

# Curley School Apartments

201 W. Esperanza Ave

Ajo, AZ 85321

(520) 999-1567 / (520) 387-8988

## Curley School Resident Handbook

(To accompany the Leasing Rules, Regulations, & Management Plan)



Picture used with Permission by Amanda Denning



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**EQUAL HOUSING  
OPPORTUNITY**

**Curley School Apartment Information**

## Table of Contents

Appliances.....	3
Auditorium.....	3
Power Outages.....	3
Exit Doors of Curley School.....	3
HVAC.....	3
Curley Library.....	4
Management.....	4
Grievance Procedures.....	5
Office Hours.....	5
Maintenance/Repairs.....	5
Mail.....	6
Laundry.....	6
Garbage/Disposed Items/Recycling.....	6
Unit Inspections.....	7
Moving In/Out.....	7
Complaints.....	7
Advertising.....	7
Speed Limit.....	7
Entry Locks/Dead-bolts.....	7
Parking Policy.....	7
Bicycles.....	8
Guests.....	8
Disrupting Others Enjoyment.....	8
Children.....	8
Pets.....	8
Waterbeds.....	9
Plants.....	9
Common Areas.....	9
Rent.....	9
Soliciting.....	10
Ladders.....	10
Plumbing.....	10
Intentional Damages.....	10
Tenant Privacy.....	10
Insurance.....	10
Smoking.....	10
Storage.....	10
Reasonable Accommodation.....	10
Windows.....	11
Window Coverings.....	11

## **Appliances**

Each apartment is supplied with a microwave, electric stove, refrigerator, dishwasher, and “insinkerator.” Except for existing shelves, metal should not be placed in a microwave. The “insinkerator” is NOT a garbage disposal, and should only be used for small, soft vegetable matter. If you cannot bite it in half, it should not go in; please throw it into the garbage can. If you do not know how to operate the equipment, please ask to have their safe operation explained to you.

All appliances must be kept clean and in safe working order

## **Auditorium**

The Curley School Auditorium is available for Curley School residents free for up to 12 days annually for group or individual shows or events. Curley School residents must set dates through ISDA and plan and market your own events. The auditorium is also available for rental. Call ISDA at 520-387-3570.

## **Power Outages**

Power outages are not uncommon, especially during the monsoon season (July-September), and can last for a day or more. The elevator will not run during a power outage. Be sure to have flashlights with batteries and candles with matches/lighter on hand. You might also consider getting a cooler for your refrigerator/freezer items. Be aware that the emergency lights in the main building will only last for a few hours; they are meant to facilitate vacating the building in an emergency, not to provide lighting during power outages.

## **Exit Doors of the Curley School**

The front door should be kept closed and locked, except during events. All hall doors with closers are a part of the fire suppression system and must be kept closed.

## **HVAC Operations: Heating/Ventilation/Air Conditioning**

CSHP installed very efficient HVAC systems. Operating costs have been running at 40% below state averages for annual heating and cooling costs. Operating them efficiently will help control these costs.

The resident will not tamper with any heating or cooling equipment. All work, including filter replacement, will be done by the owner.

- keep your filters clean. Your filters should be changed every three months per a written schedule. If your filters are dirty, please fill in a work request to have them changed.
- the HVAC systems are closed systems and will not operate efficiently if doors and windows are left open while the system is running. Leaving doors or windows open will interfere with the air flow and will cause the system to overheat or freeze up the coolant lines resulting in shutting down the system. This could seriously damage your system. Repairs caused by this improper operation have reached \$800.
- if you have your system off for a while and the apartment heats up, it can take up to 24 to 36 hours to cool the apartment fully, as all walls, floor, doors, and furniture have heated up also.

These are not “programmable” systems; you can only cool or heat to a specified temperature. The most economical way to operate the system is to shut all doors and windows and set the thermostat at one temperature, e.g. 75 to 80 degrees in summer, 68 to 72 in winter, and adjust the thermostat up or down several degrees at night. If leaving for a few days or more in the summer, set the temperature to 85 degrees; then the cooling process will be manageable for the system and it won’t be unbearable when you return home. In the winter drop the temperature to 55 degrees. Turn the system off only if leaving for a week or more. Remember it will then take up to 36 hours for the apartment to be totally comfortable again at Ajo’s summer temperatures or the coldest winter days.

### **Library**

The Curley School has a library/meeting room open to all residents. If you want to use it, make arrangements with the Site Manager. Please register with the office if you want to use the Library for regular meetings or classes.

The Curley School Library is the tenant community room. Outside groups occasionally request to use this room as well and their planned use will be posted next to the Library door.

Reading, movies, relaxing, parties, meetings, etc. are all permitted.

Please be respectful to the neighbors: if a neighbor says your activities or noise volume are disturbing them, please be respectful.

It is the responsibility of all residents to see that the common areas remain clean and uncluttered. Residents shall not leave trash, toys, or other personal property in common areas. Please see that this rule is closely followed.

If a resident wants to reserve the room for a single or regular event, they may do so by notifying Management and, upon approval, posting notice next to the door. Reservations are on a first come first serve basis. Conflicts may be worked out between residents; but if they reach no solution, the first request received by Management has the room.

If the room is not reserved, residents singly or in groups and their guests are welcome to use the room at their pleasure. The first user sets the tone for the room. If the first user is quietly reading, the next user should politely ask if their planned use will disturb the first user; if the answer is yes, the requester shall go somewhere else. If the first user is watching a movie or having a meeting, the second person needs to understand that and either join the activity or go elsewhere.

An Ajo tradition - Santa Claus arrives in Ajo at dusk on December 24th from the Curley School tower and library and travels to the Ajo Plaza where all children receive gifts.

### **Management**

The Site Manager is in charge of all issues at Curley School Apartments. If they can’t answer a question, they’ll find the answer and get back to you. This is where you take all questions about maintenance, other staff, and any other issue or service. The Site Office phone is 520-387-8988/520-999-1567 and has an answering machine or email at [curlyschool@jlgrey.com](mailto:curlyschool@jlgrey.com).

If you have an idea, concern, or complaint, call Amanda Denning, the Site Manager for Curley School Apartments, at 520-999-1567 or email to [amanda.denning@jlgray.com](mailto:amanda.denning@jlgray.com).

If you have a concern or complaint about Amanda Denning, contact Clarista Olguin in writing at [clarista.olguin@jlgray.com](mailto:clarista.olguin@jlgray.com).

## **Grievance Procedures**

### **Management:**

A grievance is defined as a contention of misapplication, violation, or inequitable application of the policies and procedures of Curley School Apartments. The process outlined below is designed to resolve grievances to the extent possible, and especially to ensure that all points of view are considered during this decision process. The grievance procedure shall run concurrently with any notices required by law

### **Procedure**

The resident will submit to the Board of ISDA a written formal complaint describing the nature of the grievance, showing proof that they tried to resolve the matter through JL Gray Company without satisfaction, and proposing a resolution to the problem. Then CSAH, LLC will review the resident's grievance and proposal, and then meet with the resident or applicant within fifteen days of receiving the grievance and shall conduct such investigation as deemed necessary. Within five days of this meeting, ISDA shall reply to the resident in writing, and this decision is final.

### **Intra – Resident Disputes**

Normally residents will resolve disputes between themselves in a civilized conversation, acknowledging that apartment living requires compromise and tolerance of differences. If residents cannot resolve their differences, then they may invoke the Grievance Procedure.

### **Procedure**

The resident will submit to ISDA a written formal complaint describing the nature of the grievance, showing proof that they tried to resolve the matter with the other resident directly and through Property Management staff without satisfaction, and proposing a resolution to the problem.

The CSAH will review the resident's grievance and proposal, then meet with the resident or applicant within fifteen days of receiving the grievance and shall conduct such investigation as deemed necessary. Within five days of this meeting, CSAH shall reply to the resident in writing, and this decision is final

## **Office Hours**

Office hours are posted on the office door. If you have a maintenance emergency regarding your unit outside of office hours, please call the emergency maintenance line at 480-719-0758. For any other emergency, please call 911.

## **Maintenance/Repairs**

Repair requests are to be made in writing, with the exception of emergency situations, which require phoning the manager. If you see or know of any repairs that need attention, please notify the manager immediately. Little problems left unattended become big problems. If you have a repair that you do not notify us about and it causes damage to the apartment, you will be charged for the damages.

The resident will immediately notify the property manager of any suspected water leaks, moisture problems or mold in the dwelling units or common areas.

You have a couple different ways to submit a work order.

- In the lobby, there are paperwork order forms on the paper display. Grab one, fill it out, and put it in the drop box of the manager's office.
- Call the Site Manager
- Visit [www.isdanet.org/tickets](http://www.isdanet.org/tickets)

### **Mail**

Mail is delivered to boxes located in the center of the parking lot/courtyard. You will be given a box number when you arrive at the school. It is the tenant's responsibility to have the mailbox lock changed through the United States Post Office with a fee of \$40. There are outgoing mail slots as well. The Post Office is in the Ajo Plaza.

### **Laundry**

Each apartment is equipped with washer and dryer hook ups. Some units have combination washer/dryer units.

No washing machines, portable dishwashers, garbage disposals or other major appliances will be permitted to be installed or used in the unit unless the unit is so equipped.

Coin operated washing facilities may be provided for your convenience. Please see that these areas are kept clean when washing or drying clothes. Please do not allow clothes to remain in washers or dryers when they are done. Please clean the filters after you finish washing and drying. Wipe out the washer after you are finished with it, especially if you have used bleach. Do not use dye in the machines

***Clothes left unattended for more than 5 minutes may be removed from the machine and placed on top of the machine.***

### **Garbage/Disposed Items/Recycling**

There are two garbage enclosures, one with a dumpster on the north side of the parking lot/courtyard for garbage, and one at the south side for disposed items and recycling.

North Enclosure: All garbage goes into the dumpster, EXCLUDING old tires and large pieces of wood or metal. These can be taken to the Ajo Landfill on Well Road or placed in the south enclosure. Flatten all boxes before putting them in the dumpster; recycle them if possible (see below). All trash must be bagged and tied closed. Please place trash in the dumpster, not next to the dumpster, and keep dumpster lid closed, so trash does not blow around.

South Enclosure:

- This enclosure area is NOT for dumping anything you don't want to deal with.
- Residents are free to take anything that has been placed in this area.
- Break down/flatten clean corrugated boxes and recycle them at the Ajo Landfill on Well Road.

- Plastic bags (#2 and #4) may be recycled at the entrance to Olsen's Marketplace on Hwy 85.
- Aluminum, plastic, paper, tin and aluminum cans are recyclable at the Ajo Landfill. There is no payment for this.
- Scrap wood may be put in the south enclosure; please remove nails first. Stack neatly or place in cardboard boxes.
- If you want to dispose of items that are still usable, you may leave them beside your door with a note taped to them; you might also tape a note to the mailboxes to let everyone know. If the items can be left outside, you may place them in the south enclosure. There is a St. Vincent de Paul Thrift Shop on 7th Street and Ajo Resale in the Plaza where usable items may be donated.

### **Unit Inspections**

As a benefit to the residents, all apartments will be inspected bi-monthly for everyone's safety and sanitation, as well as to make sure everything is functioning properly. This practice ensures that any repairs or replacements are made in a timely manner. Photographs may be taken of items that need to be repaired or corrected. With the resident's permission, photos may be taken to show examples of excellent housekeeping. You will be notified in writing of the scheduled inspection no less than 48 hours in advance.

### **Moving In/Out**

All moving into and out of units must be completed between the hours of 7:00 am and 7:00 pm. Apartment must be returned in rent-ready condition. Tenant will be charged for cleaning.

### **Complaints**

Any complaints need to be addressed to your Site Manager. If the complaint is not resolved, please contact the Asset Manager. The Site Manager has a resident feedback form in the office.

### **Advertising**

No signs or advertising are permitted to be posted on the property.

### **Speed Limit**

The speed limit at the complex is 5 MPH. Please observe this rule and let your guests know what the speed limit is. This is very important for the safety of everyone in the apartments.

### **Entry Locks/Deadbolts**

Entrance locks or deadbolts can only be changed by the management of the property with the cost being charged to the resident. Unauthorized locks or dead bolts will be removed at the expense of the resident. A charge of \$35 will be assessed for a requested change of locks. Site staff are encouraged to charge lock-out fees when the resident requests to be let in to his/her apartment. On the first occurrence there should be no fee, but the resident should be advised that on the next occurrence, there will be a \$5 fee for being let into the apartment from 8am to 10pm, and a \$10 fee after 10pm.

### **Parking Policy**

Residents and Guests are not allowed to wash or repair cars, trucks, motorcycles, or other motor vehicles at the complex. The only exceptions are for changing flats and boosting a dead battery. Motorcycles or motorbikes cannot be stored inside the apartments or under porches. Motorcycles are to be parked in the parking lot. Any vehicles leaking oil or other fluid that damages the pavement is not allowed. Residents are responsible for any damage made by their vehicles. Boats, trailers, campers and other oversized vehicles are not permitted on the property. All vehicles parked on the property must be operable and properly licensed or they will be towed at the owner's expense. Any abandoned vehicles will be towed at the owner's expense.

Residents will not be permitted to park more than two vehicles on the property parking lot.

### **Bicycles**

There will be no use of bicycles, skateboards, rollerblades, or other potentially dangerous items on sidewalks or other walkways.

### **Guests**

All residents are required to notify the manager of any overnight guests who stay more than two (2) consecutive days. Guests of residents who stay in units longer than 3 consecutive days will be required to provide their names and the anticipated length of their stay to the manager. Guests will not be permitted to stay for a period longer than 14 days and/or nights in a 45-day period without the written permission of the manager. Special consideration will be given in cases where a "live-in" person is required due to health reasons.

### **Disrupting Others Enjoyment**

All residents, as well as guests of residents, are expected to respect the rights of their neighbors. All residents are therefore required to hold down the level of music, conversation, and other noise. Residents will be held responsible for the conduct of their guests day and night.

Residents are responsible for all actions of their household members and must see that the household members follow the rules and are not obnoxious or disturbing to other residents.

### **Children**

For the safety of our residents, we request that any resident six years or younger be supervised by an adult when outside of their own apartment.

### **Pets**

The following pets are allowed provided they are registered, with photo and proof of vaccination and pay appropriate Security Deposit:

- Assistive animals with a doctor's note (Security Deposit waived, but all other requirements must be met.)
- One well behaved spayed dog less than 3 feet tall or less than 45 lbs. ,OR Up to two spayed cats or two spayed cat-sized dogs (limit 45 lbs) and Up to two birds and An aquarium up to a maximum size of 50 gallons and Other small caged animals, which are never outside the apartment.



•Rottweilers, Akitas, Dobermans, and Pit Bulls, aka *Staffordshire Terriers*, are not allowed on the premises, at any time. *Any other dog that is aggressive or deemed to be dangerous, no matter the breed, will not be permitted to remain on premises.*

•Dogs not meeting the above regulations, but over eight years old, will be considered by special appeal to Management.

Pets require additional deposit as stated below. Standard Pet Security Deposit - \$200 per 45 lbs. of pets - dog and cat. No more than two dogs or three cats are permitted in any unit and these pet's combined weight cannot exceed 45 lbs. For a cat and dog combination, the deposit will be based on the terms of dog policy. A third pet (cat only) requires an additional \$100 Pet Security Deposit. No Dogs over 45 lbs. (combined weight) allowed, except senior dogs over eight years old. For senior dogs over 45 lbs., additional Security Deposit for pets is \$5 per pound, i.e. 80 lbs. dog is \$385. Maximum combined dog weight not to exceed 80 pounds.

80 lbs. Maximum total security deposit for resident and pets: No more than One and a Half times Rent or no more than \$700, whichever is less.

**IMPORTANT:**

- **All cats & dogs must be spay/neutered.**
- **All dogs must be leashed. Pets are not allowed to roam freely.**
- **Dogs and cats must be licensed in Pima County. Proof must be submitted before the animal moves into the building.**
- **All animal waste must be removed in a proper manner.**
- **Residents are responsible for the behavior of their pets including any damage to property or disturbance of other residents of the building. If the pet causes damage, odor, or disturbs others, the resident may be required to remove the pet from the building. Dogs, which regularly growl or bark at other residents, will have to be removed from the property.**
- **No aquariums permitted over 50 gallons.**

**Waterbeds**

Waterbeds are not permitted.

**Plants**

Only indigenous plants can be planted in the school grounds. Please obtain permission before setting out plants and be careful not to damage our irrigation system. We encourage native perennials to be planted where there are irrigation outlets without plants. Potted plants are permitted.

**Public Areas/Hallways/Grounds**

Please clean up after yourself in the public areas, hallways, and grounds. If you spill something, wipe it up. Nothing is to be stored in the public areas, hallways, and grounds.

**Rent**

The management has a strict "No Cash" policy for payment of rent. All rent must be paid using checks, Cashier's check or money order. Rent is due and payable on the first day of each month and is considered to be delinquent if not paid by the first. Notices of Nonpayment of Rent will be given to delinquent Residents on the 5th day of each month after 5:00 pm. Late charges of 10% of rent can be charged after the 5th.

You may pay online at [www.clickpay.com/jlgray](http://www.clickpay.com/jlgray)

#### **Soliciting**

Solicitation is not permitted. Residents should report any solicitors directly to the manager.

#### **Ladders**

No one is to use ladders or any other means to get into their apartment (other than using the door).

#### **Plumbing**

The resident will pay for the cost of all plumbing stoppages that occur inside the apartment that are the result of resident's misuse or negligence. The owner will pay for those that occur outside.

#### **Intentional Damages**

If anyone is caught destroying or damaging any of the property (this includes playground equipment, fences, landscaping, etc.) they will be charged for the damages. If this problem continues, they will be given a notice terminating their Rental Agreement.

#### **Tenant Privacy**

It is your responsibility to tell your relatives and friends what apartment number you live in. We do not give out information about our residents except for written statements from government agencies. This is for your protection. We also ask that you do not give out information about any of your fellow residents.

#### **Insurance**

The owner provides no insurance for the contents of the apartments such as furniture, clothes, valuables, etc. Residents are encouraged to buy 'renters insurance' to protect these items.

#### **Smoking**

There is no smoking inside the units. Smoking is prohibited outside, at least 20 feet from all doors, windows, and vents.

#### **Storage**

Cleaning fluids, gasoline, fireworks or other flammable products are prohibited from storage in the unit or storage areas.

#### **Reasonable Accommodation**

In accordance with the Fair Housing Act if you require a reasonable accommodation, please request one. A reasonable accommodation request can be made orally or in writing. If a request is made orally, the Site Manager will assist in completing the form which will prevent misunderstandings and will

acknowledge receipt of the request and the date the request was made. Also, a resident/applicant with a disability need not personally make the reasonable accommodation. The request can be made by a family member or someone else who is acting on their behalf. The form will be sent to the Asset Manager for approval. Any request for reasonable accommodation that is denied for any reason must be signed by an officer of the company.

### **Windows – Main Building Hallways**

In the Main Building some windows are original and historic wood on south wing; metal on north wing. All hall windows are to remain closed, unless management receives a written request signed by all residents of that hall asking that windows be left open and specifying under what conditions. Management does not want windows and exterior doors open during monsoon storms or other wind events. The memo must state who will be responsible for closing the windows when there is a chance of wind or that rain will enter the building, possibly damage windows and result in water entering the building. If there is disagreement among hall residents, the windows stay closed.

### **Window Coverings**

Insulated Window Blinds are provided and you must maintain them properly. To open and close the blinds, pull the string to the left until it is about a 45-degree angle, tug gently and the blinds will be released, then gently raise or lower them. Return the string to the right to hold in place.

The blinds cost over \$200 each to replace and \$2 per square foot to clean. Please take care of your blinds or you will be billed.

You may install drapes if you choose, but please install them carefully, or complete a maintenance request for assistance.

Existing window coverings (drapes, blinds) must not be removed. Paper, foil or other window coverings are not permitted.

**I, \_\_\_\_\_ (the undersigned), fully understand and agree to follow the rules and regulations covered above. I understand that failure to follow these rules may result in the termination of my Rental Agreement at this apartment complex.**

**Signature of Resident \_\_\_\_\_ Date \_\_\_\_\_**

**Signature of Co-Resident \_\_\_\_\_ Date \_\_\_\_\_**

**Other Members of the Household:**

- 1. \_\_\_\_\_ 2. \_\_\_\_\_
- 3. \_\_\_\_\_ 4. \_\_\_\_\_
- 5. \_\_\_\_\_ 6. \_\_\_\_\_

**Ajo Information**

**Telephones/Television** The local phone company provides landline service. Phone 520-387- 5600. Simple local service can be obtained for a discount for Curley residents.

The local cell phone dealer is Radio Shack. Phone 520-387-5115. Not all cell phone services work well in Ajo. Check around before you purchase. Verizon Wireless has the strongest signal in the Ajo Area.

The free Ajo phonebook is a valuable resource even if you don't have a landline. Copies are available in the Ajo Copper News office at 10 W. Pajaro St. just north of the Plaza.

Television is available through cable or satellite. Satellite service does not work in apartments facing only north. Contact these companies directly for service.

**Ajo Improvement Company** is the local electric company. Hours open are limited to the morning; call for information 520-387-2000.

**Ajo Information** The best source of information on what is going on in Ajo is the Ajo Copper News. There's no better source of up-to-date information on all events, changes in hours of organizations, businesses and offices, when the vet will be in town, and so on. The Ajo Chamber of Commerce Visitor Center has information on Ajo and the region. It is located in former Depot in the Ajo Plaza.

**Ajo Map** The back of the Ajo Copper News telephone book has maps, and the phone book is free at Ajo Copper News. The Ajo Copper News also gives away copies of the Ajo map, much enlarged and on newsprint.

**Department of Motor Vehicles** The Arizona Department of Motor Vehicles has offices in Phoenix, Tucson, and Casa Grande. There is an office in Gila Bend that handles automobile registration only – no driver licenses.

**Food Bank Curley School** residents are eligible for food bank services. They must register with proof of address.

**Foods** The Ajo Center for Sustainable Agriculture has a Farmers Market every 2nd and 4th Saturday in Ajo Plaza offering a variety of locally grown vegetables, eggs, baked goods, etc.

**ISDA** (International Sonoran Desert Alliance) ISDA operates many programs and festivals for Ajo residents. These include desert and environmental education, business development, and GED programs. Contact ISDA for more information at [www.isdanet.org](http://www.isdanet.org). Programs are announced in the Ajo Copper News.

**Medical/Dental** Care Desert Senita Community Health Clinic has many medical services, including Pharmacy and dental services. Curley residents may be eligible for AHCCCS, which is Arizona's Medicaid program; apply at the Department of Economic Security (DES) in the North Plaza.

**Transportation** Ajo has remarkably inexpensive and responsive public transportation. Ajo Transportation picks up and delivers customers much as taxicabs would, but for a minimal cost. The company also has daily trips to Phoenix and Tucson and points between. These routes are on rigid schedule. For information and pickups, call 387-6467 or 387-6559.

**Sonoran Desert Conference Center** ISDA operates a conference center behind the Curley School. You might rent space to offer classes or to have your guests stay here. It has five classrooms, 21 motel type rooms (for long term or short term rentals) and a full community kitchen. Contact ISDA to lease.

**Manual Arts Building** The Manual Arts Building is a shared work studio for ceramics, pottery, woodworking, and welding. Contact ISDA to use.

## APPENDICES

<http://www.nps.gov/orpi/index.htm>

**Organ Pipe National Monument, Milepost 72 on Highway 85 south of Why.**

<http://www.fws.gov/southwest/refuges/arizona/cabeza.html>

**Cabeza Prieta National Wildlife Refuge, 1611 N. 2nd Avenue, Ajo Phone 387-6483.**

<http://www.isdanet.org>

**International Sonoran Desert Alliance, 38 N. Plaza St, 520-387-3570**

<http://www.isdanet.org>

**ISDA Learning Center, 401 W. Esperanza Ave, 520-387-6823**

<http://www.sonorancc.com>

**Sonoran Desert Inn & Conference Center, 55 S. Orilla Ave, 520-373-0804**

<http://www.curleyschool.com/>

**Curley School Artisan Apartments, 201 W. Esperanza Ave, 520-387-8988/520-999-1567**

**Curley School Gallery, 201 W. Esperanza #1, 928-304-5562**

<http://www.tucsonpimaartscouncil.org>

**Tucson Pima Arts Council**

<http://www.ajochamber.com/>

**Ajo Chamber of Commerce**

<http://www.ajoschools.org>

**Ajo Unified School District, 111 N. Well Rd, 520-387-5618**

<http://www.pimasheriff.org>

**Pima County Sheriff's Department, 1249 N. Well Rd, 520-387-8511**

<http://www.pima.gov>

**Pima County Parks & Recreation, 290 W. 5<sup>th</sup> St, 520-387-6641**

<http://www.pcoa.org>

**Pima Council on Aging, 520-790-7262**