



Welcome Future Resident!

Thank you for choosing The Village at Rockville—A National Lutheran Community as your future home. We are happy to have you in our community. The following information is the start of a frequently asked questions (FAQs) document which should answer many of the questions you will have prior to taking residence at The Village at Rockville.

This document will be designed primarily for newcomers to the community. It will include a mixture of policies currently used throughout The Village at Rockville as well as information that will only affect Glenmere residents. For now, we have included the three topics that have been inquired about frequently, those being: Non-Occupancy Meal Plan Credit, Pet Guidelines, and Parking.

We are completing the development of an initial FAQs document that we will email to you by the end of this month. Should you wish to have versions of this document mailed to you, please be sure to let our team know. The FAQs document will cover areas pertaining to programming, getting more involved in community life, use of community spaces, additional information pertaining to healthcare services, and more. The FAQs document is intended to be a living document, changing whenever the need arises.

Your official Independent Living Handbook, covering all aspects of The Village at Rockville, will be provided to you later in 2020.

If you need additional information about The Village at Rockville, including general community and Glenmere-specific inquiries, please always feel free to reach out to the sales team at (301) 354-8493. We are available each day from 8:30 a.m. – 5 p.m.

Thank you.

The Village at Rockville Team

Non-Occupancy Meal Plan Credit

We understand that, from time to time, Independent Living residents will travel away from the community for an extended period. In this circumstance, Independent Living residents will have the opportunity to apply a Non-Occupancy Meal Plan Credit. Please note that this is the only type of credit that will be issued to lower the monthly service fee.

An Independent Living resident is eligible to receive the Non-Occupancy Meal Plan Credit once they are away from the community for 30 continuous days. The resident will receive a credit of 50% at day 31 that is retroactive to day 1. In this case, for example, a single resident will receive a credit of \$200. In the same case, a couple will receive a credit of \$400—a \$200 credit for the monthly service fee and a \$200 credit for the second person fee.

The resident will receive a credit of 100% beyond 30 days. For a full second month, a single resident will receive a credit of \$400. For a full second month, a couple will receive a credit of \$800—a \$400 credit for the monthly service fee and a \$400 credit for the second person fee. All days beyond 30, that are not in monthly (30+/-) day increments will be pro-rated.

For a resident who delays their occupancy to the community, but who has commenced paying their monthly fee, the Non-Occupancy Meal Plan Credit will be pro-rated at 100% from the actual date of their settlement and entrance fee payment until the day of actual move-in. For example, if a resident completes settlement on May 1, but does not move in until May 7, they would have 6 days of a pro-rated credit.

Pet General Guidelines

The Village at Rockville is happy to have your pet reside with you in your apartment or cottage. Dogs, cats and fish are allowed. No more than three pets are permitted, with a maximum of two dogs. Current residents and future residents who deposited prior to August 1, 2019, who currently have three animals or more are excluded from this section.

Each pet must be up-to-date with inoculations and appropriate registrations. Dogs must be on leashes when outside of the owner's apartment or cottage, and under control of the owner. Cats can be on a leash or in a cat carrier. Pets are not permitted in the dining rooms, with the exception of service animals.

If a resident is having difficulty caring for a pet, a community representative is available to assist in exploring fee-for-service options so that resident can either keep the pet or can assist in making other arrangements for the pet. The community has the right to revoke the privilege of having a pet in the apartment and/or cottage at any time.

Parking

Per the terms of the Residence and Services Agreement, the Corporation will provide at least one assigned parking space for the resident's personal vehicle. Certain open parking areas are available for residents and their guests at no additional charge.

As the community cannot guarantee parking space availability in any given area for unassigned spaces to accommodate a second vehicle, it is strongly recommended that residents secure an assigned parking space for a second vehicle.

For Glenmere residents, one assigned covered parking space is included in the parking garage at no additional charge. For cottage residents, one assigned space is included in an above-ground location close to the cottage at no additional charge.

For Independent Living residents requesting a second assigned parking space, there will be a monthly fee of \$125 per month. The parking space will be above ground for all second parking spaces.

The community is able to accommodate no more than one vehicle for a single resident or two vehicles for a couple. There is no onsite parking available for trailers, campers, boats, recreational vehicles and commercial vehicles. At the time of move-in, parking registration stickers will be issued for each vehicle. Monthly parking fees are not subject to an annual increase. When a resident provides a 30-day written notice that the reserved space is no longer needed, the monthly fee will cease.