



# Community

- GUIDELINES -



# Community Guidelines & Policies

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These Community Guidelines & Policies have been designed to familiarize you with your home and surrounding community, to help you understand your responsibilities as a resident, and to explain what you can expect from our staff. Please read through the Guidelines carefully and reference them when you need information on a particular policy or procedure.

We are committed to ensuring every resident enjoys an exceptional living experience here in our community—this starts with cooperation, consideration and understanding by all parties, including you, your neighbors and every member of our team.

If you have any questions about these Guidelines or cannot find the information you need covered here, don't hesitate to contact our team in the Community Management Office for assistance.

Sincerely,

West Point Family Homes

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# GENERAL INFORMATION

## AFFILIATION & PRIVATIZATION

The military family housing located at, or supporting, the installation ('Installation') where your home is located is owned by the Landlord and is maintained and operated in partnership with the military. The Landlord's property manager, Balfour Beatty Military Housing Management LLC, manages the family housing.

The Landlord is proud to take care of military family housing needs at the Installation for qualified residents ('Resident(s)').

## CHANGES IN POLICY

From time to time, it may be necessary to change or adopt new guidelines or policies, or otherwise revise these Community Guidelines & Policies ('Community Guidelines'). The Landlord will send a 30-day notice (mail, email or text message) notifying Residents of such changes. Residents and their family members/occupants and guests will comply with all such changes to these Community Guidelines.

## COMMUNITY MANAGEMENT

The Landlord, through its property manager, Balfour Beatty Military Housing Management LLC, operates a Community Management Office at the Installation/housing site. In most cases, a Community Manager is responsible for overseeing the Community Management Office and represents the interests of the Landlord. Resident Specialists working for the Community Manager provide general assistance to Residents and help resolve issues for Residents as needed. The Community Management Office maintains the community website, Resident Portal, social media and email channels to provide housing information to all Residents including, but not limited to, community events, seasonal tips and reminders and service schedule updates such as trash removal, landscaping and preventive maintenance.

The Maintenance Office assists with maintenance of the housing units, as well as landscaping and most common areas in the housing community. The Facility Manager directs Maintenance Supervisors/Technicians to assess and perform necessary work/repairs. See the Maintenance section of these Community Guidelines for more information.

WEST POINT FAMILY HOMES COMMUNITY MANAGEMENT OFFICE

126 Washington Road, West Point, NY 10996

845.446.6407

Office Hours:

- Monday, Tuesday, Thursday, Friday: 8AM to 5PM
- Wednesday: 8AM to 7PM
- Saturday: 10AM to 4PM

WEST POINT FAMILY HOMES MAINTENANCE OFFICE

733 Garrard Road, West Point NY 10996

845.446.3570

Office Hours:

- Monday, Tuesday, Thursday, Friday: 8AM to 5PM
- Wednesday: 8AM to 7PM
- Saturday: 10AM to 4PM

Important Phone Numbers

Information regarding important phone numbers/contacts within your community can be found on the Resident Portal.

# RENTAL POLICIES

## ABSENCE FROM PREMISES

Any time the leased premises ('Premises') is going to be vacant for a period of three (3) days or longer for any reason, Resident must notify the Community Management Office prior to the vacancy. In the notice, Resident will provide the Community Management Office with the name(s) and phone number(s) of a responsible party(s) that Resident will assign to look after the Premises.

If Resident is absent from the Premises for more than fourteen (14) days without notification to Community Management, the Premises may be deemed abandoned in accordance with the terms of the Resident Responsibility Agreement/Lease and the Move-Out Procedures outlined herein.

The Landlord will not be responsible for any damages to the Premises resulting from the Resident's absence due to the Resident's or Resident representative's negligence or recklessness. In addition, the Resident must take the following actions prior to leaving the Premises:

- During the cooling season, raise thermostat setting to 80° Fahrenheit
- During the heating season, lower thermostat setting to 60° Fahrenheit. Additionally, if required, install a Winter Watchman to protect the home from freezing.
- Lock all doors and windows.
- Lower, but do not completely close, blinds, shades or curtains.
- Place timers on a few lights and radio.
- Stop/suspend delivery of mail, newspapers, and other routine deliveries.
- Arrange to have any fenced areas mowed. Residents are responsible for the cost of any required yard maintenance in the fenced area that must be completed by the CMO.
- Arrange for any items in the yard to be moved/removed so that the grass may be mowed.
- If absent for longer than 30 days, arrange for rent to be paid in a timely manner.

## CABLE TV, INTERNET & TELEPHONE

It is the Resident's responsibility to arrange for any desired cable TV, Internet or phone services. Contact information for such service providers is located in the reference section at the end of these Community Guidelines. If drilling or other modifications to the home are required to install these services, the Resident must submit a Request for Alterations form to Community Management and obtain their approval prior to any work being performed.

Information regarding the community's phone service is provided at move-in. The Resident is responsible for all costs related to phone service except for maintenance of the telephone line supplied by the Landlord. Phone service issues related to the Resident's phone equipment, and not the phone line, will be the Resident's responsibility.



Additional phone or cable outlets and/or lines are allowed at the Resident's expense. The Resident is limited to one (1) additional hookup installed per room with prior written approval. The Resident will not be responsible for removing the additional hook-ups or be subject to an additional charge at move-out if prior approval is obtained from the Community Management Office.

## COMMUNITY POLICIES ENFORCEMENT

By signing the Resident Responsibility Agreement/Lease, Residents agree to abide by its terms and to be responsible for compliance by all occupants and guests, to include the provisions in these Community Guidelines. Residents, all occupants and guests are also required to comply with all applicable laws, regulations, policy letters and the Installation Commander's orders.

If there are any conflicts between the Resident Responsibility Agreement/Lease and these Community Guidelines, the Resident Responsibility Agreement/Lease (as amended by any addenda) will prevail and take precedence.

Residents, occupants and guests are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Installation Command authorities may also deny or limit access to the Installation. These violations may also be considered a breach of the Resident Responsibility Agreement/Lease, resulting in its termination.

### Notice of Violations

Community Management may issue notices (written, email or text message) for violations of obligations under the Resident Responsibility Agreement/Lease or these Community Guidelines. For more serious violations, a termination of the Resident Responsibility Agreement/Lease may occur without previously issuing notices of violations. Serious violations will be reported to the Military Housing Office, Installation Commander and/or active duty military Resident's chain of command.

The Community Manager may likewise choose to issue notices and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

Community policies are generally enforced as follows:

- 1. Discrepancy Notice** will be issued for minor violations such as failing to mow back yard or place trash in proper areas, parking violations, etc. These types of violations require correction within two (2) business days of receipt of the notice. Failure to do so will result in a formal Letter of Caution.

2. **Letter of Caution** will be issued for the first instance of a major violation such as disturbing neighbors, damaging property, etc. and for failure to comply with a Discrepancy Notice. The Resident will have two (2) business days from receipt of letter to correct the violation. Should the Resident fail to correct the violation within two (2) business days, a Letter of Warning will be issued. Letters of Caution are reported to the Military Housing Office and Chain of Command.
3. **Letter of Warning** will be issued for the second instance of a violation of any nature and for failure to comply with a Letter of Caution. The Resident will have two (2) business days from receipt of letter to correct the violation. Should the Resident fail to correct the violation within two (2) business days, a Letter of Termination may be issued to the Resident. Letters of Warning are reported to the Military Housing Office and Chain of Command.
4. **Letter of Termination** of Resident Responsibility Agreement/Lease will be issued for a Resident's third offense of any nature and for failure to comply with a Letter of Warning. Resident will have thirty (30) days from receipt of letter to vacate the Premises at Resident's expense. Letters of Termination are reported to the Military Housing Office and Chain of Command.

Based on the nature of the incident and any other documentation contained within the Resident's file, the Community Manager will determine the appropriate enforcement notice or letter to issue.

Blatant disregard for the guidelines, community policies or Installation regulations by any Resident, regardless of the number of warnings previously received, is grounds for the termination of the Resident Responsibility Agreement/Lease.

Should a Resident wish to appeal any of the above policy enforcement notices, the conflict resolution process outlined herein may be utilized.

## CONFLICT RESOLUTION

In the event of a dispute over terms in your Resident Responsibility Agreement/Lease or community policy enforcement, Residents may request a review by the local Community Management Office/Community Manager. Such requests should be made in writing and may be submitted in accordance with the 3-Step Issue Resolution Process described on the Resident Portal. The Community Management Office/Community Manager will review the situation and make every attempt to respond within twenty-four (24) business hours. The Community Management Office/Community Manager also will notify the Military Housing Office of the matter.

If the Resident is not satisfied with the outcome of the decision from the Community Management Office/Community Manager, then the Resident may contact the Property Manager's corporate management team by calling the BBC Cares help line at 877.253.6988.

If the Resident is not satisfied with the outcome of the decision from the Property Manager's corporate management team, then the Resident should contact the local Military Housing Office to pursue an informal dispute resolution process as prescribed and administered by such local Military Housing Office.

If the Resident is still not satisfied with the outcome of the decision by the local Military Housing Office, then the Resident may pursue the formal dispute resolution process as described in more detail on the Resident Portal or in the Resident Responsibility Agreement/Lease.

## EXCEPTIONS TO OCCUPANCY POLICY

Under the following circumstances, Residents may request an exception to the occupancy policy for family members to remain in housing:

1. Resident has Unaccompanied Permanent Change of Station (PCS) orders.
2. Resident has Overseas Accompanied PCS orders.
3. Resident has PCS orders with Temporary Additional Duty (TDY).
4. Death of Active Duty Resident. In the event an Active Duty Resident dies, thirty (30) days prior notice is not required.

To request an exception, submit a Request for Exception to Policy form to the Community Manager at least thirty (30) days prior to the detachment. Approval is contingent upon the Resident signing a new Resident Responsibility Agreement/Lease and/or Addendum detailing the conditions of the policy exception and providing the name of the designated family sponsor for this period. Additionally, the service member's Chain of Command must concur with the request for retention of housing.

Requests from Residents who have had incidents involving misconduct either by themselves, their family members or guests, or have received previous notices for violations, will not be approved.

If at any time during the Resident's absence the family wishes to leave housing, the Community Management Office must be notified at least thirty (30) days in advance.

## MOVE-IN PROCEDURE

Once a home has been assigned, the Resident will be given a confirmation letter indicating the house location and the move-in date. This information can be provided to the Transportation Office and the move can be scheduled.

On the move-in date, a Resident Specialist from the Community Management Office will give the Resident an orientation to the Premises and the community; provide instructions on the operation of appliances, thermostats, circuit breaker/fuse boxes, smoke alarms, range hood fire suppression systems (if available), and water shut-off valves; and discuss the Resident's yard maintenance responsibilities.

The move-in orientation will also consist of an explanation of the terms of the Resident Responsibility Agreement/Lease, instructions on placing a service request and utilizing the Resident Portal, as well as an overview of these Community Guidelines. The Resident and the Resident Specialist will visit the Premises together and go over the Move-In Inspection/Property Condition Report. Any existing damage to the Premises will be noted on the Move-In Inspection/Property Condition Report at time of move-in. The Resident may also notify the Community Management Office after move-in regarding any items that may need to be added to the Move-In Inspection/Property Condition Report within the time frame required in the Resident Responsibility Agreement/Lease (where no timeframe is indicated, then within forty-eight (48) hours after move-in).

## MOVE-OUT PROCEDURE

Unless otherwise stated in the lease agreement, move-out will take place under the following conditions:

1. Resident retirement or separation.
2. Resident Permanent Change of Station (PCS).
3. As directed by the Installation Commander.
4. Resident becomes ineligible to remain in housing. The Premises will be vacated within a thirty (30) day period.
5. Resident requests to vacate housing and move, provided their initial Resident Responsibility Agreement/Lease term has been fulfilled and they have given thirty (30) days written notice to the Community Management Office.
6. If the Resident requests to vacate housing prior to the expiration of their initial Resident Responsibility Agreement/Lease term, the Resident will provide thirty (30) days' notice, remit rental payments through that thirty (30) day notice period and pay a fee equal to thirty (30) days BAH to cover Landlord's costs to re-let the home.
7. Resident becomes eligible for a home in a different Housing Category due to a change in their military status or in the size of their family. In those cases, the Resident may submit a Transfer Request form for appropriate housing in accordance with assignment policies. The move will take place at the Resident's expense.

If a thirty (30) day notice cannot be fulfilled, the Resident is still monetarily responsible for payment of BAH through the thirtieth (30<sup>th</sup>) day as an Improper Notice Fee.

### **Move-Out Inspections**

Unless otherwise stated in your lease agreement, a minimum of thirty (30) days written notice of intent to vacate should be provided to the Community Management Office.

Upon receipt of the above information, Community Management will provide the Resident with move-out guidelines outlining all steps in the move-out process, including cleaning requirements. The Resident must have the Premises ready to meet the inspection standards at the time of move-out. In the event the Resident elects to have the Premises cleaned by a third-party service, the company must be approved by the Community Management Office.

A Pre-Move-Out Inspection appointment, may be requested by the Resident and scheduled within five (5) days of the Resident's notice to vacate in order to review the condition of the Premises and assist the Resident in preparing for the Final Move-Out Inspection. During this review, the Resident should discuss any concerns about anticipated damage charges or other assessments (if any), the overall inspection process, and any other questions in preparation for the Final Move-Out Inspection.

Damages/deficiencies not remedied by the Resident will be remedied by the Landlord and associated costs will be the responsibility of the Resident. Alterations made to the Premises, unless previously authorized in writing by the Landlord or its property manager to remain in place, must be restored to the original condition. The Resident will be required to pay for damages that are not corrected.

Unless otherwise stated in the Resident Responsibility Agreement/Lease, (i) at move-out the Community Management Office and the Resident, or a Resident-appointed representative, will attend a Final Move-Out Inspection and jointly assess the condition of the Premises, sign the Move-in/Move-Out Property Condition Report and return all keys and other access devices to the Community Management Office; (ii) the Community Management Office will assist the Resident in completing any paperwork associated with move-out, including a Final Disposition; and (iii) all balances owed on the Final Disposition must be paid in full at move-out via the Resident Portal using ACH, credit card, debit card or certified funds.

### **Move-Out Damages**

Unless otherwise stated in the Resident Responsibility Agreement/Lease, (i) the Move-Out Inspection will be conducted by the Community Management Office on the date of move-out; and (ii) charges will be assessed for any damaged items that are not listed on the Move-In Inspection form and are not the result of normal wear and tear. Carpet damage due to animals, burns or other permanent stains may require replacement of carpet, padding, and/or subflooring

on a whole room basis. The estimated cost for repair of damages will be provided. Damages must be paid in full online via the Resident Portal by ACH, credit card, debit card or certified funds at move-out.

### **Abandonment**

If the Community Manager is informed of or discovers a Premises that has been abandoned by the Resident, the Community Manager will contact the Military Housing Office and Chain of Command to request a determination of the status of the Resident. If it is determined that the Premises is abandoned, the Community Manager will take appropriate action in accordance with the Resident Responsibility Agreement/Lease and applicable law. The Community Manager will contract for cleaning and maintenance of the Premises in order to return it to service. The abandoning Resident will be charged for the cleaning services, any unpaid rent and damages to the Premises over and above normal wear and tear. The Resident will also be assessed a termination fee. The Community Manager will seek reimbursement through normal collection procedures which commence with demand letters and may escalate to placing the account with a collection agency.

## **OCCUPANCY LIMITS**

Occupancy is limited to the Residents and occupants identified on the Resident Responsibility Agreement/Lease and shall not exceed two (2) persons per bedroom.

Residents are not permitted to sublet homes.

## **RENTAL PAYMENT BY BAH**

Except as otherwise set forth in the Resident Responsibility Agreement/Lease, Residents who receive a Basic Allowance for Housing (BAH) will release their BAH to the Landlord. If both husband and wife in one home are Active Duty Residents, only the senior member or the member drawing BAH with dependent rate (whichever is higher), will release their BAH to the Landlord.

Pursuant to the Resident Responsibility Agreement/Lease, the Resident agrees to execute the necessary documents to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to the Landlord, and also agrees to take no action to terminate such automatic payments without making arrangements with the Landlord. Paying through automatic allotment (DFAS) requires no security deposit. Rent will continue to equal BAH as adjustments are made to the Resident's BAH for periodic increases/decreases or for promotions/demotions.

## **BAH Changes**

When the Resident's BAH rate changes, at any time for any reason, the Resident must notify the Landlord within thirty (30) days of the change and complete any necessary documentation. The Resident will be responsible for the payment of rent at the changed rate from the effective day of any change and payable when received by the Resident. The Resident agrees that the foregoing constitutes effective notice from the Landlord of the change in the amount of the monthly rent, which will take effect upon any increase in the Resident's applicable BAH. Failure to notify the Landlord of an increase in the BAH does not alleviate the Resident's responsibility for payment of the changed rent and may result in late fees being assessed.

## **Change in Rank or Family Composition**

When the Resident's military rank or family composition changes, (e.g., increase or decrease in dependents or change in marital status), the Resident must notify the Community Management Office within ten (10) business days of the change.

In the case of a change in family composition, the Resident may move into a larger home when available and upon the Military Housing Office's confirmation of the Resident's eligibility for a larger home. Once a larger home becomes available, the Resident will be responsible for all costs associated with the move.

In the case of an increase in military rank that allows for a larger home or change in neighborhood, the Resident may move to a different home or neighborhood upon confirmation that the Resident has been promoted. Once a larger home becomes available, the Resident will be responsible for all costs associated with the move.

## **RENTERS INSURANCE**

The Landlord does not provide renters insurance for Residents. To the extent required by the Resident Responsibility Agreement/Lease, Residents may be required to obtain liability insurance for any potential damage to the Premises from incidents such as a fire resulting from cooking, candles or personal equipment. The liability insurance also covers injuries to others while on your Premises, such as tripping over a toy, as well as any injuries caused by a family pet such as bites. The Landlord also strongly recommends that Residents obtain adequate insurance coverage for their personal property in the event of possible damage or loss, including items such as furniture, electronics, clothing, jewelry, toys and recreational equipment.

Residents are responsible for filing claims and any deductibles related to personal property or liability.

## RIGHT OF ENTRY

The Landlord, property manager and their employees, agents and/or contractors have immediate right of entry to the Premises if emergency conditions are presumed to exist. Such emergency conditions include, but are not limited to, the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. The Resident will be notified as soon as possible after an emergency entry, explaining the need for the entry and the corrective action taken.

The Landlord, property manager and their employees, agents and/or contractors also may enter for the following purposes or as otherwise provided in the Resident Responsibility Agreement/Lease: (1) abandonment of the Premises, (2) to make inspections, repairs, alterations or improvements, (3) to test smoke and carbon monoxide detectors, and/or to install, test, repair or perform maintenance on fire suppression or water detection systems, (4) to exhibit the Premises to prospective or actual purchasers, mortgagees, tenants, workers or contractors, (5) with prior notification to Resident, to perform a periodic safety and maintenance review of the Premises not more than once every ninety (90) calendar days, and (6) to respond to any complaints regarding the Premises or any Resident, occupant, guest, invitee or animal housed by the Resident.

Except in cases of emergency, Landlord will provide the Resident with at least 24 hours prior written notice (by email or text) of Landlord's intent to enter, and entry will occur during normal business hours, or at any other time as agreed upon by the Resident. The Resident may be present during the Landlord's entry; however, entry is not conditioned upon the Resident's presence.

## TERMINATION OF RESIDENT RESPONSIBILITY AGREEMENT/LEASE BY LANDLORD

**In severe cases, the Landlord will have the right to terminate the Resident Responsibility Agreement/Lease and issue a notice to the Resident.**

In egregious cases, or due to serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs that is contrary to the safety and welfare of others, the Resident's actions may result in an immediate termination of the Resident Responsibility Agreement/Lease. Examples of severe violations, which are contrary to the safety, health and welfare of other Residents, include but are not limited to domestic disturbances, felony convictions, spouse or child abuse and destruction of property.

If the violation is of a severe nature that constitutes a threat to the safety and/or welfare of the Resident or the community, the Letter of Caution will be bypassed and a Letter of Warning will be immediately issued. In the event of a second violation related to the warning, Community Management will issue a Letter of Termination of the Resident Responsibility Agreement/Lease.



In the event a Resident is barred from the Installation by Command, the Landlord may initiate eviction proceedings.

## USE & RESIDENCY

Only the Residents and permitted occupants listed on the Resident Responsibility Agreement/Lease shall personally use and occupy the Premises and will do so solely as a private dwelling. The Resident agrees that the number of occupants will not exceed the number and names shown on the Resident Responsibility Agreement/Lease. The Resident must notify the Community Management Office as soon as reasonably possible if the Resident's military pay grade changes or the Resident's family composition changes in size due to an event such as the birth or adoption of a child or the addition of a government-recognized dependent. The Community Management Office will update their records to reflect the correct family size. If an individual not listed on the Resident Responsibility Agreement/Lease must reside in the home, a Guest Request form must be submitted to the Community Management Office. An approved Guest Request does not permit the Resident an additional bedroom.

In the event any person using or visiting the Premises suffers a fall or other injury, the Resident shall report the incident to the Community Manager and include the date, time, place and conditions of such occurrence and the names of all persons who witnessed the same. This report shall be provided no later than the next business day after the event has occurred.

# MAINTENANCE INFORMATION

## DAMAGES

The Resident will be charged for the cost of repairs, including labor and material(s), for any damage to the Premises, including lawn areas, garage, carport and/or driveway and walkways, caused by the abuse or negligence of the Resident and/or family members, occupants, pets or guests. Payment is due prior to work completion unless the work must be completed immediately for safety reasons. Payment must be made within thirty (30) days of the date of the repair. If an incident occurs due to theft, a copy of the police report should be submitted to the Community Management Office.

## ENERGY & WATER CONSERVATION

It is everyone's responsibility to be smart stewards of both our energy and water resources. Residents are encouraged to be mindful of their energy and water use and practice smart conservation habits that eliminate waste. Following are some helpful tips and suggestions:

### Dishwasher

- Only run the dishwasher when it is full and use the energy-saver setting
- Allow dishes to air dry
- If you wash dishes by hand, fill the sink with water instead of letting the water run

### Air Conditioning and Heating

- Set thermostats at a comfortable setting for cooling the home, but not below 70 degrees
- Thermostats should always be set to 'Auto' to ensure optimum performance
- Keep doors and windows closed whenever air conditioning or heat is operating
- If the home will be vacant for an extended period (weekends, holidays or vacations) during the heating season, set the thermostat to the lowest setting, but not lower than 60 degrees to prevent water lines from freezing
- If the home will be vacant for an extended period (weekends, holidays or vacations) during the air conditioning season, set the thermostat to 80 degrees
- Use fans and open windows on mild days to create a comfortable cross draft and reduce air conditioning use
- Keep vents open and free from obstruction to ensure optimal performance
- Check HVAC air filters regularly. Routine filter replacement will be scheduled by Maintenance, however if the Resident would like to replace it more frequently, contact Maintenance for assistance.

## Laundry

- Wash full loads and use the cold water setting
- Dry full loads and clean lint filter after each load
- Most items only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out clothes faster

## Lighting

- Replace incandescent light bulbs with energy efficient LED or CFL bulbs
- Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas
- Turn off lights when leaving a room

## Refrigerator

- Keep refrigerator doors open only long enough to obtain desired food items
- Organize food on the shelves for easy access
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines.
- Moderately full refrigerators operate more efficiently. Overloaded refrigerators operate poorly.

## Stove

- Defrost food in the microwave
- Cover pots to shorten cooking time
- Keep oven and stove top free of grease and baked-on residue

## Water

- Observe toilets for any leaks. If toilet is constantly running, submit a Work Order for repair.
- Make sure faucets are shut off properly
- Always use a flow controlling nozzle/spray head device on outdoor hoses
- Do not remove or replace devices that have been installed to conserve water such as faucet aerators and low-flow showerheads
- Limit showers to about 5 minutes

The Installation may declare mandatory water use restrictions regarding the irrigation of yards, including restrictions to certain days of the week, times of day and/or duration of irrigation. These restrictions can vary seasonally. In the event of a water emergency, more stringent restrictions may be imposed. Residents should consult the Installation's website and other information channels for details.

## GENERAL MAINTENANCE

### Smoke Detectors and Carbon Monoxide Detectors

The Resident is required to test both smoke detectors and carbon monoxide detectors on a regular basis. If a detector is not operational, batteries should be checked and replaced promptly and/or the Resident should contact Maintenance to request assistance. The Resident is not to tamper with, adjust or disconnect smoke detectors or carbon monoxide detectors as these violations are considered a material breach of the Resident Responsibility Agreement/Lease.

### Plumbing

Toilets and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. Take steps to prevent plumbing and sewer lines from getting clogged. Never flush objects such as diapers, toys, feminine hygiene products, disposable and/or flushable wipes, etc., down the toilet. Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. Contact Maintenance regarding the issues which will be classified as an emergency, urgent or routine work order based on the current condition, and the repair will be scheduled accordingly. Keep a plunger on hand for use on simple toilet clogs.

### Light Bulbs

Homes are equipped with light bulbs at move-in. After move-in, Maintenance will replace specialty bulbs only (appliance, CFL, fluorescent, etc.) when notified by the Resident. The Resident is responsible to replace all other standard burned out light bulbs with a like type/color bulb. Please report burned out bulbs observed in common areas, walkways, walking paths, halls or exterior community locations to Maintenance.

### Central Air Conditioning

In those homes equipped with central air conditioning, the thermostat should not be set below 65 degrees as it may damage the HVAC system and/or introduce increased levels of humidity in the home. Thermostat fans should always be set to Auto. If your thermostat is not working correctly or you need more detailed operating instructions, please contact Maintenance.

### HVAC Filters

The HVAC system will be equipped with new air filter(s) at move-in. These filter(s) will be changed during Preventive Maintenance visits to ensure optimal HVAC system performance. If you would like your filter changed prior to the scheduled change during Preventive Maintenance, feel free to contact Maintenance.

## LOCKS, KEYS & LOCK-OUTS

Only the Residents listed on the Resident Responsibility Agreement/Lease will be issued keys to the Premises.

Residents can request permission to alter existing locks or install additional locks by submitting a Request for Alterations form to Community Management. If approved, the replacement lock must be from the same manufacturer as the existing lock and the Community Management Office must receive a copy of the new key.

Residents should immediately notify Maintenance if any keys are lost. If this occurs, the lock(s) will be changed, and the Resident will be assessed a \$50 replacement fee.

If the Resident requests assistance unlocking the door to a home, the following charges will be incurred:

- |  |           |
|--|-----------|
| • First lockout during regular business hours  | No Charge |
| • Second lockout during regular business hours | \$25.00   |
| • All after hours and weekend lockouts         | \$50.00   |

A Resident listed on the Resident Responsibility Agreement/Lease must be present at the time the door is unlocked and show proper identification.

## MAINTENANCE WORK ORDER TYPES & RESPONSE

The Landlord is generally responsible for the maintenance of the Premises, subject to certain responsibilities of the Resident, as set forth in more detail in the Resident Responsibility Agreement/Lease.

All Routine work orders should be submitted via the Resident Portal. A work order number will be assigned once received, allowing the Resident to track work order progress through the Resident Portal. All work orders are reviewed, assigned a priority, and scheduled for service accordingly.

In the event of an emergency, the Resident should call the Maintenance number immediately. The service representative will take the necessary information, enter the work order and provide the Resident with a work order number and approximate time when Maintenance will respond.

Residents can track work order status and review all associated information through the Resident Portal. Work orders are assigned a priority code to determine the appropriate target response time (see table below for examples).

Maintenance and/or contracted vendors will only enter the home if an Authorization to Enter form has been signed or with the Resident or other authorized representative present.

Maintenance and/or contracted vendors will not enter a home if only an unaccompanied minor (under age 18) is present or pets in the home are not secured.

Crews will accomplish all work professionally and courteously, while taking care to prevent damage to the Resident's personal property. The work area will be thoroughly cleaned after work is completed.

<p><b>Emergency – CALL MAINTENANCE OFFICE TO REPORT</b> Target response time within 1 hour (situation will be evaluated and responded to within 1 hour).</p>	
<ul style="list-style-type: none"> <li>• Arcing or sparking of appliance</li> <li>• Exterior door not able to be secured, jammed or inoperative</li> <li>• No power to the home, electrical short, arcing or sparking of outlets, switches, fixtures or installed HVAC equipment</li> <li>• Active fire/smoke/CO detector alarms – call 911 first and then the Maintenance Office</li> <li>• Detection of natural gas odor or leak – call 911 first and then the Maintenance Office</li> <li>• Roof leak with water actively entering home and/or water entering home from a storm</li> </ul>	<ul style="list-style-type: none"> <li>• Broken glass/window that is a safety/security hazard</li> <li>• No operable toilet in home, broken pipes, overflowing drains, no water to home, frozen water line, no hot water, sewage back-up</li> <li>• Ruptured primary water supply actively flowing in the unit, yard or street</li> <li>• Wild animal removal from home (not in wall or ceiling)</li> </ul>
<p><b>Urgent – CALL MAINTENANCE OFFICE TO REPORT</b> Target response time within 4 hours.</p>	
<ul style="list-style-type: none"> <li>• All outlets or switches in a room not working</li> <li>• Item hanging from or near home that could fall and cause injury (gutters, siding, fascia, tree branch)</li> <li>• Refrigerator or freezer not working</li> <li>• Oven or all stove burners not working</li> <li>• Leaking dishwasher</li> <li>• Leaking refrigerator</li> <li>• Leaking pipes, drains or faucets</li> </ul>	<ul style="list-style-type: none"> <li>• Resident locked out of the home</li> <li>• Chirping smoke or CO detector tested by Resident and found to not work</li> <li>• No air conditioning (when outside temperature above 80 degrees)</li> <li>• No heat (when outside temperature below 50 degrees)</li> <li>• Not enough or too much heat</li> <li>• Any visible signs of mold in the home</li> </ul>

## Routine – Use Resident Portal to report

Target response time to be scheduled with Resident.

- Dishwasher not working
- Stove burner not working
- Garbage disposal not working
- Dripping faucet
- Broken cabinet or countertop
- Flooring repair
- Woodwork, trim or drywall repair
- Concrete repair (sidewalk/driveway/steps/patio, etc.)
- Asphalt repair
- Window repair/replacement (crack in glass, damaged screen, not working, etc.)
- Window covering repair/replacement (blinds, shades, etc.)
- Light bulb replacement (specialty bulb or common area/not accessible to Resident)
- Garage door not working
- Storm/screen door repair/replacement
- Weather stripping repair/replacement
- Exterior/yard drainage problems
- Gutter/downspout repair/replacement
- Fencing repair
- Tree/shrub trimming
- Additional keys

## MAINTENANCE OFFICE

### WEST POINT FAMILY HOMES MAINTENANCE OFFICE

733 Garrard Road, West Point NY 10996

845.446.3570

Office Hours:

- Monday, Tuesday, Thursday, Friday: 8AM to 5PM
- Wednesday: 8AM to 7PM
- Saturday: 10AM to 4PM

## PREVENTIVE MAINTENANCE & HOME INSPECTIONS

Maintenance conducts a Preventive Maintenance program to maintain and assess the performance of a variety of home systems, including HVAC, appliances, smoke and carbon monoxide detectors. The Preventive Maintenance program includes Quarterly Semi-Annual and Annual inspections of the Premises.

Residents will be notified when Maintenance will be performing Preventative Maintenance inspections. If the Resident has provided authorization to enter, it is not necessary for anyone to be home for work to be performed. NOTE: The Resident will receive at least 24 to 48 hours' notice in advance of the Preventive Maintenance visit (or within such times as otherwise stated in the Resident Responsibility Agreement/Lease), therefore, the Resident may not refuse entry into the Premises by Maintenance and/or its vendors.

## SELF-HELP SUPPLIES

Complimentary supplies and equipment to assist Residents in maintaining the Premises are available at select locations. Residents can reference the Resident Portal or contact Self-Help or the Maintenance Office for a list of available items.

Residents checking-out equipment from the Self-Help store will be trained on its proper use and safe operation according to the manufacturer's recommendations.

The use of Self-Help supplies and equipment is at the risk of the Resident, occupants, and guests. The Landlord and its employees and agents are to be held harmless for any and all injuries, accidents, or losses suffered while using the Self-Help supplies and equipment, other than those that may result from the negligence or willful misconduct of the Landlord or its employees and agents. The Landlord does not make any warranties concerning the Self-Help supplies and equipment, and the Resident agrees representations have not been made regarding the safety, desirability or quality of Self-Help supplies and equipment. The Resident will be responsible for the cost of any repair or service on Self-Help supplies and equipment due to misuse by the Resident, occupants or guests. The Resident shall notify the Landlord of any malfunctioning Self-Help supplies or equipment.

WEST POINT FAMILY HOMES SELF-HELP  
733 Garrard Road, West Point NY 10996  
845.446.3570



# COMMUNITY POLICIES

## AIR CONDITIONERS

Resident-owned air conditioners are not permitted in homes that have centrally installed air conditioning systems or Landlord-provided units.

Where central air conditioning is not provided by the Landlord, Resident-owned air conditioners are permitted with prior written approval from the Community Management Office. Air conditioners must fit in sleeves and be located in windows designed to accommodate a window-style air conditioner. If a window is too large to accommodate a window-style air conditioner, the Resident must install plywood that is painted white to safely secure the unit. Crank-style windows cannot be used for window-style air conditioners. Resident-owned air conditioners are permitted during the months of May through September unless otherwise authorized by Community Management.

## APPLIANCES

All homes are fully equipped with standard appliances. Standard appliances may not be removed or replaced with privately-owned appliances. Standard appliances may not be moved in any way as to alter the current layout of the Premises. Residents may utilize an additional freezer, second refrigerator, etc., to accommodate their household needs where the appropriate power supply is available. Resident-owned appliances are not to be placed in carports, patios, porches or areas that do not have a locking entrance.

The Resident is not to perform any maintenance on appliances other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs. All appliance repair requests should be submitted through the Resident Portal unless they constitute an Emergency as indicated in Maintenance Work Order Types. Appliances listed below may not apply to every home.

### Dishwasher

During move-in, the Resident Specialist will provide instructions on proper operation of the dishwasher and point out any unique features. Following are some additional suggestions for the safe and efficient use of dishwashers:

- Only use dishwashing detergent designated specifically for dishwashers
- Remove food and debris from dishes before loading in dishwasher
- Arrange dishes so water can access and run off all items
- Remove paper labels before washing jars or cans
- Confirm glassware, dishes, pots and pans are dishwasher safe

- Hand wash delicate or hand-painted china, wood items, colored aluminum or cast-iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'

## Garbage Disposal

Garbage disposals are very handy but must be used with care as they are easily damaged. Resident will be responsible for any damage caused by improper use of the garbage disposal. To properly operate the garbage disposal, please note the following:

- Keep the drain stopper in when the disposal is not in use
- Remove the drain stopper, turn on the cold water, and keep it running while the disposal is operating to ensure waste is thoroughly flushed through the drain lines
- Turn on the wall switch to start the disposal and feed food waste directly into the disposal
- NEVER put your fingers, hand or any utensil into a running disposal
- Run the disposal until food grinding can no longer be heard
- Do not put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other hard or fibrous foods down the garbage disposal
- Never put chemical drain cleaners down the disposal, as serious corrosion and damage may result

If the garbage disposal is not operating correctly, prior to placing a work order in the Resident Portal, do the following:

- Determine what was recently processed in the disposal as this information will help Maintenance determine the problem
- Press the reset button on the bottom of the unit and try the switch again
  - Refer to the appliance manual or call Maintenance for instructions if the reset button cannot be located

## Refrigerator

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth and mild soap and warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving the unit, periodic vacuuming will help its efficiency.

Call Maintenance if the refrigerator is not cooling or freezing properly, or if any parts are broken. Please do these simple tests before calling Maintenance for service:

- If the light is not on, check to see if the power cord is plugged in and check the bulb

- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power
- Check the temperature control dial—it may be turned OFF. If the refrigerator still does not operate properly, call Maintenance.

Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month. Turn the temperature control to low during longer periods of absence. Placing an open box of baking soda or used coffee grounds in the refrigerator will help absorb odors. Be sure to discard perishables such as meat, milk and produce to maintain proper sanitation while away. **Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.**

### Stove, Oven and Microwave

The proper use and care of the stove, oven and microwave will not only save energy and reduce the need for repair, it will give better results in cooking and baking and help prevent serious injury or fire. Routine cleaning will also make preparing for the move-out inspection much easier. Here are a few suggestions that may help:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled. Ensure any replacement drip pans are the correct size for the stove.
- Clean the stovetop frequently as spilled grease and food can contribute to fires
- If you have a non-self-cleaning oven, remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. The Resident will be charged for any damage to the oven caused by improper cleaning or use.
- If you have a self-cleaning or continuous-cleaning oven, be sure to read the appliance manual for proper use. Call Maintenance if the appliance manual is missing. DO NOT use oven cleaner or leave racks in the oven during the cleaning process. The Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.
- Microwaves: refer to the appliance manual regarding proper use. NEVER put metal objects in microwave.
- Always supervise use of these appliances.

### Firestops™

Hood vents for the stove are equipped with a Stovetop Firestops™ automatic fire extinguisher. This standard safety appliance may NOT be removed at any time.

### Water Heaters

Do not attempt to adjust the temperature or any other setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should

be promptly reported to Maintenance. NEVER use the space surrounding the water heater for storage as it is a serious fire hazard.

## ATTICS

Some homes have attic access panels that may include pull down ladders. Attic spaces and access panels/ladders pose many dangers including low visibility, unstable flooring, low clearance, low weight ratings and extreme heat. Attic spaces are not designed for storage and placement of personal belongings in these spaces is prohibited. Attic areas are to be accessed by Maintenance, contracted vendors and emergency response personnel only.

## BASEMENTS

Basements should be kept free of dust, dirt and clutter, particularly around the hot water heater and boiler. Do not store any Items within 36 inches of the hot water heater or furnace. Basements are not intended to be used as living area or sleeping space. The Landlord is not responsible for damage to personal belongings stored in the basement. During the spring and fall, water seepage may occur; therefore, it is recommended that all items be stored off the floor on pallets. Pets shall not be kenneled in the basement.

## BOARDERS

Boarders or paying guests are prohibited.

## BURNING & BONFIRES

Burning trash/rubbish and open bonfires are prohibited.

## CAMERAS & DOORBELL CAMERAS

Exterior cameras on the Premises should only be directed to provide visual of the Resident's entry and/or yard. They cannot be used to record common areas or other Residents' homes/yards. If drilling or other modification to the Premises is required to install a camera or doorbell, the Resident must receive permission from Community Management prior to any work being performed by submitting a Request for Alterations form.

## CHILDCARE PROVIDERS

Residents must obtain written approval from the Community Management Office to operate a childcare program in the home. Childcare providers are permitted within family housing in accordance with the approved branch of service Family Child Care (FCC) Program. The Resident childcare provider must be certified through the approved installation FCC Program if childcare is

conducted in the Premises for more than 10 cumulative hours per week (e.g. a Resident caring for three children for four hours is providing 12 hours of childcare). The provision of FCC in government-owned or privately-owned family housing units located on the Installation, is a privilege extended to family members. Only qualified applicants who meet the standards will be certified. The FCC Coordinator will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to execute a Home-Based Business Addendum and provide a copy of proof of insurance. The Resident must provide all renewals of such information upon request from the Community Management Office.

The Resident is responsible for any damages to third parties arising from the in-home childcare program. Conducting an unauthorized childcare business shall result in an immediate cease of operations and may also result in eviction. The Resident is responsible for any damage to the Premises as a result of the in-home childcare.

FCC is regulated, home-based childcare provided by certified military family members operating as independent contractors from on-installation or leased housing. FCC is a program subsidized through Appropriated Funds, that provides an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC homes usually require minor modifications and equipment, which are handled through the FCC Coordinators. The Community Management Office must approve modifications that require permanent installation. Also, to ensure proper installation, Maintenance will install or supervise the installation of any modifications. All modifications will be at the sole expense of the Resident. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Any additional safety equipment or FCC-specific modifications will be performed at the expense of the Resident and/or the FCC program.

The TEN HOUR CHILD CARE LIMIT POLICY is in effect. Adults may watch other people's children for up to ten (10) hours per week on a regular basis without being certified by FCC. Children from the same family count as one child. The rule is intended to differentiate those who wish only to help friends from those providing childcare services in their home.

## CHILD SUPERVISION & EXPECTATIONS

Child supervision is necessary for the safety, protection, care and management of children in the community. Child supervision is the responsibility of the parent, guardian or one similarly responsible for the general care and supervision of the child. Family housing will follow the child supervisory policy approved by the Installation Commander or designated representative.

Residents are required to report suspected neglect and child abuse, or known violations of the policy, to the Military Police and Community Management.

The policy will be strictly enforced. Residents or guardians who knowingly allow their child or juvenile guest to violate the policy, or who fail to prevent their child or juvenile guest from violating this policy, are subject to disciplinary action, civilian prosecution and/or termination of the Resident Responsibility Agreement/Lease.

In addition, neighbor's yards and streets are not to be used as a child's playgrounds. Playing in parking lots is prohibited. Climbing trees is prohibited. Discharging of fireworks, air rifles, pellet guns and all firearms in family housing is prohibited.

## COMMERCIAL ENTERPRISES

Request for permission to conduct a home enterprise such as tailoring, tax preparation, dressmaking, cake decorating, hobby/crafts, manicures, taxidermy and selling products such as Avon, Tupperware, various jewelry brands, etc. in family housing should be made in writing to the Community Management Office.

All local, state, and Federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business at the Premises. Businesses that adversely affect the tranquility or safety of the community, or increase the wear and tear on the Premises, will not be allowed. Businesses will not duplicate the sale of merchandise and/or services readily available through the Command's officially sanctioned commerce (MWR or AAFES). The Resident will pay for excessive utility consumption used in operation of the business. The utility payment requirement will be determined during the approval process. If approved, the Resident will be required to execute a Home-Based Business Addendum.

To operate a home business, other than in-home childcare, Residents must have permission from the Community Management Office and Military Housing Office. Approvals for home-based businesses are valid for one year. To renew, a letter should be submitted to Community Management.

The following paperwork must be provided with an application:

- Business registration tax identification number (if applicable)
- Any documentation of family housing solicitation privileges presently or previously extended on any military installation and/or the firm he/she represents. If privileges have previously been withdrawn, a statement regarding how and why they were withdrawn will be furnished (to include those allowed to expire through the passage of time).

## COMMON AREAS

The Landlord will maintain all common areas. Please be aware that items left unattended in common areas may be removed and disposed of by the Community Management Office without notification.

Common areas are for the use and enjoyment of all Residents in the community. Any Resident, occupant or guest behaving in an unreasonable, illegal and/or offensive manner will be required to leave common areas and such conduct will constitute a breach of the Resident's lease.

The use of common sports and recreational areas in the community are at the Residents' own risk, to include their other occupants and guests. The Landlord and its employees/agents are to be held harmless for any and all injuries, accidents or losses suffered while using facilities, other than those that may result from the negligence or willful misconduct of the Landlord or its employees/agents. The Landlord does not make any warranties concerning the equipment or facilities and Residents agree representations have not been made regarding the safety, desirability or quality of equipment or facilities. Residents shall notify the Landlord of any malfunctioning equipment or facilities. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Residents, occupants or guests.

## COMMUNITY POOLS & SPLASH PARKS

Any pools and splash parks located at Community or Neighborhood Centers are for Resident use and will be open on the days and hours posted. Pools may occasionally be closed for cleaning, maintenance or other safety reasons as determined by Community Management. Violation of any rule may result in the loss of pool privileges.

- Pool use is at the Resident's own risk. The Landlord and property manager are not responsible for accidents or injuries.
- For safety reasons, Residents should not swim alone
- Children under the minimum age (posted at the pool) must always be accompanied by a parent or legal guardian
- Glass containers are not permitted in the pool areas. Use paper or plastic containers only.
- Alcoholic beverages are expressly prohibited
- Pets are not permitted in pool areas
- No running or rough activities are allowed in the pool areas. Respect others by minimizing noise, covering pool furniture with a towel when using sunscreen/oils, leaving pool furniture in pool areas, disposing of trash and keeping pool gates closed.
- Residents must accompany their guests
- Residents must notify Community Management any time there is a problem or safety hazard at the pool
- Other rules posted at the pool not noted above

## COMMUNITY PROGRAMS & EVENTS

The Landlord offers a variety of programs, classes, projects and other social events which are available to all Residents. These programs will be communicated through several channels,

including but not limited to the community's social media (Facebook, Instagram), the Resident Portal, monthly newsletters and email.

The following policies are to be followed by Residents:

- Resident, occupants and guests will comply with all safety and posted regulations in the Community Centers
- Residents shall immediately report any malfunctioning equipment in the Community Centers
- The Resident is solely responsible for the behavior and actions of their occupants and guests at the Community Centers.

## DECORATING & ALTERATIONS

The Landlord will clean, perform maintenance and paint the Premises with a standard, off-white paint prior to a new family moving in. Residents may wish to add customized accents to make the Premises feel more like home. While the Landlord supports such projects, Residents must obtain authorization for alterations prior to work being performed and ensure potential health and safety hazards are prevented. Prior approval is also intended to alleviate concern regarding restoration charges that could be assessed.

Alterations include application of paint, wallpaper or borders, installation of ceiling fans, as well as structural changes and remodeling. Attaching or removing fixtures or appliances also requires prior approval. Authorization may include a requirement to restore the alteration to its original condition. Requests for alterations of any kind must be made by submitting a Request for Alterations form to Community Management.

Things to keep in mind:

- Only small nails or "J" hooks should be used for hanging items on walls
- No nails, screws or hooks should be used on doors or cabinets
- Wall mirrors and the application of corkboard, paneling, etc. to wall areas are prohibited
- Only removable shelf paper can be used in cabinets
- Bathtub decals are prohibited
- Removal of window blinds is prohibited; all replacement blinds should be cordless
- Window coverings should be neutral to the exterior; foil or any other window covering is prohibited
- Installation of awnings, signs, window tinting or screen doors is prohibited
- Alterations to carports, porches, patios or balconies are prohibited



## DOOR-TO-DOOR SOLICITATION

Only fundraising programs approved by the Installation Commander and/or Community Management Office are authorized for door-to-door solicitation. Vendors or persons distributing flyers may be asked to show a permit allowing such activity. Any other door-to-door solicitation is prohibited. Residents should notify the Community Management Office or Installation security if peddlers or uninvited salespeople are encountered in the community.

## DRONES

The use of unmanned aerial vehicles (drones) is strictly prohibited in all areas of the housing community.

## DRUG-FREE POLICY

Residents, occupants and guests will not commit any act, or use the Premises or common areas in such a way, that violates any law or ordinance, including laws prohibiting the use, possession or sale of illicit drugs. Violation of the Installation's drug policy shall result in immediate eviction.

## EMERGENCIES & SEVERE WEATHER EVENTS

Community Management will work in conjunction with Installation personnel and agencies in following procedures for Emergency Warning Announcements due to emergency situations and severe weather events.

Announcements may be issued through a variety of channels, including:

- Email
- Text message
- In person
- Telephone
- Local radio or television
- Loudspeaker/PA system
- Social media

Residents in severe weather prone areas should keep a disaster supplies kit on hand at all time. The following items are recommended for inclusion in a basic disaster supplies kit:

- Three-day supply of non-perishable food
- Three-day supply of water (one gallon of water per person, per day)
- Portable, battery-powered radio or television and extra batteries
- Flashlight and extra batteries
- First aid kit and manual

- Sanitation and hygiene items (moist towelettes and toilet paper)
- Matches and waterproof container
- Whistle
- Extra clothing
- Kitchen accessories and cooking utensils, including a can opener
- Photocopies of credit and identification cards
- Cash and coins
- Special needs items, such as prescription medications, eyeglasses, contact lens solutions and hearing aid batteries
- Infant needs, such as formula, diapers, bottles and pacifiers
- Other items to meet your unique family needs

Just as important as collecting your supplies is **maintaining them** so they are safe to use when needed. Here are some tips to keep your supplies ready and in good condition:

- Keep canned foods in a dry place where the temperature is cool
- Store boxed food in tightly closed plastic or metal containers to protect from pests and to extend its shelf life
- Discard any canned goods that becomes swollen, dented or corroded
- Use foods before they go bad and replace them with fresh supplies
- Place new items at the back of the storage area and older ones in the front
- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.
- Re-think your needs every year and update your kit as your family needs change
- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers, such as a large plastic tote, camping backpack, or duffel bag.

### Hurricane Information

Hurricane season typically runs from the beginning of June until the end of November. Familiarize yourself with hurricane preparedness and evacuation procedures. Our number one priority is the life, health and safety of our residents. This may require an evacuation order depending on the forecasted severity of the weather system. If you are told to evacuate your residence during a hurricane, do so immediately. Failure to evacuate will endanger the lives of you and your family and emergency personnel in the evacuation area. Follow all Installation regulations and orders during a hurricane. The Community Management Office will have information on hurricane preparedness, evacuation kits and evacuation route maps. Residents should reference local news stations for weather updates, alerts, road closures and information on shelters and evacuation stations.

In the event of an advancing hurricane or other extreme weather events, you may receive instructions from the Community Management team and/or Installation Command to take certain actions to prepare and safeguard your home and possessions from damage, injury or loss that can be the result from the high winds and rising water associated with these weather systems.

Some homes may be outfitted for the installation of hurricane shutters. For a variety of reasons, the Landlord does not make use of hurricane shutters and will not install them during weather events. The Landlord strongly discourages residents from attempting to install hurricane shutters on their Premises for safety and liability reasons. Failure to install these shutters properly can cause personal injury and significant property damage for which the Resident could become liable.

## FENCING

Residents who desire to install fencing must obtain the Landlord-approved specifications from the Community Management Office and submit a Request for Alterations form with an accompanying sketch or proposal from the vendor providing the fence. Fences will be of standard design and alignment with others in the community. Failure to comply with the specifications provided will result in a violation and require the subsequent removal of the fencing at the Resident's expense. The Resident is required to obtain any required permits and/or mark-outs related to fencing.

Residents are responsible for the care and maintenance of fenced yards. These areas will not be mowed or maintained by the Landlord. Resident-installed fencing must be removed prior to vacating the home.

## FLAGS

The display of flags and/or pennants is restricted to the following criteria:

- Only the American flag, Service Branch flags or other Installation-authorized flags are permitted
- Limit of ONE flag displayed on the Premises
- Flag size cannot exceed 3' x 5'
- Flagpole holders can be mounted on front entry wood trim or columns, NOT on any exterior siding or building fascia. Maintenance can assist Residents with proper installation of flagpole holders.
- Flagpoles cannot exceed 5' feet in length
- Proper flag etiquette must always be observed

Any deviation from the above may require the Resident to remove flags or flag holder equipment. Residents should consult with the Community Management Office if they are unsure whether a flag or flag equipment meet the above criteria.

Please note Residents in historic homes have executed a Historic Home Addendum that may prevent the installation of flag equipment. In the event of a conflict between the Historic Home Addendum and these Community Guidelines, the Historic Home Addendum shall apply.

## FITNESS CENTERS

Fitness Centers located within a Community or Neighborhood Center will be open to Residents on the days and hours posted. Residents are asked to limit their time and use of these facilities if others are waiting so that they may be enjoyed by all. Following are general guidelines for fitness centers:

- Residents may bring up to two (2) guests (must be accompanied by Resident)
- Persons under the age of twelve (12) must be accompanied and supervised by a parent, guardian, legal custodian or suitable and responsible individual
- If available, Residents may check out recreational equipment from the Community Management Office during normal office hours with a valid driver’s license or similar identification
- Glass containers, smoking, eating, alcoholic beverages and pets are not permitted in fitness centers

Fitness centers are not supervised. Residents are solely responsible for their own appropriate use of equipment. Residents should carefully inspect equipment prior to use and refrain from using equipment that may not be functioning properly or that may be damaged or dangerous. Equipment is to be used the way in which it is intended. Please follow directions carefully and return equipment to the appropriate place when finished.

Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by the Resident, occupants or guests. Residents shall notify Community Management of any malfunctioning equipment.

## FIRE PITS & GRILLS

### Fire Pits

Portable fire pits are permitted if the following safety guidelines are followed:

- Fire pit must comply with Installation Fire Safety Code. Residents must contact Fire Prevention for an inspection of the fire pit and required equipment.
- Fire pit cannot be used within 30 feet of a structure or under any type of overhang or trees
- Fire pit MUST have a screen to prevent sparks from escaping. Open fires are NOT permitted.
- Fires must be kept small and under control.

- Fire and Emergency Services personnel may determine at any time that a fire needs to be extinguished
- Fire pit use is prohibited during extreme fire hazard conditions, to include local burn bans and high winds
- Resident are required to keep a fire extinguisher at the fire pit as well as one inside the home
- A fully operational garden hose must be readily available to extinguish spot fires
- Firewood should be stored a minimum of twenty-two (22) feet from any buildings to protect homes from termites
- When not in use, fire pits should be stored in the fenced portion of the back yard or garage (where available), not in the driveway or at the side of the home
- Residents are responsible for all damages and/or injuries resulting from the use of such equipment and liable for the associated costs incurred

## Grills

Grills are permitted if the following safety guidelines are followed:

- Grills must be located and stored within the fenced area of the rear yard
- Grills cannot be located within fifteen (15) feet of a structure or under any type of overhang or trees when in use
- Charcoal briquettes must be properly stored
- Used charcoal briquettes must be totally extinguished and placed in a METAL container for disposal. The metal container is NOT to be placed near the Premises, as the ashes have the potential to relight and catch the Premises on fire.

## FIREWORKS

The manufacturing, sale, storage, possession, transport and/or use of fireworks and all incendiary devices is expressly prohibited at the Premises or in the community. Violation of the this fireworks policy is cause for immediate termination of the Resident Responsibility Agreement/Lease and eviction.

## FLAMMABLE LIQUID STORAGE

Never store flammable liquids, including gas, in a space designed for occupancy. This includes any structure attached to the Premises such as storage closets, garages and sheds unless the liquids are placed in a fireproof cabinet. Unsecured storage areas holding such liquid should be a minimum of fifteen (15) feet from the nearest space designed for occupancy.

Petroleum or petroleum by-products necessary to operate lawn mowers or other small motor maintenance equipment and recreational vehicles may be maintained by Residents in quantities

of three (3) gallons or less provided they are kept in approved Underwriter Laboratory (UL) containers and stored as provided above.

In the event of a leak from a vehicle or a spill of oil, gasoline or other petroleum or hazardous product, the Resident must contact the Community Management Office who will help ensure the proper authorities are notified and the contaminated area is appropriately remediated.

It is recommended that Residents not store any type of accelerant at the Premises. If accelerants are stored, the contents should be noted and a copy maintained in case of an accidental ignition. This information could prove vital for emergency personnel working to contain the resulting fire.

## FOSTER CARE

Prior to becoming a new foster parent, the Resident must submit a request the Community Management Office to increase the number of occupants in the Premises. All applicable state and Federal rules and regulations regarding foster care will apply. Foster children will not qualify the Resident for an additional bedroom.

## GUESTS & SOCIAL VISITORS

Visitors and guests are welcome in our community and are subject to the rules contained in the Resident Responsibility Agreement/Lease and these Community Guidelines. Temporary social visits by the Resident's family members are permitted. Residents are allowed guests for a maximum of fourteen (14) continuous days only and not to exceed thirty (30) days total in a calendar year, without notifying Community Management. If a guest is to remain in housing for more than thirty (30) days, a Guest Request form indicating the guest's name, age, date of arrival and expected date of departure must be submitted to the Community Management Office. Community Management and the Installation have approval/disapproval authority for all guest requests.

A visit is valid only if the guest is present at the invitation of the host and does not contribute directly or indirectly to any of the household expenses, or other expenses, the host must bear because of such visit. To be considered a guest, the Resident must be present for the visit.

House sitting is not authorized without permission of the Community Management Office

## HEATERS/SPACE HEATERS

Resident-owned space heaters are prohibited. Maintenance may provide authorized space heaters in response to an emergency or no/low heat work order. These space heaters must be kept on the floor while in use and at three (3) feet from flammable items like window treatments,

blankets and furniture. The Resident must be present while the space heater is in use and turn the space heater off if leaving the room for any length of time.

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited for use both inside and outside the Premises.

## HOLIDAY LIGHTING & DECORATIONS

Following are the community rules regarding holiday decorations:

- Lighted seasonal decorations on the exterior of the home may be used between the hours of 1800-2300 only from the week after Thanksgiving through New Year's Day (they should not remain on during the day or all night)
- Seasonal decorations must be removed no later than the third week of January
- Outdoor decorations for other holidays (Halloween, Easter, Fourth of July, etc.) must be removed no later than the third week after the holiday
- Rooftop and second story level decorations are prohibited
- Decoration materials must be fire resistant
- Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited
- All lights and fixtures must be listed or labeled by a nationally recognized testing agent for indoor or outdoor use as applicable
- Lining sidewalks with lights is prohibited
- Candle luminaries or other open flame decorations are prohibited
- Do not use indoor extension cords for outdoors
- Canned 'snow' and similar substances are not permitted to be sprayed on windows, siding or brick facades

Residents will be held financially responsible for any damage to the Premises caused by the installation, removal or use of any holiday lighting or decorations.

## HOT TUBS/WHIRLPOOLS/SPAS

Hot tubs, whirlpools and spas are prohibited.

## HOUSEKEEPING

Consistent upkeep of the Premises from the time of move-in will help ensure a clean, comfortable home for the enjoyment of Residents, as well as an minimize the potential for any permanent damage to the home that could result in damage charges to the Resident at move-out. Following are some basic suggestions to help prevent damage to the home:

### **Carpeted Flooring**

- Do not use cleaning products that contain bleach or bleaching agents for spills on carpets, as they can cause permanent damage
- Vacuum carpeted areas regularly to keep them in good condition and discourage dirt build-up
- Encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains often caused by punch, juice and soft drinks. Wine, coffee and tea also contain agents that can permanently stain carpeting.
- Use throw rugs, safely secured, on high-traffic areas to prevent heavy soil build-up
- Use carpet protectors under chair legs, tables, sofas or any furniture item that may leave a permanent indentation

### **Tile, Hardwood, and Vinyl Flooring**

- Lift heavy furniture rather than dragging across the floors to avoid marring/scratching
- Never flood the floor with water or let water stand on the surface
- Do not apply wax to no-wax floors, which will be pointed out during move-in. Do not use products claiming to be shining agents for no-wax floors (even on no-wax floors) as they are difficult to remove and can cause damage during the removal process. Residents may be charged for damages to the floor caused by wax, shining agents, or wax removers.

### **Walls and Woodwork**

- Furniture should not touch or rub against walls
- Bicycles, large toys, strollers and such items should be moved through doorways with care
- Discourage young children from writing on the walls. Residents are responsible for cleaning all marks from the walls prior to move-out.

### **Countertops**

- Do not allow water to stand on countertops
- Never place hot pans directly on countertops—use potholders and trivets to protect surfaces
- Use cutting boards when cutting/chopping; never use a knife directly on the countertop surface
- Do not use abrasive cleaning products on countertops; always use cleaning products specified for the specific type of countertop in the home



## ILLEGAL OR UNAUTHORIZED ACTIVITY

Residents, occupants and guests are required by the Resident Responsibility Agreement/Lease to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Resident Responsibility Agreement/Lease.

## LANDSCAPING

Community Management is responsible for common area landscaping maintenance in areas surrounding the Premises.

Residents are responsible for maintenance of fenced-in areas of back yards, including lawns and shrubs. Residents are responsible for maintaining clean, defined edges along all exterior walls, fencing and other structures. Damage to lawns caused by play equipment, wading pools, decorations, etc. should be repaired by the Resident or will be repaired by Community Management and billed to the Resident.

Residents are responsible for weeding all garden beds adjacent to the home and in areas directly surrounding the Premises that may contain shrubs, flowers, trees and other decorative landscape vegetation. Residents may plant annual and/or perennial flower gardens in beds around the home.

Authorization is required prior to any significant alteration to existing landscaping. The Resident must submit proposed plans in writing to the Community Management Office along with a Request for Alterations form. Plantings cannot have the potential to cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, air conditioning units, fencing or other structural parts of the building. The Resident will be required to return the altered area to its original condition at their own expense prior to vacating housing. Residents will be charged for any landscaping plants they remove.

Residents are responsible for the removal of trash and debris from their yard areas.

### Vegetable Gardens

Vegetable gardens are allowed in raised planters not to exceed 3' X 4' located within back yards only.

### Sprinkler Systems and Watering

For those homes with sprinkler systems, Residents are NOT permitted to adjust system settings. Residents should contact Maintenance regarding all sprinkler system issues.

The Installation may observe mandatory water use restrictions temporarily limiting or banning the irrigation of yards (days of the week, times of day, duration of irrigation, etc.). Restrictions can

vary seasonally. In the event of a water emergency, more stringent restrictions may be imposed. Residents should consult the Installation's website or paper for specific information.

## LITTER CONTROL

Residents are responsible for picking up and properly disposing of any trash in their yards. Residents can help maintain their curb appeal and general community appearance by:

- Using tightly covered trashcans
- Bagging and securing all trash so that it cannot be accessed by pets or wild animals or scattered by high winds
- Using pet refuse bags and disposing of them in appropriate receptacles
- Picking up trash as needed
- Participating in neighborhood clean-up projects

Everyone has a role in keeping our community where we live and play beautiful and litter-free.

## LIVE-IN CARE PROVIDERS

Permission for live-in care providers, or nannies, staying in the home longer than the maximum number of days allowed for social visitors must be requested in writing to the Community Management Office. Requests are evaluated on a case-by-case basis and should be submitted with documentation supporting the need for live-in assistance. Approval of a live-in care provider is predicated on specific childcare or health care issues shown to require full-time, live-in assistance. The Resident must fill out the Guest Request form and submit to Community Management. Approval of a live-in care provider does not increase bedroom eligibility.

Residents are responsible for ensuring live-in care providers comply with all rules and regulations of the Resident Responsibility/Lease, any addenda and these Community Guidelines.

## NUISANCE (DISTURBANCES & NOISE)

Residents, occupants and guests are to conduct themselves and control children and pets in a manner that will not offend or disturb other Residents, guests or visitors to the community. Activities causing extreme or excessive noise, excessive traffic, repetitive or excessive disturbances of any kind, or disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the community is a lawful cause for eviction. This includes, but is not limited to, behaving in a loud or obnoxious manner, excessive noise from pets or destroying any part of the community. These actions are considered a 'nuisance' and a serious violation of the Resident Responsibility Agreement/Lease.

The Landlord has the right to exclude individuals from the Premises. Residents are responsible for informing guests of the Resident Responsibility Agreement/Lease provisions regarding use of the Premises and all rules and regulations contained in these Community Guidelines. Resident guests who violate these provisions may be prohibited from the community.

Issues with neighbors should be settled peaceably. If those efforts are not successful, the Resident can file a complaint in writing with the Community Management Office and the team will investigate and attempt to assist in resolving the issue. Details of the complaint, investigation, results and action taken will be made a matter of record and placed in resident file for both the Resident filing the complaint and the Resident named in the complaint.

Continuous harassment will result in non-renewal of the Resident Responsibility Agreement/Lease and/or eviction. Type of harassment can include verbal, written, social media, etc.

The following are a few simple rules to help ensure a positive and harmonious living experience:

- Keep household noise to a minimum and observe quiet hours between 10:00 pm and 6:00 am. Please remember neighbors work a variety of shifts.
- Keep the Premises, including the yard, clean and free of any unsightly trash or debris
- Always know where household occupants and guests are
- Provide neighbors with advanced notice of private gatherings or parties that may cause parking difficulties or excessive or above normal noise
- Excessive barking and unsupervised pets are strictly prohibited

## PARKING, VEHICLES, MOTOR VEHICLES, GARAGES & CARPORTS

Resident vehicles must be registered with the Community Management Office and Residents must abide by Installation requirements regarding parking decals.

Motor vehicles are to be parked in the garage, driveway or authorized parking areas along street curbs, in that priority. Motor vehicles cannot be parked within 15 feet of a fire hydrant. Vehicles parked in driveways may not block or hinder movement along sidewalks.

Motor vehicles cannot be parked or driven on grass areas. Violation of this regulation will result in the vehicle being towed at the Resident's expense and the Resident will be charged to repair any damage to the grass.

Motorcycles/mopeds may not be parked on patios, porches, sidewalks or grassy areas.

Vehicle repair of any kind is prohibited in the community. An on-Installation auto craft shop may be available to perform these repairs.

Residents are not authorized to wash vehicles in their driveway or street as prohibited by local wastewater regulations.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community except for twenty-four (24) hours before or after use, specifically for the purpose of loading and unloading. Storage for these items must be arranged prior to purchase or transport and may be available through the Installation's outdoor recreation department.

Unregistered, inoperable, unlicensed, or abandoned vehicles cannot be parked within the community. Violators will be subject to having the vehicle towed at the Resident's expense. Vehicles cannot be left on jacks.

Take measures to keep garage and/or carport floors free of stains from car fluids, grease and rust. Garage and/or carport floors must be free of stains upon move-out.

Garages are only to be used to house the Resident's motor vehicle(s).

Storage of personal property in the garage or driveway is at the Resident's risk. The Landlord assumes no responsibility or liability for loss or damage to vehicles parked in the community.

## PEST CONTROL

Residents are responsible for performing basic sanitation and housekeeping practices to help minimize the occurrence of pests in the home. Residents should contact Maintenance if professional pest control treatment is needed.

Residents are expected to:

- Maintain home in a manner that denies access, harbor and sustenance to household pests
- Ensure windows and doors are screened and fit properly
- Submit a work order if screens need repair or holes or cracks are observed on the exterior of the home
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed
- Regularly remove excessive clutter in and around the home including debris, weeds, dead leaves, pet waste, trash, containers that hold water, etc.
- Protect food by storing in pest-proof containers, especially starchy or fatty foods and pet foods
- Promptly clean up spilled foods, crumbs, drinks and pet mishaps
- Clean the kitchen after every meal, especially areas where grease accumulates (drains, vents, ovens and stoves)
- Wash dirty dishes in soapy water

- Empty garbage cans and litter boxes daily
- Clean dog feces from yards daily
- Prevent the accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans and bottles and paper bags in the home
- Have leaks and dripping faucets repaired promptly
- Do not leave food out for stray animals or wildlife

Failure to maintain the home as described above may result in charges to the Resident for pest service or the termination of the Resident Responsibility Agreement/Lease.

Residents should notify Maintenance if they are allergic (or have any reaction) to common pesticides. Pesticides may be hazardous to infants under three (3) weeks old, elderly or pregnant individuals, those with heart, liver or respiratory problems, people with allergies and pets, including tropical fish and exotic birds. Residents should inform the pest control service provider of any such situations so they can advise of any special safety precautions required.

Exterior pest control services for problems around the home can be requested by submitting a work order to Maintenance. Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, fleas, birds, wood destroying pests and pests in stored food products should be promptly reported to Maintenance.

## PETS

All pets must be registered with the Community Management Office when the Resident Responsibility Agreement/Lease is signed or within ten (10) days of acquiring the pet. A Pet Addendum must be executed. Pets acquired after move-in must be added to the Pet Addendum. Contact the Community Management Office for a copy of the Pet Addendum.

### Pet Restrictions

Only two pets are allowed. No more than one fish tank is permitted in the Premises and cannot exceed 10 gallons in size. Birds must be kept in cages and no more than two bird cages are permitted in the Premises.

Pets are restricted to dogs, cats, birds and fish. Exotic pets are not permitted.

**Please note:** The following breeds are considered aggressive and are not permitted: Akita, American Bull Dog, Chow, Doberman Pinscher, Pit Bull (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Presa Canario (Canary Mastiff), Mastiff, Rottweiler, Alaskan Malamute and wolf-hybrids.

Animals that assist persons with disabilities (Assistance Animals) are not considered pets for purposes of restrictions under the Pet Addendum. The Landlord and/or its property manager can

provide forms for Residents to request reasonable accommodation/modification for an Assistance Animal. Residents should contact the Community Management Office regarding Assistance Animals.

Residents must follow all posted rules when using community dog parks and ensure their dog is always supervised and under their control.

Resident guests are not allowed to bring pets on the Premises or to community common areas. Residents are not permitted to use the Premises to care for pets belonging to other persons without written consent from the Community Management Office.

Complaints concerning stray or unattended pets should be directed to the Community Management Office. Residents should not leave food out for stray or unattended animals.

## PLAYGROUNDS

Playgrounds are located throughout the housing community and have signs indicating their hours of operation. Community streets and neighbor yards should not be used as child play areas.

Children under the age of six (6) years are not permitted on playgrounds without adult supervision.

Pets are not permitted in playground areas at any time.

Playground equipment (swings, slides, etc.) are fixed in place and cannot be removed, relocated, changed or altered. No personal equipment can be installed in the playgrounds.

## PLUMBING FIXTURES/EQUIPMENT

Kitchen and bathroom plumbing fixtures/equipment are not to be used for any purpose other than that for which they were constructed. Trash, rags, disposable diapers, flushable/non-flushable wet wipes, tampons, sanitary napkins and other obstructive substances should never be flushed down toilets.

Outdoor water spigots may have a backflow/cross-connection prevention device attached to the end of the hose bib that protects the water source. Do not remove this device from the water spigot.

Do not place flammable liquids, metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or non-food items in a garbage disposal or sink. Residents are responsible for damage resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and, once hardened, thrown in the trash. Pouring grease down drains may result in sewer line back-ups that present unsanitary conditions that could overflow into yards. Such back-ups can potentially result in damage to household goods and the inconvenience of water outages while repairs are performed. Your assistance in keeping our sewer lines healthy is appreciated.

Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Upon move-out, the final inspection will confirm the presence of aspirators and low-flow showerheads. Residents will be charged for the replacement of missing devices.

### **Garden Hose Bibs**

During freezing weather (32 degrees Fahrenheit and below), Residents must remove all hoses from the outside hose bibs to prevent damage to the Premises. Residents may be responsible for the cost of water or plumbing damage due to freeze ups caused by the Resident's neglect.

## **SAFETY**

Safety on the Premises and in the community is the responsibility of each Resident, occupant and guest. Below are a few policies and guidelines to be followed to help assure a safe environment for all.

### **Bikes/Skates/Skateboards**

Bike helmets are required for all cyclists, including children in safety seats, regardless of age. Helmets and other protective gear are required for skaters and skateboarders.

### **Child Safety**

Residents are responsible for the safety, care and actions of the Resident's own children and children in the Resident's care. Please instruct children not to play in streets, alleys or parking lots.

### **Fire Safety**

In the event of a fire in your home:

- DO NOT PANIC - KEEP CALM
- Do not try to put the fire out by yourself
- Leave the room where the fire has started and close the door
- Instruct all occupants to vacate the home
- Call 911 from outside the home
- Do not go back in the home until the fire has been put out and approval has been provided by the Fire Department

Alternate Plan - if you cannot leave your home:

- If door is hot or smoke is seeping in, cover cracks and vents around door preferably with wet towels or other natural (non-synthetic) items
- Go to a room with an outside window; close all doors between you and smoke or fire.
- Open window for air and hang a sheet or blanket out to signal for help
- If possible, call 911

### **Fire Prevention/Preparation**

Following are suggested tips to help prevent and be prepared for fires:

- Locate all possible exits from a room and/or floor and discuss escape routes with family members. Select a meeting place for all family members once they are clear of the home. Hold a fire drill for your home to practice the family escape plan.
- The telephone number of the fire department and all emergency services should be readily available by your phone. In the event of an emergency, call 911.
- If you are aware of a Resident who is an invalid or is confined to a bed, please contact emergency services if you suspect there is a fire.
- Do not smoke carelessly.
- Never leave food cooking on the stove unattended
- Do not overload electrical outlets. If an appliance or TV starts smoking, pull out the plug and call the Fire Department.
- When you leave your home for any length of time, make sure the stove, TV and any other electrical appliance is turned off
- Do not try to remove a burning pan of grease or food from the stove. First, turn off the burner beneath the pan. Then smother the fire by using a lid or baking soda. Wait for the pan to cool before removing. Keep a large box of baking soda open and near your stove.
- Cover unused outlets with outlet covers so that children cannot place items into them.
- Do not leave electrical cords where children can reach them or use extension cords as a permanent connection. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through door holes in the walls.
- Dryer lint traps should be cleaned before each use
- Attend fire prevention training when offered

Please contact the local Fire Department with any further questions about fire prevention.

### **Fireplaces**

The Resident is responsible for the safe operation of interior wood burning or gas fireplaces (if applicable). The Resident will be instructed on the safe and proper use of the fireplace at move-in. The Resident should contact Maintenance with any questions about operating the fireplace.



Residents are responsible for the safe operation of Resident-owned exterior fire pits, patio heaters, fire ‘fountains’ and similar devices.

### **Garage Doors**

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. Residents should report malfunctions to Maintenance so the necessary repairs/adjustments can be made. A few simple precautions can protect family and friends from potential harm:

- Do not stand or walk under a moving door
- Do not let children play with or use garage door controls
- Teach children about garage door and opener safety; explain the danger of being trapped under the door
- When using the garage opener, keep the door in sight until it completely stops moving
- Teach children to keep their hands and fingers clear of section joints, hinges, tracks, springs and other door parts

In the event of a power outage you will not be able to open or close the door using the pushbutton or wireless transmitter (if equipped). Instead, you will have to pull the Emergency Release Latch to allow the door to be manually lifted or lowered. It is recommended that the latch be pulled when the door is closed. Use caution when using this release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death.

If the wireless transmitter (if equipped) needs service, please drop it off at the Maintenance Office.

### **Personal Safety Reminders**

- Take responsibility for personal safety. Know your local emergency phone numbers. Dial 911 in the event of an emergency.
- Verify the identity of anyone at your front door requesting entry. If the person claims to be an employee of the Community Management Office or Maintenance and does not have proper identification or you do not recognize them, call the Community Management Office for verification.
- Always use the main Community entrance when entering late at night
- Be observant and aware of your surroundings and the people in the area
- Do NOT display house keys in public or leave them in the mail area or places where they can easily be stolen
- Do NOT affix identifying tags with your address on your key chain
- Keep a complete list of the serial and identification numbers of all appliances, computers, television, stereo, electronics, etc. This will greatly aid in recovering stolen goods.

- Do NOT confront suspicious persons loitering around the property. Report them immediately to the proper authorities and the Community Management Office.
- Vehicles should be locked with items stored out of sight
- Doors and windows should be locked. Contact the Community Management Office immediately if any locks are inoperable.

### **Welding**

Welding activity is prohibited in the home and Community.

### **Window Safety**

Children should be prevented from windows where they may push or lean on screens and potentially suffer serious injury or death from a fall if the screen is dislodged. To avoid such hazards, beds, tables, chairs and other furniture should not be placed close to windows. Safety stickers are placed in second story windows and above. Residents should NOT remove these stickers. If these stickers become damaged, Residents should submit a work order for service.

Never leave young children unsupervised in rooms with open or unlocked windows.

## **SATELLITE SYSTEMS (TV)**

Satellite systems are permitted. Satellite dishes, not larger than one (1) meter in width, may be approved for installation. In order to ensure installation does not damage homes or detract from the appearance of the Premises or the community, prior approval of the system and installation must be given by the Community Management Office and a Satellite Dish Addendum to the Resident Responsibility Agreement/Lease must be executed.

Satellite dishes can be mounted on a separate pole located in the back or side yard of the Premises. Dishes cannot be mounted directly on the Premises, including the roof, clothesline pole, false chimney, vent pipe or any part of the gutter. The satellite dish and its supports must be constructed of rust-proof materials and placed away from any electrical power lines.

Satellite dishes must be removed prior to move-out and any damage resulting from the installation repaired. Residents are liable for any damage or injury caused by satellite dishes. Any audio and/or visual interference caused by the system must be corrected.

Satellite systems may not connect into the Premises' cable television system.

Exterior television antennas are prohibited.

## SIDEWALKS, DRIVEWAYS, PARKING, YARDS, PORCHES, PATIOS & BALCONIES

Please observe the following to help preserve a clean and orderly appearance throughout the community:

- Store bikes, toys, outdoor furniture and lawn equipment in the back yard when not in use
- Tasteful outdoor furniture that is used regularly and properly maintained can remain on patio, porch or yard areas when not in use
- The use of indoor furniture (couches, chairs, etc. not intended or designed for outdoor use) in an outdoor area is prohibited
- Keep back yards well-maintained and neat in appearance
- Keep balconies well-maintained and neat in appearance
- Residents, occupants and guests are expected to conduct themselves in a manner that is considerate of the rights and property of other Residents. Residents must understand that the grounds surrounding the home are, in essence, considered to be their private yard and are, therefore, entitled to the same privacy as would be afforded in a civilian community. Assignment to the home does not give the Resident and family members the right to use property occupied by or assigned to other Residents. For example, playing uncontrolled sports games or practicing golf in areas that are not designated for such, or trespassing across other yards as a short cut, is not in the best interest of all Residents and is prohibited.
- Construction or installation of platforms or other structures in trees, including attaching swings to tree limbs and driving nails into tree trunks, is prohibited
- Disposal of cigarette butts on roads, parking lots, sidewalks or any other public or landscaped areas is prohibited
- Don't store bikes or toys in driveway areas or leave them unattended in public areas or on sidewalks where they could become a hazard or nuisance
- Skateboard ramps are prohibited
- Porches, patios, balconies and carports cannot be used as storage areas
- Swing sets and similar children's outdoor recreational equipment is permitted in back yards with authorization from the Community Management Office prior to installation. The Resident must submit a Request for Alterations form to the Community Management Office. Equipment must be whole and without defect so that it does not present a health and safety risk. The Resident is responsible for the safety, supervision, and upkeep of equipment. The Resident is also responsible for restoring damaged areas of turf/landscape caused by use of said equipment. The Resident assumes all liability for injuries sustained from their personal equipment.

- Residents are not permitted to attach any personally owned equipment, athletic devices or basketball backstops to any portion of the home or trees. Freestanding units are permitted, however they cannot be located in a position that encourages children to play in the street and should be stored in a fenced back yard or garage (where applicable).
- Clotheslines of any kind are not permitted

Failure to comply with these provisions may result in termination of the Resident Responsibility Agreement/Lease.

## SIGNS

Signs of any kind on the exterior of the Premises, including yards, or anywhere around the community, are prohibited. Signs in windows are also prohibited.

## SMOKE & CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors are provided in accordance with local safety ordinances and should NOT be deactivated or removed. Disconnecting and/or disabling smoke detectors is a violation of local and State ordinances and will be cause for eviction.

Questions about the operation or performance of smoke or carbon monoxide detectors should be directed to Maintenance. Residents are responsible for checking and maintaining all smoke and carbon monoxide detectors and must immediately notify Maintenance of any problem, malfunction or damage to the detectors. Any activation of these devices, other than a malfunction, shall be reported immediately by calling 911.

Battery replacement is the Resident's responsibility. Residents should check detectors monthly.

## SNOW & ICE REMOVAL

Depending on the location, snow/ice removal from roadways, sidewalks and/or driveways may be provided. In some locations, Residents may be responsible for snow removal from the Premises' sidewalks and driveways. More information on Installation services and requirements in this area can be found on the Resident Portal or through the Community Management Office.

## SPEED LIMIT

Residents are required to abide by all traffic regulations set forth on the Installation, including speed limits. The speed limit in family housing is 15 MPH.

If children are in or around the street, or poor weather conditions exist, the posted speed limit may not be safe and speed should be reduced accordingly. There are many children in family housing; please DO NOT SPEED.

## STORAGE BUILDINGS

Storage sheds are permitted at select locations. If permitted in the community, Residents who want to install a storage shed must obtain the Landlord-approved specifications and requirements from the Community Management Office and submit a Request for Alterations form with an accompanying sketch or proposal from the vendor providing the shed. Failure to comply with the specifications and requirements provided will result in disapproval and subsequent removal of the shed at the Resident's expense. Residents are required to remove the storage shed and return the area to its original condition with grass seed at the Resident's expense. Questions related to storage sheds should be directed to the Community Management Office.

## TRAMPOLINES

To the extent permitted by the installation, trampoline use is allowed as outlined below:

- Residents must register trampolines with Community Management prior to installation
- The Resident must provide the Community Management Office with evidence of liability insurance with a minimum coverage of \$100,000.00. Permission will NOT be granted without proof of insurance.
- Trampolines must be kept in a fenced back yard (chain link or rock wall only)
- Trampolines must always be anchored to the ground
- The Resident must install the following safety equipment:
  - Padding for springs and side railings
  - Trampoline net enclosure
- Children 10 years of age or younger must be supervised by an adult (18 or older) when using a trampoline
- The Resident must repair damage to the yard caused by a trampoline prior to vacating the Premises
- The Resident agrees that the Landlord and Community Management will not be held responsible for any injuries to person or person(s) involved in trampoline activities

## TRASH DISPOSAL & RECYCLING

### Household Trash

Curbside trash collection is provided as a contracted service and trash bins are provided for each Premises. The pick-up schedule is available on the Resident Portal. Trash should be placed in the provided container and put out no earlier than 7:00 pm the evening before the scheduled pick-up day. Trash bins must be on the curb by 7:00 am on the pick-up day and empty trash bins must be removed from the curb no later than 7:00 pm.

Empty bins should be returned to assigned storage areas. If no designated storage area is provided, trash bins should be stored in an area protected from wind and where they will not become an eyesore. Residents are responsible for cleaning trash bins periodically to prevent unsanitary conditions that attract insects, rodents and other animals. Residents are responsible for the cost to replace lost bins or repair bins damaged due to neglect.

To ensure pick-up, trash bins should be placed at least three (3) feet from vehicles or obstacles. Trash may not be collected if bins are overstuffed.

### **Bulk Trash**

Routine bulk trash collection at the curb is provided on a periodic basis. Bulk trash includes items like most small appliances, furniture, larger items and other miscellaneous debris. The bulk pick-up schedule and applicable rules are available on the Resident Portal.

The following items WILL NOT be picked up in bulk trash: refrigerators, batteries, paint/paint cans, oils, household cleaners, chemicals, tires and similar items stipulated in Environmental Protection Agency regulations. It is the Resident's responsibility to dispose of these items properly. Please refer to the section below for Household Hazardous Waste Disposal.

### **Household Hazardous Waste Disposal**

Many common household products, such as cleaning products, are considered hazardous household materials. Residents are encouraged to read and follow label safety directions, purchase modest amounts of these products that can be used up easily and, where needed, follow manufacturer recommendations for proper storage and/or disposal.

It is critical that hazardous household materials are not disposed of in the trash or recycling pick-up. Contact Maintenance for information on locations to properly store or dispose of household hazardous material. Common hazardous household products include, but are not limited to:

- Cleaning products
- Turpentine, thinner and other spirits
- Gasoline and other petroleum products
- Pesticides, herbicides, fertilizers, soil additives

See list below for some helpful tips to minimize and dispose of household hazardous waste.

**Paint:** Latex or oil-based paint that is still usable may be recycled at the Installation or local (municipal) HazMat Center (where available). Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available, though they tend to be more expensive than traditional paints.

**Aerosol Cans:** Empty aerosol cans may be disposed of with regular trash. Minimize waste by completely using aerosol-packaged products prior to disposal.

**Motor Oil:** Vehicle maintenance is prohibited in the housing area. However, many Auto Craft shops located on the Installation, as well as off-post maintenance shops, have collection points for motor oil.

**Drugs:** Prescription drugs may only be disposed of at special drug collection events. These events will be announced by both the Installation and the Community Management Office.

**Light Bulbs:** Incandescent, halogen and LED light bulbs can be disposed of with regular trash. CFL light bulbs should be taken to the Maintenance Office where they will be collected and properly disposed of.

**Batteries:** Small flashlight or calculator-type batteries can be taken to the Maintenance Office where they will be collected and properly disposed of.

The U.S. Environmental Protection Agency offers non-hazardous alternatives for many common household products with non-hazardous products. Please follow these guidelines for any household cleaner or pesticide.

Household Cleaner	Alternative
Drain cleaner	Use a plunger or plumber's snake.
Oven cleaner	Clean spills as soon as the oven cools using steel wool and baking soda; for tough stains, add salt (do not use this method in self-cleaning or continuous-cleaning ovens).
Glass cleaner	Mix 1 tablespoon of vinegar or lemon juice in 1 quart of water. Spray on and use newspaper to wipe dry.
Toilet bowl cleaner	Use a toilet brush and baking soda or vinegar (this will clean but not disinfect).
Furniture polish	Mix 1 teaspoon of lemon juice in 1 pint of mineral or vegetable oil and wipe furniture.

Rug deodorizer	Deodorize dry carpets by sprinkling liberally with baking soda. Wait at least 15 minutes and vacuum. Repeat if necessary.
Silver polish	Boil 2 to 3 inches of water in a shallow pan with 1 teaspoon of salt, 1 teaspoon of baking soda and a sheet of aluminum foil. Totally submerge silver and boil for 2 to 3 more minutes. Wipe away tarnish. Repeat if necessary. Do not use this method on antique silver knives as the blade will separate from the handle. Another alternative is to use nonabrasive toothpaste.
Plant sprays	Wipe leaves with mild soap and water; rinse.
Mothballs	Use cedar chips, lavender flowers, rosemary, mint or white peppercorns.
Flea and tick products	Put brewer's yeast in your pet's food; sprinkle fennel, rue, rosemary, or eucalyptus seeds/leaves around animal sleeping areas.

DO NOT mix anything with a commercial cleaning agent.

If you do store a homemade mixture, make sure it is properly labeled and do not store it in a container that could be mistaken for food or beverage.



When preparing alternatives, mix only what is needed for the job at hand and mix them in clean, reusable containers. This avoids waste and the need to store any cleaning mixture.

### Recycling

Recycling is encouraged where provided. Each Premises is provided with a recycling bin. Recyclable materials can be co-mingled (mixed) in this bin. The pick-up schedule is available on the Resident Portal. Recycling bins should be put out no earlier than 7:00 pm the evening before the scheduled pick-up day. Recycling bins must be on the curb by 7:00 am on the day of pick-up and empty bins must be removed from the curb no later than 7:00 pm.



Residents are expected to recycle the following items:

- Newspaper and inserts, magazines (1-inch thick or less)
- Cardboard – break down and place in bin
- Aluminum and steel cans and lids – emptied and rinsed (no motor oil cans)
- PLASTIC #1 – includes bottles and jugs with the number “1” recy  symbol
- PLASTIC #2 -- includes bottles and jugs with the number “2” recy  symbol
- Large recyclables – must be placed at curb on the designated day for bulk recyclable collection (includes washers, dryers, grills, bikes, etc.)

## WADING POOLS

Swimming pools are not permitted. However, small wading pools up to 6 feet in diameter and one foot in depth are permitted in back yards only.

- Adult (18 or older) supervision is required for children using wading pools
- Wading pools must be emptied and stored when not in use. This will help prevent them from becoming a breeding ground for mosquitoes.
- Residents are responsible for supervising persons using the pool and are liable for injuries resulting from the pool, whether or not the Resident is present at the time of injury.

The Landlord and property manager will not be held responsible for any injuries to person(s) involved in pool activities. Wading pools are subject to unannounced inspections by Community Management. A second violation of wading pool regulations will result in immediate revocation of pool authorization.

Failure to properly abide by the policies may further result in immediate eviction notification.

Damage to yards caused by wading pools must be repaired by the Resident prior to move-out.

## WEAPONS

Residents and family members residing in the Premises may possess and store privately-owned weapons, including firearms, crossbows and BB and pellet guns.

Privately-owned permitted weapons must be registered with the Installation prior to move-in or within the Installation’s required timeframe after obtaining the weapon. Residents must abide by all Installation and local laws regarding firearms.

Firearms should be kept in an unloaded state and stored out of children’s reach/access in a secure location.

Discharging weapons while in the Premises or in the community is expressly prohibited.

Violation of this Weapons policy may be grounds for termination of the Resident Responsibility Agreement/Lease.

## WILDLIFE & ENDANGERED SPECIES

Many varieties of wildlife inhabit family housing areas. Residents are prohibited from disturbing, capturing or harming wildlife. Do not feed feral animals or wildlife, including putting food scraps outside or in wooded areas. Trash bins should be properly stored with lids securely closed so as not to attract wildlife.

Residents concerned about an animal around the home or in the community should contact the Community Management Office.

There may be an endangered species that resides in family housing areas. For a list of endangered species and/or plants present at the Installation, contact the Community Management Office.

Where there are endangered turtles, Residents should avoid turning on lights in the areas where they nest to prevent harming the turtle's eggs and hatchlings.

## WINDOW COVERINGS

The Landlord provides appropriate window coverings for all or most windows in the Premises. Residents should submit a work order if window coverings are broken, missing or otherwise in need of repair or replacement. Residents may be charged for damages other than sun damage.

Only proper window decorations and coverings may be used to cover windows.

If Residents wish to cover windows with decorations and/or coverings other than those supplied by the Landlord, a Request for Alterations form must be submitted to the Community Management Office for approval prior to installation. Window coverings must always be visible. Flags, sheets, tin foil and other non-standard coverings are prohibited as a replacement for Landlord-supplied window coverings.

## YARD, LAWN, GARAGE & CARPORT SALES

Individual Resident yard or garage sales are prohibited. Community Management will hold regularly-scheduled Community yard or garage sales which all interested Residents can participate in.



