. Fees for service are on a private pay basis.

Lifeline® Medical Alert

Available to you through Luther Manor's Care at Home is a **Lifeline® Medical Alert** Service. It has a range of 200 yards to assist you in your home.

Luther Manor Communities Health Center

Luther Manor Communities is a nursing facility licensed by the State of Iowa to provide short-term rehabilitative care as well as long-term care when the need arises. The program of care at Luther Manor is interdisciplinary and includes qualified nursing, dietary, physical therapy, activity and social service staff. As a member of The Residences, you are eligible to receive seven free days in a twelve month period, provided you return from the care center to your town home. When a stay at the Health Center is needed, progress and potential for return to your town home is evaluated regularly. Occasionally residents may be admitted to Luther Manor for periods of rehabilitation following an illness or injury and then successfully return to their residence for an independent lifestyle. When a decision is made that a resident cannot return to their town home, Social Services will arrange to meet with the resident and/or their representative to coordinate their moving process.

Memory Care – Sunshine Valley Suites

Each resident of Luther Manor's Sunshine Valley Suites has unique needs. Luther Manor Communities' staff is specially educated and skilled in working with them. Individuals with behaviors caused by memory issues require even more specialized care. The Sunshine Valley Suites provide a safe and secure haven with a low stimulus environment. A unique design provides a spacious area for your loved ones to roam. A tranquil outdoor patio is also available to provide the warmth of flowering gardens.

Luther Manor Communities' Foundation

The Luther Manor Communities' Foundation accepts and manages gifts on behalf of Luther Manor. The Foundation supports the operation of Luther Manor Communities with an annual contribution. You may wish to make a gift to Luther Manor Communities in honor or in memory of a friend or loved one.

The Foundation is also ready to assist you if you would like to make a major gift to Luther Manor Communities, or if you would like to establish a charitable trust or annuity. If you wish to make a gift, or include Luther Manor in your will, or would like more information, please call the Director of Development at Luther Manor Communities at 588-1413, extension 119.