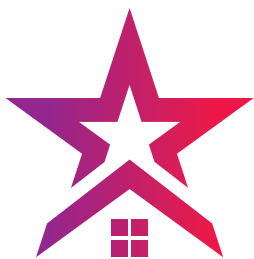


DAVIS-MONTHAN AIR FORCE BASE

RESIDENT GUIDE



SOARING HEIGHTS
COMMUNITIES



Welcome

Welcome to Soaring Heights Communities. Our team is committed to providing military service members and their families with an enjoyable experience during their stay. We pride ourselves on providing efficient, quality services to our residents. Our Welcome Home Center is staffed with property management professionals that understand the special needs of military families and are eager to support you.

To maintain a safe, enjoyable and pleasant community for all our families, we have established the Soaring Heights Resident Guide & Community Standards Handbook. It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a resident. The policies found in this handbook apply to all Soaring Heights residents. It is an addendum to your Lease Agreement and is legally binding. We encourage you to familiarize yourself with the policies in this handbook and share the information with your family.

It is our goal to be actively involved in our communities when it comes to providing property management services and community activities that will enhance resident life. We look forward to your family becoming a part of Soaring Heights Communities.

Thank you,

The Soaring Heights Property Management and Maintenance Team

.....
Soaring Heights Communities LLC is a partnership between developer Lend Lease and the U.S. Air Force. It is responsible for asset, property and maintenance management, including the development, design, construction and renovation of homes within Soaring Heights.
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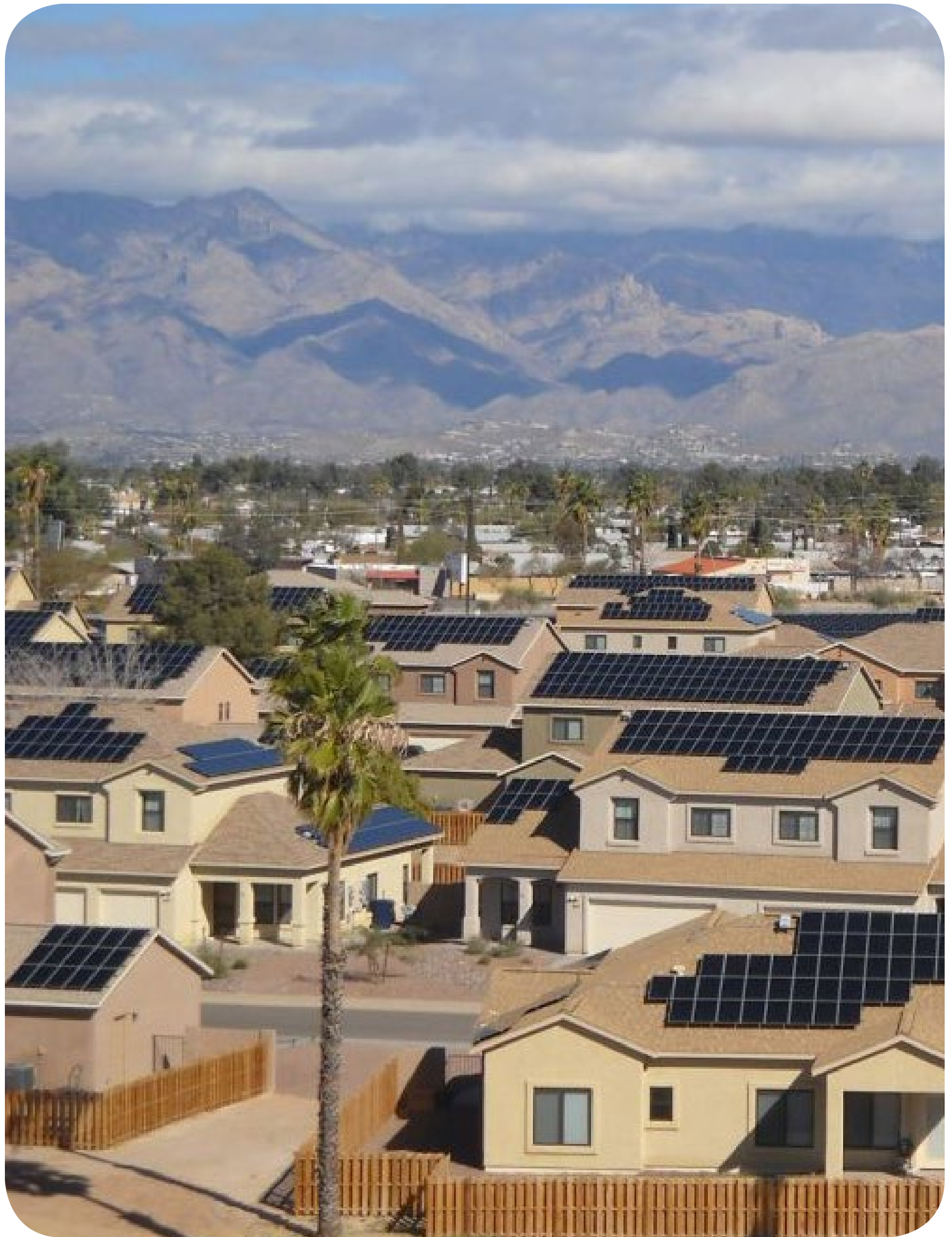
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Residency Terms & Policies

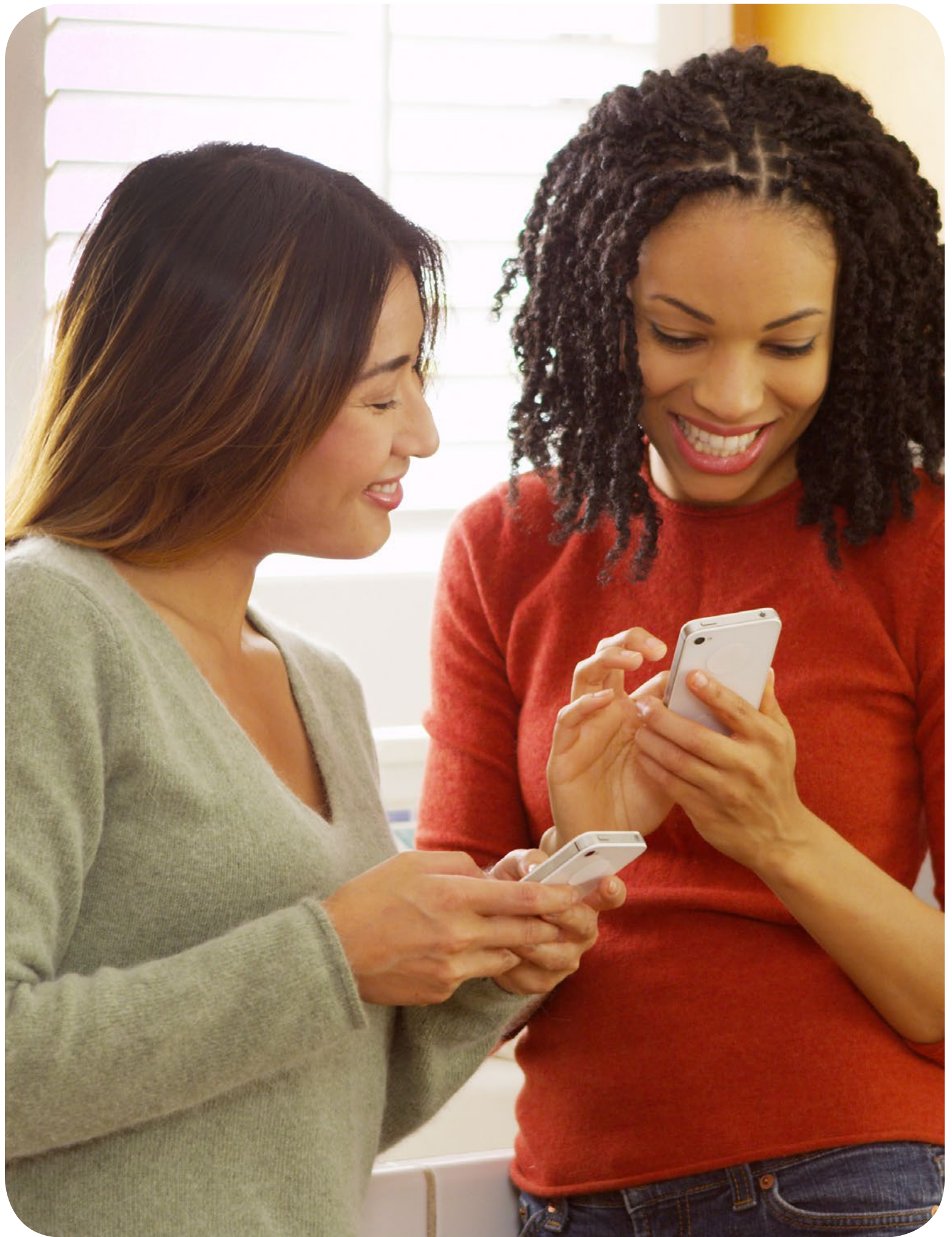
Housing Agreement Terms & Guide Enforcement Policy

Soaring Heights Communities is responsible for the enforcement of the Resident Lease Agreement and the Soaring Heights Communities Resident Guide & Community Standards Handbook. When Soaring Heights Communities is made aware that the terms of the Resident Lease Agreement or the Soaring Heights Communities Resident Guide & Community Standards Handbook are not being followed, the resident will be advised of such violation through verbal notification, warning or letter as outlined in the Soaring Heights Communities Community Standards Enforcement Policy outlined in Section 2.10. As necessary, follow-up letters may be sent to the service member's command and the military housing partner.

Soaring Heights Communities property management will always strive to work with residents to resolve problems. If any issue cannot be resolved, either Soaring Heights Communities or the resident may elect to escalate the dispute to include military housing partner representatives and the service member's command. If the parties agree on a resolution, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing and regardless of whether a dispute has been the subject of a mediation, at the election of either Soaring Heights Communities or the resident, any dispute between Soaring Heights Communities and the resident shall be resolved by binding arbitration in accordance with Dispute Resolution Procedures.

Policy Changes

Periodically, revisions to the Soaring Heights Communities Resident Guide & Community Standards Handbook will be necessary. Residents will be notified in writing 30-days prior to any changes and notices will also be posted on <http://www.soaringheights.net>.



Quick Reference Numbers

For all medical, fire or police emergencies, **CALL 911**

Soaring Heights Communities Facilities

SH Welcome Home Center	520.745.5024
SH Maintenance Service Request Line	520.505.5012
SH Self-Help Store	520.748.3326

Emergency Numbers

Fire Department: Fire & Medical Emergencies	520.228.3333 or 9-1-1
Ambulance: Emergencies	9-1-1
Security Forces: Emergencies	9-1-1
Security Forces Control Center (Incidents, complaints and law enforcement inquires)	520.228.3200
Fire Department: Non-Emergencies and Inquiries:	520.228.4757

Additional Helpful Numbers

Borman Elementary School (on Base)	520.584.4600
Crime Stop	520.228.4444
Davis Monthan Commissary	520.790.4341
Davis-Monthan Exchange	520.748.7887
Davis-Monthan Hazardous Waste Disposal	520.228.5588
Family Advocacy (Incidents, Domestic Violence and Abuse)	520.228.2104
Main Gate Visitors Center	520.228.4886
Sonoran Science Academy (on Base)	520.300.5699
Veterinary Clinic	520.228.3529

SAFETY

At Soaring Heights Communities, serving those who serve has been our primary mission. Keeping military families safe and comfortable

in their homes is our highest priority. Please review the following information and take actions to help keep you and your family safe.

1.1 Fire Prevention

Residents and their guests shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to 9-1-1 and the Welcome Home Center. The resident is responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the resident's permission or implied consent. If the house becomes uninhabitable by reason of fire not caused by negligence or willful misconduct, the resident may be offered another home, subject to availability.

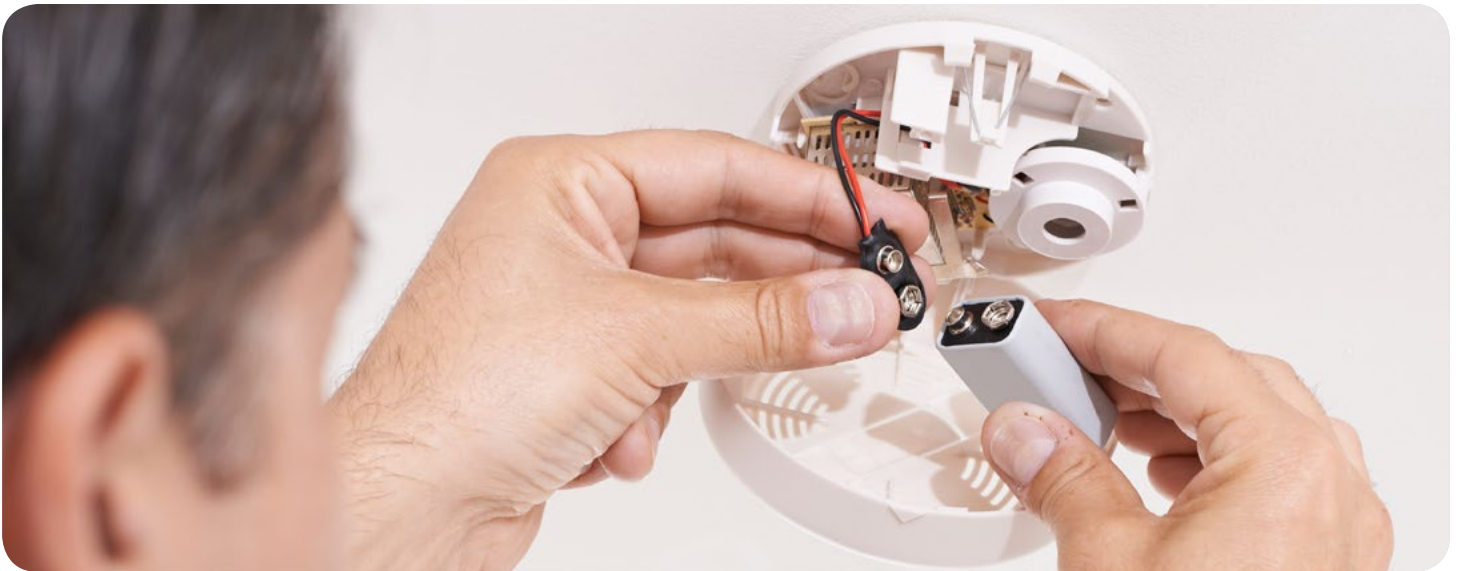
- When cooking, stay within the kitchen and be attentive.
- Never store items under the broiler area of the stove as this can lead to a fire.
- Please take care not to block exits (doors and windows).

Fire Extinguishers:

- Please read and follow all instructions on the label for fire extinguisher inspection/maintenance. Inspect extinguisher at least ONCE per month.
- Check that the extinguisher is charged. Pointer on pressure indicator must be in green. If pointer is in red or white section the extinguisher is not ready for use. **DO NOT TEST BY PARTIALLY DISCHARGING.** Contact the maintenance department immediately if you discover that your fire extinguisher is not fully charged.
- Be sure the lock pin is firmly in place.
- Keep the extinguisher clean. Check for dents, scratches, corrosion or any other damage.
- Check the discharge nozzle. Make sure it is clean and free of obstructions.
- If a fire extinguisher is discharged for any reason – Soaring Heights must be notified **520.505.5012**.

Fire Safety

- Gas grills, charcoal grills, deep fryers and portable outdoor fireplaces with enclosed metal screens may only be used in accordance with local safety codes, regulations and according to the manufacturer's recommendations. These must be at least 10-feet from any combustible structure. These items are not to be used under overhangs. **When not in use outdoor grills, fryers, fireplaces etc. must be stored so as not visible from the street.**
- All homes are equipped with smoke detectors and homes with gas appliances are equipped with carbon monoxide detectors. These safety devices shall not be deactivated or removed. Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector that does not work properly to the maintenance service request line **520.505.5012**. Any questions about operation or performance can be directed to the Welcome Home Center.
- For the benefit of fire and emergency response, the house number shall be clearly visible from the street at all times. Please contact the maintenance service request line **520.505.5012** if this is not the case.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.
- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids will be done outside of all buildings and garages.
- It is prohibited to operate kerosene or electrical heaters in homes or garages.
- Open camp fires and bon fires are not allowed on the property.



- All types of fireworks are prohibited on the property.
- Candle use can cause house fires. Follow manufacturer's recommendations and never leave burning candles unattended.
- Inspect electrical cords to ensure there are no frays or bent plugs. Place furniture so that cords do not become crimped between the furniture and outlet. This could damage the cord and start an electrical fire.
- Never overload an electrical outlet.

1.2 Gas Leaks

When used properly, natural gas is safe, but leaking natural gas can signal potential danger. Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks.

- If you suspect a gas leak, evacuate everyone from the home immediately to a safe location outside the home and then call **9-1-1** to report the issue.
- Do not attempt to operate mobile or land line phones inside the home or turn on/off any switches/controls/lights/cars/garage door openers, etc. as this could ignite the gas and cause an explosion and fire.
- Do not use matches, lighters or create a flame of any kind.
- Contact the maintenance service request line **520.505.5012** and Fire Department **520.228.3333**.
- Do not re-enter the home at any point until the Fire Department, authorities or Soaring Heights have declared it to be safe.

1.3 Carbon Monoxide

Carbon Monoxide (CO) is an invisible, odorless, colorless gas that can be created when burning fuels such as natural gas, wood, oil, propane, etc. In the home, cooking and heating equipment that burn fuels are a potential source of carbon monoxide. Vehicles and generators running where the CO could enter the home is another potential source. Your home is equipped with a CO monitor if it has appliances that burn fuel (other than electricity). If the CO alarm sounds or you suspect CO in your home:

- Test CO alarms monthly.
- Evacuate everyone from the home immediately to a safe location outside the home and only then call **9-1-1** to report the issue.
- Contact the maintenance service request line **520.505.5012**.
- Do not re-enter the home at any point until the Fire Department, authorities or Soaring Heights have declared it to be safe.
- If you need to warm a vehicle, remove it from the garage after starting. This is a common cause of carbon monoxide poisoning and can be life threatening.



1.4 Home Evacuation Planning

- Sketch out a floor plan to identify emergency exits (floor plans are available at the Welcome Home Center).
- Practice family evacuation drills at least twice each year. Please refer to www.nfpa.org for more information.
- Monitor weather conditions in your area and take actions as needed to protect your family.

1.5 Window Hazards

- Keep windows locked to protect small children from falls.
- Keep furniture or other climbable objects away from windows, decks and balconies.
- Educate children about risks and dangers associated with falls from windows, balconies and decks.
- Complete a safety check with your child's caregiver to ensure they understand potential dangers associated with windows, balconies and decks.
- Don't allow children to play near windows, balconies or decks while unsupervised.
- Don't underestimate a child's mobility. Children begin climbing before they can walk.
- Don't rely on screens as window safety devices. Screens keep bugs out – not children in.
- Mini-blind cords can create strangulation hazards for children. Keep cords as short as possible and ends separated as to not create a loop. Please contact the maintenance department if you have questions or need assistance with mini-blinds.
- Consider your needs and investigate installing building code window safety devices.
- Do not remove window safety stickers.

1.6 Poisons

- Use child cabinet locks and latches where needed. Prior to installation please stop by the Welcome Home Center and fill out an Alterations Request Form.
- Keep poisons and medications out of the reach of children and completely inaccessible.
- Keep the poison control number available (**1-800-222-1222**).

1.7 Lead-Based Paint

- Residents are provided with a copy of the Lead-Based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. Soaring Heights strongly advises residents to review this document prior to considering any paint work.
- Residents should be aware that the presence of lead-based paint is possible in any building built before 1978. Therefore, if you find peeling or chipping paint in your home, please notify your community representative immediately.

1.8 Water Hazards

- The water heater temperature should be set at 120°F. Temperatures above 120°F can cause burns. Do not adjust the water temperature – call the maintenance service request line **520.505.5012** if problems exist.
- Never leave small children unattended in bathrooms, tubs/showers or pool areas. Empty pools after each use and turn the pool up-side-down as only 1-inch of water can cause drowning.
- All man-made and natural ponds, creeks and ditches are off-limits. Storm water retention ponds are not for recreation (no swimming, playing, etc.)
- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim. Always swim with a buddy; never swim alone.
- Maintain constant supervision. Watch children around any water environment (pool, stream, lake, tub, toilet, bucket of water), no matter what skills your child has acquired and no matter how shallow the water.
- Drainage ditches, ponds and water run-off areas are not places for swimming or playing. After heavy rains, swift water can take a human life. Even the strongest swimmers are no match for the power of the water. Swift water and debris can make ditches very dangerous.

1.9 Playground Facilities

- Supervise children at playgrounds at all times.
- Observe and follow all posted rules and guidelines.
- Report any unsafe conditions to the Welcome Home Center.

1.10 Community Safety

- Speed limit and other traffic signs are posted throughout the community. Abide by all posted signage for the safety of residents, children and guests.
- Transformers and utility boxes are not play areas and can pose high voltage electrical hazards. Do not allow children to play on them or dig around them.
- Report any non-working street lights or emergency lighting to the maintenance service request line **520.505.5012**.
- If any dangerous wildlife is observed in and around your home, please contact Security Forces at **520.228.3200**, or the Arizona Department of Fish and Game at **520.628.5376**, notify Soaring Heights by calling **520.745.5024**.

1.11 Incidents

Should any incident happen at a home or in the neighborhood where a bodily injury or property damage of any kind occurs, it is the resident's responsibility to notify Soaring Heights no later than the next business day. Required information includes location, date, time and type of incident that occurred. In addition, a list of people injured, the nature of the injury or injuries, as well as any witnesses to the incident must be provided.

**IN CASE OF EMERGENCY,
PLEASE CALL 9-1-1.**

POLICY FOR SAFETY AND WELFARE OF CHILDREN: MINIMUM LEVEL OF SUPERVISION

Age of Child	Can be left unsupervised at home	Can be left unsupervised overnight	Can be left unsupervised at playground	Can be left unsupervised in a car	Can babysit sibling or other child	Can babysit sibling or other child overnight
Newborn – 5 years	NO	NO	NO	NO	NO	NO
6 – 9 years	NO	NO	NO (see note 1)	NO	NO	NO
10 -11 years	YES (see note 2)	NO	Yes (see note 2)	Yes (see note 3)	NO	NO
12 – 14 years	Yes (see note 2)	NO	Yes (see note 2)	Yes (see note 3)	Yes (see note 4)	NO
15 years	YES	Yes (see note 2)	YES	YES	Yes (see note 4)	NO
16 – 17 years	YES	Yes (see note 2)	YES	YES	Yes (see note 4)	Yes (see note 4)

Note 1: Can travel unsupervised to/from locations where the parents know their child will have responsible adult supervision (school, friend's home, youth activities etc.)

Note 2: Must have access to a responsible adult in case an emergency arises.

Note 3: Must have keys removed and access to a responsible adult in case an emergency arises.

Note 4: Must have access to a responsible adult in case an emergency arises, and Red Cross Baby-Sitter Certification is strongly recommended.

1.12 Parental Supervision & Care of Children

Parents are responsible for their children and accountable for their conduct. To ensure children's safety, residents, associates and members of the community should report known violations to the appropriate authorities. When outside of the home (unless walking to and from school or other supervised activities) all children under the age of 10 must be within sight or hearing distance of adult supervision.

Parents are liable for damages caused by negligent or unlawful conduct of their children. Children under the age of 12 should not be left alone. Additionally, pre-teenage children should not care for siblings for an extended duration nor should they be left alone overnight. Please check with the Airmen and Family Readiness Center for the most recent guidelines.

Violations that place children at risk may result in actions by:

- Command
- Soaring Heights
- Security Forces
- The Family Advocacy Program

Prohibited Play Areas

It is the resident's responsibility to ensure that their children understand that they are prohibited from playing in areas specified above and that they may be held accountable if their children are found in these areas.

Children must abide by signage and are prohibited from playing:

- Around unoccupied buildings and homes.
- At any construction site, whether or not work is in progress.
- Near government or contractor equipment (mowers, construction equipment, maintenance trucks, etc.).
- In or around drainage ditches or culverts.
- In or near ponds, creeks, sink holes, storm water retention ponds; or in any areas deemed inappropriate or unsafe.
- Recreational amenities have children "Age Appropriate" requirements that must be strictly followed.

OPERATIONS

2.1 Hours of Operation

The Welcome Home Center hours are:
 Monday through Friday 8 a.m. – 5 p.m.
 Saturday by appointment only

Soaring Heights offices are closed on most federal and approved holidays. Emergency maintenance services are available 24-hours a day. Refer to page 5 of this handbook for a list of telephone numbers.

2.2 Office Location

The Welcome Home Center is located at:

8090 E. Ironwood St.

Tucson, AZ 85708

As part of our community-based management strategy, property management professionals are located at the Welcome Home Center. The Welcome Home Center is designed to foster communications with residents and make it easier for residents to interact with the Soaring Heights team. The Soaring Heights maintenance department is centrally located within the community to ensure efficient service.

2.3 Move-In Process

Upon move-in, each resident will complete a move-in orientation with a Soaring Heights team member. A brief home orientation is conducted and notes are made concerning any items that show existing wear and tear. Upon move-out, the move-in inspection is compared to the home's current condition to determine if any damage, beyond normal wear and tear, has occurred and if any damage charges need to be assessed.

2.4 Collection of Rent & Other Receipts

Upon move-in, the resident is responsible for paying the pro-rated rent for the first month and pet fees (if applicable). Pro-rated rent is calculated by dividing the monthly rent amount by a 30-day month to determine a daily rate. The pro-rated amount is determined by multiplying the days left in the month by the daily rate, starting on the day the service member takes possession of the home (service member receives the keys). Acceptable forms of payment are cashier's check, money order, debit card, MasterCard and Visa. Once the resident accepts the home, the exact amount that is due upon move-in is then calculated. In most cases, the monthly rental rate shall equal the Basic Allowance for Housing (BAH) "with dependents" rate, for the senior service member resident at the premises. If any other resident of the premises becomes the senior service member, he or she will be required to sign an agreement and become the "resident".

Rent is collected monthly by allotment for active duty residents and by cashier's check, money order, debit card, MasterCard or Visa for non-allotment residents. Payment is due on the first day of the month for the previous month's rent (payment in arrears) for active duty service members. Non-allotment residents are required to remit rent on the first day of the month for payment of the current month's rent (payment in advance).

The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the local BAH for a resident's rank is decreased, but the BAH received by the resident is protected at a higher rate, the allotment will continue at the protected BAH rate. In cases where a resident's BAH is rate protected due to changes in the local BAH, the resident agrees that rent shall equal the local BAH with dependents rate as shown on the senior service member's Leave and Earnings Statement (LES) residing at the premises.

Residents should review their LES to ensure the correct BAH allotment for monthly rent is collected. Residents should immediately notify their community representative if their LES does not reflect the correct allotment for monthly rent or if an insufficient amount of rent via allotment is being paid to Soaring Heights. Residents are responsible for payment of monthly rent until such time as the home is cleared through Soaring Heights.

The resident shall notify Soaring Heights property management of any changes in his/her family

status, military status or pay grade within 30-days of such changes. Failure to report changes may be considered a lease violation. If a resident's pay grade changes to a rank outside of the rank band of their home, the resident may request an in-house relocation through their local community representative. The resident is responsible for payment of all moving expenses related to any move caused by a rank and/or pay decrease or increase. In-house relocation requests are reviewed by both Soaring Heights and the military housing partner and are dependent upon home availability.

2.5 Security Deposits & Fees

Security deposits or background credit check fees are not charged for active duty personnel. DoD civilians, retirees, and other non-active duty residents are required to pay a security deposit and fees associated with a background check.

There is a \$200 non-refundable pet fee that is required from families that wish to have domesticated pets (i.e. dogs and cats). The one-time \$200 fee covers up to two pets.

2.6 Residency Requirements

The resident will only be entitled to family housing in Soaring Heights during his or her military service, unless otherwise approved. After the initial one-year lease term the lease agreement continues on a month-to-month basis.

Once the month-to-month tenancy starts, it may be terminated by either

1. the resident giving 30-days' prior notice of termination, or
2. management giving prior notice of termination.

Notice of termination given by management shall be effective on the last day of the month following

the month in which the notice was given. The resident agrees that those included within the Resident Lease Agreement are the only persons who are permitted to reside in the home. It is the resident's responsibility to notify Soaring Heights of any change in the number of individuals living in the home in writing within 14-days.

If the resident becomes ineligible for Soaring Heights family housing due to reasons that include, but are not limited to, change of dependent status, drug conviction, felony conviction or cessation of military service, the Resident Lease Agreement will be terminated.

2.7 Resident Moves

Resident in-house relocation requests can be submitted for families that experience changes in eligibility for the number of bedrooms needed to accommodate an increase in family-size, a change in rank or for a medical board recommendation that requires a move. Appropriate documentation is required to support a request. In-house relocation requests are reviewed by both Soaring Heights and the military housing partner and are dependent upon home availability. These types of moves will be made at the service member's expense.

In the case of a required relocation due to Soaring Heights development, the resident is given a minimum 60-day written notice per the lease

agreement and the move is made at the expense of Soaring Heights or the Air Force only if the resident moves to another home within Soaring Heights Communities. Costs incurred to relocate or reestablish telephone, cable, TV, satellite or internet service shall be the responsibility of the resident. If the resident chooses to move to an off-base location, the resident will incur the move cost. Residents may choose to submit their written 30-day notice to vacate to Soaring Heights anytime after receiving their written 60-day relocation notice.

SOARING HEIGHTS COMMUNITIES COMMUNITY STANDARDS ENFORCEMENT POLICY STEPS

Step 1 Initial Contact

Inform the resident of the violation verbally, through email or through a note.

Step 2 Friendly Reminder

If the violation has not been corrected, the resident is issued a reminder door hanger and has 48-hours to correct the violation.

Step 3 Warning

If the violation has not been corrected at the re-inspection date, the resident is issued a warning notice with a second re-inspection date and possible associated fees or fines.

Step 4 Letter of Non-Compliance

If the violation has not been corrected at this point, the resident is issued a letter of non-compliance with 24-hours to correct the violation. This stage includes possible associated fines. The military housing partner and the service member's command may become involved.

Step 5 Fine or Letter of Eviction

Depending on the severity of the non-compliance, the resident may be fined and/or issued a Notification of Termination of Housing.

2.8 Evictions, Violations & Delinquent Accounts

Residents who fail to comply with the terms of their Resident Lease Agreement and the Soaring Heights Resident Guide & Community Standards Handbook are subject to various remedies, including reporting to the service member's chain of command, fees to bring the home into compliance, fines or possible eviction. The military housing partner will assist the property manager in notifying the service member's command prior to the resident's referral into the debt collection process. If payment is not made or the agreed upon payment plan is not adhered to, the resident may be issued a three-day notice to quit, which may result in eviction if left unresolved. Residents are responsible to pay all amounts due prior to moving-out of their Soaring Heights home. In the event accounts remain unpaid, they will be sent to a collection agency.

2.8.1 Minor Violations

The processes and penalties for minor violations of the Resident Lease Agreement or the Soaring Heights Resident Guide & Community Standards Handbook are described in the Soaring Heights Community Standards Enforcement Policy chart found on page 18. Examples of minor violations include, but are not limited to:

- Failure to maintain fenced backyard, flowerbed and property appearance standards.
- Parking in front of or within 15 feet of a fire hydrant.
- Parking in alleyways or other areas where parking is restricted (vehicles may be towed).
- Unauthorized commercial activities, including home childcare.
- Excessive noise that disturbs others.
- Unauthorized construction or alteration to any Soaring Heights structure.
- Unauthorized or improper installation of window air conditioner units.
- Unauthorized vehicle maintenance.
- Curfew violations by minors.
- Failure to allow maintenance staff access to homes for needed work.
- Unauthorized or illegal RV, automobile, jet ski, boat or any other recreational vehicle storage at the resident's home or in surrounding community.
- Failure to maintain residence, parking areas and surrounding areas.
- Vehicles parked on the landscape or on prohibited streets.
- Storage of excessive personal items in carports.
- Placing storage containers commonly referred to as "PODS" in driveways, on roads, in open vehicle stalls or on any Soaring Heights property without prior written authorization from the Welcome Home Center. Use of PODS is limited to a maximum of seven calendar days and is subject to removal without notice at the resident's expense.
- Use of unauthorized storage sheds in common areas without prior written authorization from the Welcome Home Center.

2.8.2 Major Violations

Violations of the Resident Lease Agreement or the Soaring Heights Resident Guide & Community Standards Handbook of a serious nature may result in immediate eviction. If the violation is not immediately corrected after appropriately notifying the resident of the violation, Soaring Heights may proceed with an eviction. In addition, Soaring Heights will contact the resident's chain of command and the military housing partner for consultation and appropriate action. Violations of a serious nature include, but are not limited to:

- Serious misconduct, including repeat minor offenses involving the resident, family member or guest.
- Inherently dangerous or criminal actions.
- Domestic disturbances.
- Non-payment of damage charges.
- Pet policy violations (including pet abandonment).
- Poor sanitary practices or housekeeping, including failure to properly dispose of refuse or store refuse containers.
- Felony convictions.
- Misconduct, which results in injury or property loss to a neighbor, Soaring Heights or the government.
- Criminal activity by any member of the household or a guest.
- Spousal or child abuse.
- Failure to pay rent; failure to authorize (or discontinuance of) allotment.
- Misuse, discharging or brandishing a weapon in the housing area.
- Improper sublease or assignment of housing agreement.
- Failure to comply with a Letter of Non-Compliance for a minor violation.
- Unauthorized guests living in home.

2.8.3 Corrective Action

Soaring Heights reserves the right to take corrective action for violations not corrected by the resident after a warning is issued if the violation affects the health or safety of other residents. Resident will be charged as needed for corrective actions. For a list of applicable charges, please visit www.soaringheights.net or contact the Welcome Home Center.

DISPUTE RESOLUTION PROCEDURE

GOAL

Resolve all issues at the lowest level in a timely manner

Resident



Resident addresses issue with the Resident Services Coordinator at the Welcome Home Center



If issue cannot be resolved at the Resident Services Coordinator level, it is elevated to the Property Manager



If the issue cannot be resolved at the Property Manager level it is elevated to the Director of Property Management



If necessary, Soaring Heights will work with its military partners throughout the resolution process

2.9 Dispute Resolution Procedure

Soaring Heights desires to work out any disputes with residents amicably and to a satisfactory resolution for both parties. If this fails, Soaring Heights or the resident has the option to choose binding arbitration using the most recent standards provided by the Dispute Resolution process.

Soaring Heights requires that residents live amicably within its communities. Residents and their guests shall respect the quiet use and enjoyment of other residents. In the event a resident dispute should arise, residents are encouraged to solicit command involvement. Requests for resident moves will not be entertained as a result of resident disputes. Soaring Heights will engage the service member's chain of command and the military housing partner to resolve issues between parties. Soaring Heights reserves the right to terminate all parties for continued disputes that substantially interfere with the right to quiet enjoyment of other residents in the community.

2.10 Temporary Absences of Residents from Homes

When residents are planning to be away from their home for more than seven-days they must notify the Welcome Home Center in advance by completing an Absent Notification form, and they must provide a local emergency contact. When absent from the home, the resident is required to arrange for adequate care of the residence. Required care includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets

may not be left unattended. Should an emergency arise, Soaring Heights property management may enter the housing unit to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location. Please note: Residents are responsible for any and all damages that may occur when the home is vacant and they failed to notify Soaring Heights of an extended leave of absence.

2.11 Abandonment Policy

Homes are considered abandoned when, after 30-days, there is no reasonable evidence other than the presence of personal property that the home is occupied and the resident has failed to notify Soaring Heights. Failure to pay rent may be considered evidence of abandonment. Soaring Heights will determine, in conjunction with the

military housing partner and service member's chain of command, if a unit is abandoned. If a unit is reclaimed by Soaring Heights, the resident will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. Soaring Heights is not responsible for personal belongings left in an abandoned home.

2.12 Guest Policy

The resident is responsible for his or her guests actions to include any damage, theft or violations of the Resident Lease Agreement of the Soaring Heights Resident Guide & Community Standards Handbook. Residents shall notify the Welcome Home Center in writing of all guests staying more than seven-days, but less than 29-days. No guest or visitor may stay in the home for more than 30-days

without the expressed written consent of Soaring Heights. Requests for guest(s) staying longer than 30-days are evaluated on a case-by-case basis and in accordance with any deployment and installation policies. The request should provide specific reasons for the exception. A guest is defined as a person or persons, including military personnel and their family members, who do not reside in Soaring Heights.

2.13 Access to Homes

Soaring Heights will maintain keys for all its homes. With the exception of life-threatening or property-threatening emergencies, all Soaring Heights team members must receive the resident's permission to enter a home for any reason other than completing a service request called in by the resident. If Soaring Heights determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 2-day notice of entry will be left at the door. At the end of the 2-day period, a member of the Soaring Heights maintenance team will enter the

home to complete the repairs. Written notice of such entry will be left in a conspicuous location. **A Soaring Heights team member will not enter the premises if a minor child is present without an adult who is 18-years of age or older at the home.**

Key Authorizations

Children 10-years of age and older who are identified in the Soaring Heights Resident Lease Agreement and have appropriate government-issued identification, may be given a house key. Residents are provided four keys at move-in. Additional keys cost \$7 each.

2.14 Commercial Enterprises Policy (Home-Based Business)

Contact your Soaring Heights Welcome Home Center for procedures on receiving approval for commercial enterprises.

2.15 In-Home Childcare

Residents wishing to provide childcare services in their private residences can only do so if they are under the direction of the Force Support Squadron Family Childcare Program. All childcare programs are subject to regulation by installation child services personnel. Any costs associated with modifications required to sustain business or obtain licensing will be the responsibility of the resident. The only exceptions to this policy are for those residents providing intermittent childcare not exceeding 10-hours per week on a regular basis and for persons who provide childcare in the child's home. Soaring Heights is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider and is in no way associated with the Force Support Squadron Family Childcare Program other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification by Family Childcare Program must be done in compliance with the Resident Lease Agreement, the Soaring Heights Resident Guide & Community Standards Handbook, and will be paid for by the resident. The resident must return the home to its original condition prior to move-out.

2.16 Noise Control

Excessive noise is prohibited on the installation. Quiet hours are observed between 10:00 p.m. – 6:30 a.m. daily. For enforcement purposes, “excessive” is defined as:

- Residents should be aware that excessive noise travels easily through building structures.
- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30-feet or more in any direction of the house.
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area.
- Residents should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors.

2.17 Housekeeping

The military housing partner and Soaring Heights will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The resident's chain of command.
- Family Advocacy Program.
- Child Protective Services.
- Others as appropriate.

POOR HOUSEKEEPING MAY RESULT IN EVICTION.

2.18 Firearms

In accordance with Air Force Instruction 31-101, and 355th Wing Supplement to Air Force Instruction 31-101, all personnel residing on Air Force installations will register their privately owned weapons using AF Form 1314. Residents obtain the form at their respective units or at 355th SFS Pass and Registration sections. For more information please contact 355th SF Armory at **520.228.5878** during normal duty hours.

2.19 Mailbox Policies

Mailboxes and mailbox keys are federal property and are protected by Federal law Title 18, United States Code, Section 1705. Postal regulations forbid individuals from defacing or damaging U.S. Postal Service mail receptacles to include posting any type of commercial advertisement, non-profit letter, public announcement, lost pet etc. Mail will only be delivered with the last name the post office has on file. If there is more than one last name in your household please notify the post office. Mailbox keys can be picked up at the U.S. Post Office on base. Mailbox keys need to be returned to the post office prior to move-out.

TRAFFIC REGULATIONS, PARKING RESTRICTIONS & VEHICLE PROCEDURES

3.1 Speed Limit

The speed limit in all residential areas is 15 miles per hour unless otherwise posted.

3.2 Operating Areas

Privately owned vehicles (POV) are limited to hard surface roads designed for vehicular traffic. Operating a POV on sidewalks, bicycle paths, grass areas, recreation areas or any

area not specifically designed for vehicular traffic is strictly prohibited. Only bicycles and pedestrians may use dirt trails and paths.

3.3 Parking

Traffic regulations on the installation are detailed in current installation guidelines. Consult these existing documents for information on punitive measures for traffic regulations enforced by Security Forces. Additionally:

- Use of cell phones while driving is not permitted on the installation.
- Residents must not interfere with the parking rights of other residents.
- Residents may not park oversized vehicles and equipment in housing areas.

Recreational vehicles, trailers, campers and boats (including jet skis and motocross bikes) may not be parked in housing areas. The exception to this policy is an RV that is parked at the housing unit for no more than 24-hours for loading or unloading. If the resident has an emergency that requires parking longer than the policy permits, the resident must notify and receive written permission from Soaring Heights. Parking in common parking lots will be on a first-come, first-served basis and vehicles cannot be parked longer than 24-consecutive hours. It is imperative that vehicles are parked in their designated locations (examples: garages, driveways and carports).

Vehicles parked on the street may pose a hazard for children, pets and other vehicles. In addition, vehicles parked in this manner can restrict

access for emergency vehicles and service vehicles such as postal trucks, refuse trucks, moving vans and school buses. Any additional parking spaces are on a first-come, first-served basis. Community parking is for Soaring Heights residents and their guests only. Additionally, no parking is allowed in the following areas:

- In a location that interferes with resident mailbox access.
- In a location that interferes with resident access to their assigned driveway or carport.
- Within 15-feet of a fire hydrant, stop sign, yield sign or any location marked accordingly.
- On curbs, common areas, sidewalks, front yards, xeriscaped areas, lawns or grassy areas.
- In front of refuse and recycling containers located at curbside pick-up areas.
- Parking against the flow of traffic.
- Where “No Parking” signs are posted.

Disabled, inoperable, unlicensed or unregistered vehicles are not permitted in housing areas for longer than 72-hours. Notify the Welcome Home Center if you are aware of an abandoned vehicle.

Residents departing permanently or on a temporary basis may not abandon their vehicle on Soaring Heights property. ATVs are not allowed to be operated or stored in housing areas. Improperly registered vehicles may not be parked in the housing area. Violators may be issued a citation. If the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed

immediately in accordance with installation regulations and at the owner's expense. Residents are permitted to park only those vehicles registered in their name on Soaring Heights property. Residents may not park or store vehicles belonging to another (i.e. storing or watching a vehicle for a friend while he/she is deployed).

3.4 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the replacement of a flat tire or charging of a battery.

The installation has automotive centers established for vehicle maintenance purposes.

3.5 Carwash Guidelines

Residents may wash their cars in housing, however if there is excessive dirt and or mud the vehicle should be cleaned at an establishment outside of the community. Residents who wash their

excessively dirty vehicles within housing will be responsible for cleaning up the dirt from the driveway, sidewalk, gutter and street.

3.6 Vehicle Registration & Decals

Vehicles must have a current registration and proof of insurance as required by the State of Arizona.

Vehicles found on Soaring Heights property that are not in compliance with the above requirements will be cited and reported to Security Forces. If the owner has not taken corrective action to satisfy the registration within three-working days, the vehicle will be reported to Security Forces for further action, which may include removal of the vehicle. Soaring Heights reserves the right to remove any vehicle from its property that is illegally parked or presents a safety hazard to the community at the owner's expense.



PET POLICIES

4.1 Guidelines for Pet Owners

Any violation of the pet policy may result in fines, loss of pet privileges or eviction. The following constitutes the pet policy for Soaring Heights:

- Residents may have a total of two pets (dogs and cats) in any combination. Dogs and cats are deemed appropriate domestic pets. Small animals such as birds, fish and guinea pigs are allowed as long as they are properly cared for and caged.
- **There is a \$200 non-refundable pet fee that must be paid at the time a resident notifies Soaring Heights of a pet addition. The fee covers up to two pets.**
- If it is determined at any time during residency or during the move-out assessment that a pet(s) resided in the home a \$200 non-refundable pet fee will be charged to the resident.
- Wild animals, exotic animals, farm animals, rodents, arachnoids, reptiles (to include snakes and lizards) or fish tanks/aquariums larger than 20 gallons are prohibited.
- Pit Bulls, Staffordshire Terriers, American Staffordshire Terriers, Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, Presa Canarios, Cane Corsos, Neapolitan Mastiffs, Wolves, Wolf hybrids, including mixed breeds, are prohibited. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior. Additional breeds may be added, for the most up-to-date list please visit www.soaringheights.net.
- All cats and dogs must be registered at the installation veterinary services office within ten-days of moving into a Soaring Heights home. Cats and dogs owned by residents must wear a current collar that includes a home address and phone number at all times. Cat and dog owners are required to provide a copy of verification of appropriate immunization along with pet registration to the Soaring Heights Welcome Home Center.
- Dogs must be registered with the Installation Vet Clinic.
- Residents whose pets have litters must notify the Welcome Home Center and make arrangements for adoption within twelve (12) weeks of birth.
- Pet sitting/pet fostering is only allowed if a resident has not met the two-pet limit. The resident has the responsibility to pay the non-refundable pet fee (if there are no other pets in the home) and notify Soaring Heights of the pet sitting/pet fostering duration. The resident is responsible for the pet and all of its action while the pet is in their care. Residents cannot pet sit/ pet foster for any of the prohibited breeds.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas. Pets must be on a leash at all times when outside the home or enclosed yard. Voice command is not an acceptable means of control. Pets are not allowed in bus stops, playgrounds or tot lots at any time.
- Authorized animals are housed within the home. Garages or patios are not suitable housing for pets. Pets are not to be tied or staked outside the home. Pets are required to be in the home or in an enclosed backyard if unattended. Dog houses and kennels are permitted within enclosed yards only and should be removed prior to move-out. Kennels or houses must not be taller than the existing fencing.
- All yards and common areas should be kept clean of pet droppings. Owners must pick-up and properly dispose of pet droppings immediately in common areas as well as one's own premises. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Pets must not prevent or obstruct employees or associates of Soaring Heights from properly performing their functions, duties and responsibilities. Please secure pets prior to the arrival of maintenance employees for scheduled service. If a family has completed a Permission to Enter form and a maintenance technician arrives and finds a dog is not kenneled, the work order will not be completed.

- Pets that are deemed aggressive or a nuisance are prohibited. Aggressive behavior is defined as unprovoked barking, growling or snarling at people approaching the animal, biting or scratching people and/or escaping confinement or restriction to chase people.
- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for Soaring Heights to request the removal of the pet. Removal notices are on a case-by-case basis and involve a detailed review of all case histories, facts and future potential safety risks.
- Pet owners are financially responsible for damages caused by their pets.
- Any modifications to the homes for pets (pet grills, pet doors, reinforced fence etc.) are strictly prohibited without prior written consent of Soaring Heights. Residents will be required to restore the home to its original condition prior to move-out.
- Soaring Heights reserves the right to terminate the Resident Lease Agreement for those residents failing to comply with pet removal notices.
- Abandonment of pets is prohibited.
- There are exceptions to the Soaring Heights rules and regulations for guide dogs and service animals as defined by “Title 40, U.S.C., and Section 291”.

The pet policies are to be strictly observed and will be enforced by the management staff. These policies have been set forth to ensure a quality living experience for all those residing in Soaring Heights homes. Management reserves the right to make other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines will result in fines and/or the termination of the Resident Lease Agreement.

4.2 Pet Houses

Pet houses may be placed in a fenced backyard only and residents must ensure the structure is:

- Of sound construction.
- Painted.
- Neat in appearance.
- Cleaned of animal waste daily.

- Kept free of ticks, fleas and other parasites.
- Removed prior to move-out.

Residents are required to restore grounds where a pet house was present prior to move-out and residents are responsible for any damages caused by the installation and removal of pet houses.

4.3 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call the Base Veterinary

Clinic **520.228.3529** for proper disposal procedures. Deceased pets are not to be buried on the premises.

4.4 Stray Animals

Contact Security Forces at **520.228.3200** to report stray animals. Stray animals picked up by Security Forces will be scanned for microchip. Animals with up-to-date microchips will be returned to their

owners. If an animal's owners cannot be identified, Security Forces will temporarily hold the animal until it is transported to the local Humane Society.

4.5 Pet Breeding

The breeding of any animal (pet) is prohibited.

UTILITY CONSUMPTION & CONSERVATION

5.1 General

As a military family, it is of utmost importance to be responsible users of your utilities. This means actively conserving your family's energy and water use. By making a conscious effort to reduce your utility consumption, you help the Department of Defense save natural and financial resources that can be better used in protecting our nation

and providing services and support to our service members and families. You will also be an integral part of Soaring Heights effort to create sustainable communities and be good stewards of the environment in which we live and work. For more information about Soaring Heights conservation efforts, log on to www.soaringheights.net.

5.2 Method

Your family's utility conservation efforts are required by several important items of legislation and policy:

- Department of Defense (DoD) Directive 4140.25 (Dated 12 April 2004)
- DoD Instruction 4170.11 (Dated 22 Nov 2005)
- Energy Policy Act of 2005, 42 USC 15801, (Dated 8 Aug 2005)

Housing consumes about 30 percent of the total energy used on military installations. The

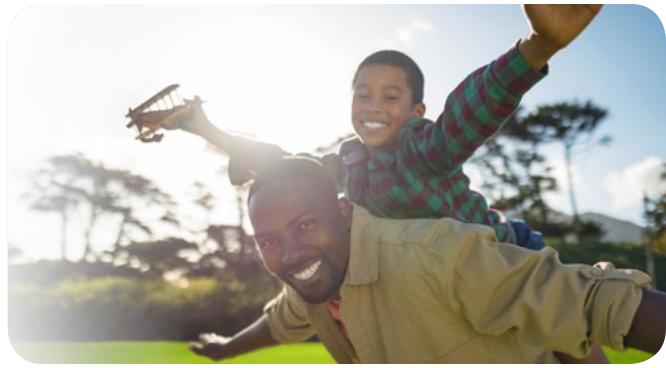
Energy Policy Act of 2005 requires all federal facilities to reduce their energy consumption by 20 percent per gross square foot. This goal requires a concerted conservation effort by both residents and Soaring Heights. Residents must:

- Comply with installation energy conservation directives and guidelines.
- Reduce energy waste.
- Conserve water whenever possible.

5.3 Energy Reduction

Here are some guidelines residents can follow to reduce energy consumption:

- Shut down all lights and other appliances every time you leave your home.
- Maintain temperatures within a range of 74-80 degrees Fahrenheit when operating air-conditioning units. Central A/C units must be left in "auto" position at all times.
- Close all doors and windows when operating air conditioning units (this also prevents mold)
- **Turn off all outdoor lights during daylight hours.**
- Turn off lights in unoccupied rooms.
- Minimize water use when cleaning sidewalks or driveways.
- Use cold water to operate garbage disposals and clothes washers.
- Run fully loaded dishwashers to save energy and water costs.
- Remove excess food from dishes prior to running dishwasher.
- Avoid using washers and dryers during peak electrical demand periods.
- Keep the refrigerator set at the manufacturer's recommended level.
- Ensure that refrigerator and freezer door seals are airtight.
- Turn off computers and other unneeded electrical items when not in use.



5.4 Violations

Residents may be cited for violations of energy conservation guidelines.

5.5 Resident Utility Billing

In an effort to encourage the efficient use of energy and ultimately reduce consumption, the Office of the Secretary of Defense (OSD) established a resident utility billing program that holds the service member and his/her family responsible for their utility usage. In coordination with the military housing partner, Soaring Heights is responsible for implementing and managing the resident utility program. It is not a profit center for the U.S. Air Force or Soaring Heights. Money saved goes directly back into Soaring Heights Communities to benefit service members and families.

5.5.1 Support for Residents

To support the U.S. Air Force's utility program, Soaring Heights will provide energy-saving tips and educational programs to families through information and resources found on its website. Additionally, the Soaring Heights team is available to assist families with questions on the program. For more information about the utilities program, visit www.soaringheights.net.

ALTERATIONS, ADDITIONS & CONSTRUCTION

6.1 Alterations to Homes

New construction, additions or alterations by residents to Soaring Heights homes, including garages, carports, patios and surrounding grounds are not allowed. Residents will not nail, screw, staple or bolt items into any exterior siding or roof (please see section 6.16 for approved methods for displaying holiday lighting). This policy is inclusive of satellite dishes. Requests for minor alterations must be submitted in writing to the Welcome Home Center for approval prior to any

work being done. Please contact your resident services coordinator for complete details.

Unless the resident has written permission from Soaring Heights to leave the alteration in place, alterations will be removed and the cost to restore the area or housing structure to its original condition will be done at the resident's expense prior to the resident's move-out. Residents are liable for damages to houses and yard areas resulting from alterations.

6.2 Fences

In some communities, residents may erect a new fence with prior written approval obtained through the Welcome Home Center. Contact your resident services coordinator for the procedure and approved construction materials for fence installation. Residents are liable for any damages done to underground utilities. A community representative may perform an inspection after the fence has been erected. Soaring Heights is not responsible for maintaining fences erected by residents. Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited.

6.3 Storage Sheds

Written approval for the placement of sheds or utility structures must be obtained through the Welcome Home Center prior to installation. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. A utility clearance is required before installing storage sheds to prevent placement of sheds over utility lines. Shed sizes shall not exceed 10-feet x 10-feet, the shed must be professional grade, properly constructed and anchored securely to prevent possible overturning from winds. All storage sheds must have metal or plywood floors. If painted, storage sheds must be compatible with the exterior color of the home.

Residents are responsible for:

- Removing personally owned or rented storage sheds prior to move-out.
- Restoring turf upon removal of storage shed.
- Damages to any property caused by the installation or removal of a storage shed. Additionally, storage sheds are not to be placed in any common area, garage or carport areas.
- Soaring Heights is not responsible for a resident's personal property stored in resident installed or existing Soaring Heights storage sheds.

6.4 Satellite Dishes

Residents wishing to install a satellite dish must submit a request in writing to the Welcome Home Center prior to installation. The equipment must follow the guidelines set forth in Section 6.4.2 and the applicable satellite dish agreement.

6.4.1 Responsibilities

Damages resulting from the installation or removal of a satellite dish are the responsibility of the resident. It is the resident's responsibility to ensure that the private company hired to install a dish complies with the guidelines found in Section 6.4.2.

6.4.2 Guidelines

Satellite dishes may not be installed or placed on the roof of any Soaring Heights home or structure. Satellite dishes may not be attached to exterior siding, carports, garages, fences or walls. Satellite dishes may be mounted on a tripod or sled placed in the backyard. **Satellite dishes will not be placed in front yards, side yards or common areas.** Additionally:

- Holes will not be made in exterior siding, fences or walls.
- Tree limbs will not be cut in an effort to obtain a better signal.
- Cable runs for satellite dishes must not be used or installed in such a manner as to create a safety hazard.
- Vendor or installer will use existing cable wiring from junction box at residence and will not change box location.
- Vendor or installer must not install additional junction boxes on exterior wall of the home.
- When required to install a second parallel cable, permission must be requested in writing to the Welcome Home Center prior to installation. The second parallel cable must be cosmetically acceptable and the existing entrance hole must be used.
- Only one satellite dish is permitted per home.
- Resident is responsible for removing the satellite dish system and restoring the grounds prior to move-out. Residents will be charged for removal and restoration if not properly completed prior to the move-out assessment.
- Improperly installed systems or systems installed without prior written permission from Soaring Heights will be removed at the resident's expense.

6.5 Locks, Latches, Dead Bolts & Lock-Outs

Residents that wish to have their locks changed should call the maintenance service request line **520.505.5012**. Residents must pay for this service unless a copy of a Security Forces' blotter is provided indicating the resident's safety is at risk. Chain locks, flip locks, barrel bolts, surface bolts or other types of security door guards are not permitted unless requested in writing and approved in advance by the property manager.

Residents needing lock-out assistance may contact Soaring Heights through the maintenance service request line **520.505.5012**. Requests are treated as an emergency. Residents who repeatedly lock themselves out of their home after-hours may be charged for the service calls. Residents will not change locks, install deadbolts or duplicate keys for their home and residents may be charged for the repair or replacement of locks in violation of this policy.

6.6 Security Alarm Systems

Resident installed security alarms requiring electrical wiring are not permitted. Security systems not hard wired are permitted, however, security codes must be provided to the Welcome Home Center for access during emergencies or maintenance visits. Residents are responsible for damages caused by the installation or removal of resident installed security systems.

6.7 Painting

Residents may elect to personalize their home by painting if they comply with the Interior Paint Policy. There are no deposits or fees collected for painting. **All residents must receive approval to paint regardless of the paint option they choose prior to painting. Forms are available at the Welcome Home Center.**

Soaring Heights has four approved semi-gloss paint colors. When a resident requests permission in writing to use a maximum of two (2) approved colors and the home is painted within the approved guidelines, within the quality requirements; the resident will not be charged to return the home to its original color at move-out. Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

Residents who do not elect to use the approved palate must still complete a paint request form prior to starting work. In this case, residents are required to restore the home to its original condition by selecting one of two options:

1. Prime all painted surfaces with white primer to completely cover color.
2. Pay Soaring Heights to return home to acceptable color (cost is determined per square foot of painted surface, payable at move-out).

6.7.1 Painting Restrictions

Residents will not paint interior walls in the kitchen or in bathrooms. Residents shall not paint interior ceilings, doors, trim and cabinetry. Residents will not paint the exterior of housing, including doors, patio, concrete enclosures, sheds, privacy fences, sidewalks or any other Soaring Heights property.

6.7.2 Borders & Wallpaper

Wallpaper application is not authorized in any Soaring Heights home. Borders may be installed, but should be temporary and easily removed. Borders cannot be permanently attached. Residents will remove all borders and restore wall area to original condition prior to move-out. Expenses incurred for restoration repairs performed by Soaring Heights are the responsibility of the resident.

6.8 Nails

Residents are permitted to use nails, picture hangers, screws and ceiling hooks in interior walls only. Residents are asked to remove nails, picture hangers and screws in walls at move-out.

Ceiling hooks may remain in upon move-out. Residents are not required to fill small holes left by nails or picture hangers prior to move-out. Residents will be billed for holes larger than 1-inch in diameter.

6.9 Window Coverings

Standard window coverings such as curtains, drapes etc. are permitted. Property management must approve the installation of vertical blinds. Coverings such as tinfoil and cardboard are not permitted.

6.10 Waterbeds

Waterbeds are permitted; however it is required that the resident maintains liability insurance to cover any damage that may result from the installation, use, or removal of the waterbed. Proof of insurance must be provided to the Welcome Home Center.

6.11 Appliances

Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators and washers outside or in garages or carports.

6.11.1 Personal Appliances

- Residents are responsible for the connection of resident-owned washers and dryers.
- When disconnecting washers, residents must ensure that the water connection is turned completely off and does not leak when the hoses are removed.
- Residents may install freezers inside the home only.
- Window air conditioners are not authorized without prior written approval from a Soaring Heights community representative. Window air conditioners are not allowed in homes with central air conditioning.
- Residents are responsible for disposal of resident-owned appliances and window air conditioners in accordance with state and local laws. See your Soaring Heights resident services coordinator for locations that accept appliances and window air conditioners for disposal.

6.12 Pools, Hot Tubs & Jacuzzis

Safety First! Small wading pools that allow no more than 8-inches of water are permitted. An adult (18 years or older) must be present to supervise pool use and pools must be emptied after each use. Pools are not to be utilized in the front or sides of homes. Any damage to grassed areas is to be repaired at the resident's expense. Hot tubs, Jacuzzis and spas are not permitted for use in homes except when there is a documented medical need. Requests must be submitted in writing to Soaring Heights and approved before installation and use. If a written request is approved by Soaring Heights, the resident must contact Soaring Heights upon completion of the installation to ensure plumbing installation is correct to prevent potential leaks and damage during operation.

6.13 Trampolines

Trampolines are inherently dangerous for the owner and, more importantly, for children. Therefore, Soaring Heights enforces a strict policy surrounding trampolines. All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. Residents are responsible for damages or personal injury associated with a trampoline. Trampolines must be installed on a level surface area in the backyard and be clear of overhead hazards such as roof line, trees and power lines. Soaring Heights will not modify existing ground areas or tree canopy to accommodate a trampoline. Contact the Welcome Home Center for more information.

6.14 Patio, Lawn Furniture, Toys & Playground Equipment

Patio, lawn furniture, toys and playground equipment must be placed in the backyard. If there is no backyard, the side yard may be used with written permission from the Welcome Home Center. The number of pieces of equipment is determined based upon safety, available space and overall curb appeal. If playground or other equipment hinders Soaring Heights lawn services, the resident becomes responsible for maintaining the area. Playground equipment must be complete and have no defects so as not to cause safety or health concerns. The resident is completely responsible for the supervision, safety and maintenance of the equipment. The resident also is responsible for any damage or injury due to installation or use of the equipment.

6.15 Lawn Ornaments

Residents may place lawn ornaments in yards if decorations are maintained and will not interfere with lawn service provided by Soaring Heights. Lawn ornaments are defined as decorative objects placed in the yard area of a property and are limited to 18-inches tall and 24-inches wide. Fountains and other water moving ornaments/decorations are permitted with prior written approval by the Welcome Home Center. They are limited to no more than one such feature per home of a size no more than 18-inches tall and 24-inches wide. Holiday lawn decorations are permitted as defined in Section 6.16.

6.16 Rocks

Rocks may be used for edging, as stepping-stones or for mulching. Residents are responsible for removal of all rocks installed around the residence prior to move-out unless the resident has approval in writing from the property manager to leave the rocks in place.

6.17 Ornamental Lighting for Holidays

**RESIDENTS ARE NOT ALLOWED ON ROOFS
FOR ANY REASON.**

Reasonable use of inside and outside electric ornamental lighting is authorized. Do not penetrate roofs, siding or fascia with nails, staples, bolts, screws, etc. to install lighting. Use of ladders over 6-feet to hang ornamental lighting is prohibited. Ornamental lighting use is restricted to dusk through dawn. Note the following:

- Residents may use clips or tape that is specifically designed to install temporary holiday lighting.
- Residents will carefully inspect and control ornamental lighting to avoid fire.
- Extension cords intended for occasional use shall not be used on a permanent or semi-permanent basis inside or outside of any Soaring Heights home.

Use of ornamental lighting is authorized as follows:

- Two-weeks prior to and one-week after all nationally recognized holidays.
- Thirty-days prior to and two-weeks after the Christmas/New Year season.
- Residents will ensure that all self-installed lighting will be used in proper applications and meet safety regulations.
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use.
- Residents are responsible for any damage and/or liability resulting from the use of ornamental lighting.
- Residents must practice energy conservation and limit the use of ornamental lighting to the evening time. **Do not leave lighting on during daylight hours.**

6.18 Tents, Tarps & Covers

Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from a Soaring Heights community representative. Temporary, one-day exceptions will be made with written authorization from Soaring Heights. Roll-up shades are prohibited.

6.19 Tree Swings, Tree Hammocks, Tree Houses & Signage

Tree swings, tree hammocks and tree houses of any type are strictly prohibited on Soaring Heights property at any time. Residents may not affix any signage to trees within Soaring Heights property or trees within installation property.

6.20 Portable Basketball Hoops

- Portable basketball hoops may only be positioned alongside driveways and should not be placed in common area parking lots.
- Portable basketball hoops that block access for trash collection or lawn service equipment will be removed without notice.
- Portable basketball hoops will not be located within 10-feet of streets, alleyways or cul-de-sacs and must be moved into a carport, garage or backyard when not in use.
- Residents must remove portable basketball hoops and restore grass areas damaged by basketball hoops prior to move-out.
- Damaged portable basketball hoops or portable basketball hoops that are found to be unsafe must be removed immediately.
- Residents are not allowed to hang a basketball hoop and backboard on the exterior of their home.

COMMUNITY RECREATION & FACILITIES

7.1 Soaring Heights Amenities

Soaring Heights constructs, manages and operates facilities that enhance enjoyment of the community. Please observe the rules and regulations noted below that are designed for your convenience and safety. It is your responsibility to be informed of the rules and regulations. Soaring Heights reserves the right to prohibit the use of the facilities to any individual that Soaring Heights, at its sole judgment determines has failed to comply with any of the rules and regulations herein or posted within the communities. **Social and recreational facilities shall be used at YOUR OWN RISK.** The Owner and Soaring Heights are not responsible for injuries sustained from the use of the facilities. Any Soaring Heights resident is permitted to use all of Soaring Heights facilities and amenities, regardless of what community they reside in.

7.1.1 Welcome Home Center

The Welcome Home Center is available for resident use from 8:00 a.m. to 5:00 p.m. Monday through Friday, after-hours and weekends at no-charge. Use of the Welcome Home Center activity room for functions can be scheduled with Soaring Heights on a “first come, first served” basis. Residents must be present at all times. Residents and guests agree to abide by all Community Guidelines and Policies of the Community and will not use the Welcome Home Center for any improper, illegal, dangerous or offensive use.

Residents are responsible for leaving the room(s) clean and ready for the next resident. Residents who do not clean the room(s) after use may be charged for cleaning. If additional cleaning is required to return the facility to satisfactory condition, additional charges may apply. Residents are also financially responsible for any missing items or damages incurred while they have use of the room.

7.1.2 Basketball Courts

Court availability is on a “first-come, first served” basis. Residents use the basketball courts at their own risk. When others are waiting to use courts, please limit your playing time.

Residents are required to wear appropriate attire when using the courts. Pets, strollers, bicycles, skates, skateboards, scooters, riding vehicles and other such equipment are prohibited on the courts. Please dispose of all trash in the proper receptacles.

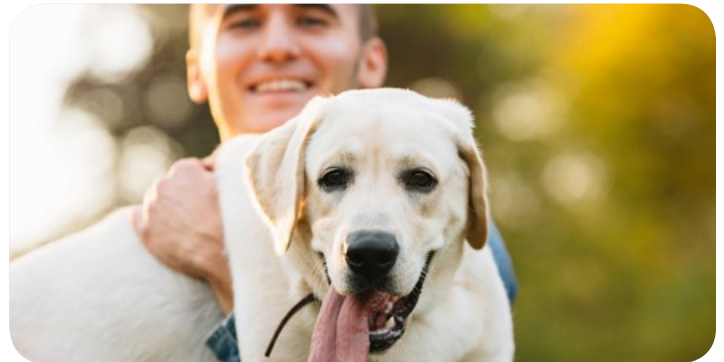
7.1.3 Playgrounds/Tot Lots/Splash Park

All those using the playgrounds/tot lots/splash park do so at their own risk. Only residents and accompanied guests under the age of 14 may use the playgrounds/tot lots/splash park. Residents are asked to follow all posted rules at playgrounds/tot lots/splash park.

Residents assume all risks and liabilities associated with any injuries that might occur to themselves, their guests and occupants when using the playgrounds/tot lots/splash park. For safety reasons, all children under the age of 10 must be accompanied and supervised by a responsible adult. Please do not use the playgrounds/tot lots when the equipment is wet or icy. Notify Soaring Heights if equipment is not working properly or if any equipment is missing.

Roller-skates, in-line skates, skateboards, bicycles, tricycles, riding vehicles and other such equipment are prohibited. Pets are not allowed on the playgrounds/tot lots/splash park, with the exception of service animals. Please dispose of all trash in the proper receptacles.

Hours of operation for all playgrounds are from dawn to dusk daily. Playgrounds, pavilions, roller-rink, basketball courts, splash parks and tot lots are closed during the hours of darkness. Residents are encouraged to report any vandalism to Security Forces and the Welcome Home Center. Residents are also encouraged to identify vandals, report misuse and abuse of playground equipment to the Welcome Home Center. Reports may be made anonymously by calling **520.745.5024**.





7.1.4 Common Areas

Common areas are for the use and enjoyment of all residents. All common areas, including but not limited to parking lots, breezeways, jogging trails, courtyard areas, the grounds surrounding your home, and sport courts, must be kept clear at all times of trash, refuse and other obstructions.

Please be aware that all items left unattended in common areas may be removed and disposed of by Soaring Heights personnel without notification. Please notify the Soaring Heights team of any burned out street lights or common area lights for replacement.

7.2 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment

Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles. All equipment should be neatly stored away from front lawns and common areas. Residents are reminded to:

- Abide by traffic signs and signals; pedestrians have the right-of-way.
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use.
- When present, obey traffic control personnel.
- Use of appropriate safety gear is required.
- No equipment may be operated on basketball courts or in and around the Welcome Home Center and office buildings.
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs.
- Parents must supervise their children to ensure all rules are followed.

7.3 Yard & Garage Sales

Soaring Heights residents may hold yard and garage sales in the community under the following guidelines:

- Sales must take place during daylight hours.
- Signs may only be displayed for 24-hours and must be promptly removed following the completion of the sale.
- Signs are permitted in the housing area only.
- Signs may not be affixed to trees, poles, street lights, community signs or mailboxes.
- Residents are encouraged to purchase staked signs available at local hardware stores to advertise for yard sales or check out yard sale signs (quantities are limited) at the Self-Help Store **502.748.3326**.
- Items must be removed from yard when sale ends.

MAINTENANCE PROGRAM

8.1 Maintenance & Repair Overview

Soaring Heights provides comprehensive maintenance services to ensure that safe, functional homes are provided to all residents. The maintenance department strives to provide prompt, knowledgeable and convenient maintenance services that ensure resident satisfaction. The team works to protect and improve the physical assets of Soaring Heights Communities.

8.2 Service Calls

Residents may initiate service requests 24-hours a day, seven-days a week by calling the maintenance service request line **520.505.5012**. For those with PTE (Permission to Enter) routine service requests can be submitted online through the website. Residents can obtain the Permission to Enter (PTE) form at the Welcome Home Center. PTE authorizes maintenance team members to complete requested repairs in the home without the presence of the resident. **PTE is required to submit a routine service request online.** Residents who do not authorize PTE must be present at the time service is performed.

**CONTACT THE
SOARING HEIGHTS
MAINTENANCE
DEPARTMENT AT
(520) 505-5012**

**FOR THOSE WITH PTE, TO
SUBMIT A ROUTINE SERVICE
REQUEST ONLINE, VISIT
WWW.SOARINGHEIGHTS.NET
AND ACCESS THE
MAINTENANCE TAB.**

SERVICE REQUEST WORKING HOURS

Category	Day of Week	Time
Emergency	Monday - Sunday	24-Hours / Day
Urgent	Monday - Sunday	24-Hours / Day
Routine	Monday - Friday	8 a.m. – 5 p.m.

GOALS FOR SERVICE RESPONSE & COMPLETIONS

Maintenance Type	Response Times / Completion Goals
Emergency	Respond to call within one-hour. Work until emergency is contained or controlled.
Urgent	Respond to call within eight-hours. Work until urgent issue is contained or controlled.
Routine	Respond to call within two-business days (M-F 8:00 a.m. to 5:00 p.m.). Complete within three- business days following response (If PTE is not authorized by the resident, the resident must be present for work, this may affect the completion goal timeline).

SERVICE CALL CLASSIFICATIONS

Call Type	Definition
Emergency	Breaks in water, wastewater or gas lines, gas leaks, equipment failures, inoperative refrigerator, utility outages resident lock-outs and doors and windows that cannot be secured.
Urgent	Urgent service calls are those that are not an emergency, but require quick attention. Typical calls include contained water leaks, one of two or more toilets or sinks clogged or a partial power loss (example: no power upstairs).
Routine	Routine service calls are those that do not meet the definition of emergency or urgent service calls. The dispatcher will review work requirements and notify residents of an approximate date or time that service can be expected. Please note: residents should promptly report needed repairs that are beyond their capability to Soaring Heights so service may be scheduled.

Please note: a Soaring Heights team member will not enter the premises if a minor child is present without an adult who is 18-years of age or older at the home.

Soaring Heights maintenance service request call center performs the following tasks: receipt of service calls, classification of service calls and appointment scheduling. Emergency and urgent service calls reported will be immediately referred to an on-call service technician. Routine service requests will be addressed within 48-hours.

Residents are encouraged to perform minor maintenance tasks in their homes. By doing this, maintenance personnel are able to concentrate their efforts on work that requires their special skills. Such minor tasks include: plunging toilets and sinks, tightening screws on hinges, replacing light bulbs, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.

The resident is responsible for items such as:

- Replacing light bulbs - Please note: The maintenance team will change florescent tube lights and light bulbs that must be changed with a ladder.
- Resetting circuit breakers.
- Replacing doorstops or bumpers.
- Replacing or tightening loose screws on hinges and tightening cabinet hardware.
- Replacing air filters in air conditioning units (standard filters are provided free of charge through the Self-Help Store).
- Turning off the water valve in case of a toilet overflow.
- Weeding and upkeep of flower and plant beds.
- Properly disposing of CFL bulbs; please call maintenance for guidance.

Soaring Heights is responsible for items such as:

- Adjusting gas burners.
- Repairing leaky pipes.
- Repairing or replacing faulty wiring.
- Replacing or repairing Soaring Heights owned equipment or appliances.
- Attaching nails, staples, brackets or any other item to the outside of the home.

8.2.1 Service Call Classifications

Based on the established criteria service calls are classified as Emergency, Urgent or Routine and are responded to accordingly.

8.3 Preventative Maintenance Work

All homes are required to have an annual preventative maintenance service and inspection. This inspection ensures the safe and efficient operation of all installed equipment, and examines the exterior structure. Preventative maintenance includes, but is not limited to:

- HVAC units and water heaters are inspected; preventative maintenance is performed as needed.
- Inspection of smoke detectors.
- Exterior inspections and informal condition assessments (foundation settling, mildew, roof and gutter, as well as an inspection of bushes and trees).

When access to the interior of a home is required to complete the Preventative Maintenance Inspection. Soaring Heights will provide a resident with a scheduled appointment time.

Residents will receive a minimum of a two-day notice. On the scheduled day during the scheduled window, a maintenance team member will come to the home to complete the inspection. If the resident is not at home during the scheduled time of service, the inspection will still be performed and notification of the service will be left at the resident's home. **No premises will be entered if a minor child is present without an adult who is 18-years of age or older at the home as well.**

For planned utility outages, affected residents will be notified at least 2-day prior to the event. In the case of an unplanned outage, residents will be notified as quickly as Soaring Heights is aware of the utility outage. Notification to residents may include a combination of the following methods: an automated telephone message, an announcement on our Facebook page, an email notification, an announcement on the Soaring Heights website, a flyer delivered to each home and information signs posted in the community.

8.4 Pest Control Services

Pest Control services are offered on an as-needed basis. Service can be requested through the maintenance service request line **520.505.5012**. Household pests consist of infestations of ants, roaches, rodents, spiders, wasps, centipedes, termites, hornets and bees. **Residents are required to treat minor pest problems.** Residents are required to keep their homes clean and store food in sealed containers. Failure to properly store food

will invite unwanted pests. Soaring Heights staff will educate residents on the appropriate steps to take for pest control. Soaring Heights will treat for an infestation if the resident's attempt to eliminate the problem fails. Pest control for infestation due to pet ownership is the responsibility of the resident. Pest control for bed-bug infestation is the responsibility of the resident and must be reported to Soaring Heights Management.

8.5 Refuse Collection & Recycling

Refuse and recycling collections are provided to residents weekly on designated days. Residents are notified of scheduled refuse and recycling pick-up days at the time of move-in by a community representative. Refuse and recycling cans should be placed curbside, no earlier than 5:00 p.m., the evening prior to pick-up.

Refuse and recycling cans must be returned to their storage area immediately following pick-up, but no later than 7:00 p.m. on the day of pick-up. **All trash cans must be stored in designated storage area, garage or backyard; they must not be visible from the street.**

8.5.1 Refuse

To prevent insects and other pests from being attracted to refuse cans, residents should place all trash and refuse in bags and tie the bag closed. Residents should periodically rinse out refuse cans/containers to prevent odors. Old cooking oil may be disposed of with the regular trash but it should be placed in a suitable, non-breakable container prior to placing it in the trash container. Automotive oils may not be placed in refuse cans/containers at any time unless an approved automotive oil disposal kit is used. As a reminder, automotive repairs including the changing of oils are prohibited in Soaring Heights housing areas.

8.5.2 Recycling

Recycle service accepts: paper, plastic, metal products and items do not need to be separated. A detailed list of recyclable items can be found in the move-in packet and on the Soaring Heights website. It is also available by contacting the Welcome Home Center. Please rinse all containers before placing them into the recycle bin.

8.5.3 Bulk Trash Pick-Up

The City of Tucson provides bulk trash pick-up twice a year, typically in December and June. Some items can be dropped off at the Suburban Miners trailer located by the Self-Help Store; a list of acceptable items can be found online at www.soaringheights.net. Please call Self-Help at **520.748.3326** prior to dropping any items off. Residents must take items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found on the Soaring Heights website or by contacting the Welcome Home Center.

8.5.4 Green Waste

Residents are encouraged to recycle green waste. Green waste such as limbs and large leaves should be bundled and tied together in a neat package not to exceed 4-feet in length by 2-feet in width. Loose green waste should be placed in a plastic bag or a cardboard box. Green waste should be placed at the curb for pick-up please call your Resident Services Coordinator to schedule pick-up.

8.5.5 Hazardous Materials

Hazardous materials may be disposed of at the local Hazardous Waste Disposal site. Small quantities of household cleaner are permitted in household trash. Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash. Soaring Heights cannot accept propane tanks, refrigerators, air conditioners, tires, batteries or mattresses of any size. Tires, batteries and waste oil may be dropped off at the auto hobby shop located on base. For information on the disposal of specific items, please contact **520.228.5588**.

8.6 Grounds & Landscape Maintenance Program

Regular grounds maintenance is performed for all common areas, facilities, front, side and backyards of all homes (provided they are not fenced). Common area maintenance includes:

- Mowing
- Edging
- Routine tree and shrub pruning
- Weed Control

Residents are responsible to weed and maintain their flower and plant beds as well as mow and edge any portion of their yard that is fenced. Grounds and landscaping crews will not mow or edge around personal items; please ensure that your yard is free of toys and debris on your scheduled lawn service day. Residents who trim bushes or other planted materials are required to bag or bundle the green waste and place at the designated collection area on collection day.

A resident's mowing and weeding responsibilities are discussed upon move-in and include:

- Weeding of plant and flowerbeds.
- Mowing and edging fenced-in backyard. (Grass clippings are to be disposed as refuse.)
- Watering front and backyard lawns in accordance with Soaring Heights guidelines. Check with the Welcome Home Center for watering guidelines or online at www.soaringheights.net (Resident Forms and Downloads).
- Flowerbeds should be kept free of grass, weeds, dead plants and trash.
- Requesting prior written approval from the Welcome Home Center before installing personal landscaping features.
- Planting of trees and/or bushes, is prohibited unless written approval from Soaring Heights has been received. Decorative flowers are permitted, however, the resident may be required to remove flowers and restore the landscaping to its original condition prior to move-out.

SELF-HELP SUPPLIES

9.1 Lawn & Garden

A small inventory of lawn equipment is maintained at the Self-Help Store. These items are available for loan during business hours and must be returned by the next business day. Lawn mowers and weed-eaters are among the items available. Items are loaned on a “first come, first served” basis. Should a backyard need maintenance and the Soaring Heights equipment is not available for use, it is the residents’

responsibility to make alternate arrangements to maintain their backyards. Charges will be assessed for any items returned late, damaged or not cleaned.

Late Fee	\$10.00 per day
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Cleaning	\$20.00
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Damage	Actual cost to repair or replace
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9.2 HVAC Filters

At move-in, your HVAC filter will be new. To ensure proper performance of heating and air conditioning units, it is recommended that the filter(s) in your home be changed once per month. Filters are available at the Soaring Heights Self-Help Store **520.748.3326**. Please note: Soaring Heights does not provide HEPA filters.

CRISIS MANAGEMENT & DISASTER SITUATIONS

10.1 Warnings

Soaring Heights works in conjunction with the U.S. Air Force and follows the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations. All families should have an emergency evacuation plan, including a designated place to meet outside the home. Emergency announcements may be made:

- In person.
- On local radio or television.
- By siren alarm.
- Via public address system.
- Via automated telephone messaging, email, Facebook page and website.

Soaring Heights will attempt to inform, warn, advise, help save lives and protect property. It will be

everyone's personal responsibility to make adequate preparations to protect themselves and those for whom they are responsible. In order to safeguard lives and property residents are required to cooperate with base officials, police, fire department personnel and Soaring Heights staff during emergencies. In the event of disaster situations, Soaring Heights residents are advised to shelter in place unless otherwise directed by installation command and/or law enforcement personnel. All Soaring Heights residents are highly encouraged to maintain a disaster readiness kit able to sustain their family and pet(s) for at least three-days.

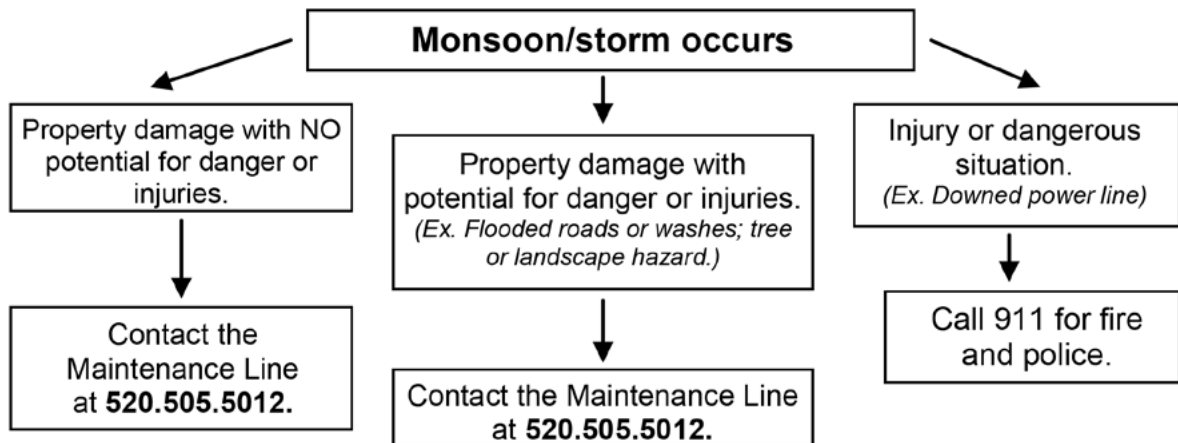
After an emergency, at the first available opportunity, all service members and their families are to report their status to their command. For more useful information and tips on how to prepare a family disaster readiness kit, please visit www.ready.gov.

10.2 Procedures & Directives

Emergency procedures and recommendations will be provided to the resident in handouts or announcements when they become known.

Responding to a Monsoon Emergency

Monsoon season normally occurs in Tucson throughout July and August. Flash floods, lightning and dust storms are not uncommon and typically form late in the afternoon. During a storm, seek shelter and if you are driving, never attempt to cross flowing water or flooded areas. Also, never allow children to play in washes or drainage ditches. In the event that damage occurs to your home or an emergency arises during a storm, please reference the following flow chart for information on who to contact. For additional information, refer to your lease packet or contact the office at 520.745.5024.



RENTERS INSURANCE

11.1 Renters Insurance

Resident acknowledges that Fort Drum Mountain Community Homes is not providing any renters insurance in connection with this Lease. Residents are encouraged to obtain renter's insurance from their preferred insurance provider at Resident's cost.

MOVE-OUT PROCEDURES

12.1 Resident Lease Agreement Termination & Move-Out Procedures

The Resident Lease Agreement includes a clause requiring residents to notify Soaring Heights of their intent to vacate. Residents must notify the Welcome Home Center in writing 30-days prior to vacating or if less than 30-days, as soon as notification of transfer to another duty station is received. If a service member is not able to provide the written notice to vacate, the spouse must provide the notice with a Special Power of Attorney. All other events that result in the termination of the Resident Lease Agreement, such as retirement, also require a 30-day notice. If the home has been pre-leased to another family, the move-out date may not be extended. If the home is to be cleared by anyone other than the service member, a Special Power of Attorney (SPOA) is required from the service member designating an agent to act on his/her behalf in matters regarding the Soaring Heights

home. This is a mandatory requirement. Residents may obtain a SPOA copy suitable for notarization at the Welcome Home Center or online at www.soaringheights.net. Once Soaring Heights receives a written notice to vacate, a Move-Out Information Session date and time will be scheduled and a final assessment will be scheduled.

Military family members are welcome to remain in their home while the service member is serving an unaccompanied dependents restricted tour within the United States or abroad or temporary detail within the United States. Military family members are welcome to reside in the home for up to one-year after the death of a sponsor, with full payment of rent in the amount equal to the BAH. If BAH is paid to the family in one lump sum, rent must be paid to Soaring Heights at time of receipt.

12.1.1 Move-Out Information Session

The Resident Lease Agreement requires a 30-day notice be given to the Welcome Home Center prior to move-out. Residents are encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs and facilitate the notification and processing of incoming residents.

Upon receipt of the move-out notice, Soaring Heights property management will:

- Provide a move-out brochure detailing the move-out process and expectations.
- Schedule the service member for a Move-Out Information Session.
- Upon request, the property management team will complete a pre-inspection prior to move-out.

During the Move-Out Information Session, Soaring Heights property management will:

- Discuss the move-out process and expectations.
- Discuss cleaning expectations and requirements.
- Discuss proper disposal of hazardous materials.
- Discuss the difference between normal wear and tear and damage.
- Provide residents with a copy of the damage assessment sheet.
- Provide time for group and one-on-one questions regarding the move-out process.

12.1.2 Move-Out Assessment

Soaring Heights has a simple move-out process for our military families that reduces the stress moving. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you will leave your home clean throughout (including the kitchen, bathrooms, yard and garage).

In advance of your move-out assessment, please review the checklist below. These items may help you avoid confusion and eliminate any unforeseen costs.

Personalization

Any home improvements that occurred during the residency (unless otherwise approved by property management) must be reversed. The home must be returned to its original condition.

Painted Walls

Residents who elected to paint within the approved color palate, and received permission from Soaring Heights will not be charged to return the home to its original color. **Please note: the painting must meet the approved guidelines, and be within the quality requirements.**

Residents who did not use the approved palate, but did choose to paint, must still have an approved paint request form on file. In this case, residents are required to restore the home to its original condition prior to move-out by selecting one of two options:

1. Prime all painted surfaces with white primer.
2. Pay Soaring Heights to return home to acceptable color (cost is determined per square foot of painted surface, payable at move-out).

Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures is considered damage and can result in charges at move-out.

Cabinets

Please have all the cabinets and doors in the kitchen and bathrooms open to speed-up the inspection process.

Mail Forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded prior to move-out.

Move-Out Assessment

During the move-out assessment, Soaring Heights property management will:

- Compare your move-in inspection sheet to the current condition of the home to evaluate normal wear and tear versus resident damage.
- Provide a list of damage or cleaning charges. If applicable (for excess damage) an additional damage assessment and repair estimate may be necessary.
- Collect all outstanding debt including damage and cleaning charges (for service members separating from the military, rent for that month must be collected.) Cash payments and personal checks are not accepted.
- Provide a final utility statement to be paid directly to the third party vendor (if applicable).

During the move-out assessment, the resident will:

- Ensure that all persons and personal property including trash are removed from Soaring Heights property
- Provide an accurate forwarding address
- Return keys, garage door openers, mailbox keys (if applicable) and other access items:
 - \$7 for each lost house key
 - \$45 for each lost garage door opener

Prices are subject to change without notice. If a service member leaves without paying the full amount due at move-out, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, and to the service member's command.

12.1.3 Cleaning Requirements

Soaring Heights property management has established cleaning and lawn maintenance move-out guidelines for:

- | | | | |
|---------------------------|--------------------------|------------------|---------------------------------|
| • Floors | • Window Coverings | • Appliances | • Refuse & Recycling Containers |
| • Walls, Ceilings & Doors | • Kitchen & Laundry Room | • Bathrooms | • Home Exterior & Yard |
| | | • Garage & Patio | |

Soaring Heights will provide residents with a move-out brochure at time of notice that will provide a detailed description of the required cleaning in each category. A copy of the move-out brochure is also available online at www.soaringheights.net.

12.1.4 Normal Wear & Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members, guests and pets. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes; as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not. For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website. Residents will be required to pay for damages and cleaning costs prior to clearing housing.

CARE OF YOUR HOME

13.1 Overview

Throughout your residency, care of your home should be an on-going effort. For additional tips on maintaining your home, visit the Soaring Heights website.

13.1.1 Bathrooms

Flooring and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Regular cleaning will help prevent hard water build up on surfaces. Avoid flushing items such as paper towels, feminine products, or disposable diapers. If plumbing stop-ups occur, first try using a plunger. If this fails to clear the system, call the maintenance service request line at **520.505.5012**.

13.1.2 Carpets

Vacuum frequently, at least weekly. Clean-up spills immediately, before they become stains. We recommend residents steam-clean or shampoo carpets at least every six-months, or more often if they have pets. The use of cleaning or spot remover products containing bleaching agents is not authorized. Residents can be held accountable for stains or damages caused by pets, burns, etc.

13.1.3 Floors

When cleaning the floors in your home, pay special attention to dirt and wax build-up in the corners and along baseboards. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood.

13.1.4 Kitchen

Do not use gritty or harsh detergents when cleaning kitchen appliances and fixtures. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly. The exterior of the range and the oven door gasket should be cleaned frequently. Refrigerators should be cleaned regularly. Avoid use of sharp instruments to remove ice when defrosting. Do not place hot utensils on countertops. Use a cutting board when chopping, slicing, or cutting. Only use regular, nonstick shelf paper in

drawers and cupboards. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinets.

Residents may install child-safety locks. Please visit the Welcome Home Center beforehand and complete a Alterations Request Form. The resident is responsible for any damage that is caused by improper installation or removal.

13.1.5 Walls

Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Only use small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls. It is the resident's responsibility to remove spider webs on a monthly basis.

13.1.6 Garbage Disposal

Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. When operating the disposal, be sure to have COLD water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks), or grease down garbage disposal; which will build-up and cause clogging.

Troubleshooting a non-operating garbage disposal

1. Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.
1. If the disposal still does not operate, to get the unit repaired, please call the maintenance service request line **520.505.5012**.

Enclosure 1

MOLD & MILDEW DISCLOSURE

Information and Steps for Prevention

It is our goal to maintain a quality living environment for residents. To help achieve this, it is important that residents and Soaring Heights work together to minimize mold growth in their homes. The following important information outlines resident responsibilities and Soaring Heights responsibilities.

About Mold

Mold is found virtually everywhere in our environment – indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores. All of us have lived with mold spores all our lives. Without molds we would be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold

spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold that could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

Prevent Mold

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean. Focus on the kitchen and bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces are important to remove the household dirt and debris that harbors mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls.
- Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath you:
- Wipe moisture off of shower walls, shower doors, bathtub and bathroom floor.
- Leave bathroom door open until all moisture on mirrors, bathroom walls and tile surfaces dissipates.
- Hang up towels and bath mats so they will completely dry.
- Keep your porch and patio clean and free of mold growth by using a mold, mildew or algae cleaner and water solution. Excessive mold on porches and patios can be carried into homes by a person's shoes or by pets. Keeping your porch, patio and sidewalks clean is essential to preventing mold growth. Mold, mildew or algae cleaners are available at most local hardware and home improvement stores.
- Promptly notify the Soaring Heights maintenance department **520.505.5012** about any air conditioning system problems you discover. Periodically check your hot water heater for leaks. Follow Soaring Heights rules regarding air filter replacement. Also, it is recommended you periodically open windows and doors when the outdoor weather is dry (i.e. humidity is below 50 percent) to help humid areas of your home dry.
- Promptly notify the Soaring Heights maintenance department **520.505.5012** about any signs of water leaks, water infiltration or mold. Staff will respond in accordance with Arizona state law and the Resident Lease Agreement to repair or remedy the situation, as necessary.
- When operating air conditioning systems, keep all doors and windows closed.

Avoid Mold Growth

If small areas of mold appear on non-porous surfaces (ceramic tile, Formica, vinyl flooring, metal, wood, plastic) the Environmental Protection Agency (EPA) recommends that you first clean the area(s) with soap (or detergent) and water, let the surface dry, and then within 24-hours apply a pre-mixed, spray on type of household biocide such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover or Clorox Clean-up (Note: Only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without first cleaning the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area five or six times larger than any visible mold because mold may be adjacent in areas not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold from porous items such as fibers in sofas, chairs, drapes and carpets provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Biocides

Do not clean or apply biocides to visible mold on porous surfaces such as sheetrock walls or ceilings, or large areas of visible mold on non-porous surfaces. Instead, notify the Soaring Heights maintenance department at **520.505.5012** and the staff will take appropriate action.

Compliance

Complying with this information will help prevent mold growth in your home; together residents and Soaring Heights will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your community representative.

Enclosure 2

LEAD BASED PAINT DISCLOSURE

Lead Based Paint

In compliance with Federal law, if requested, Soaring Heights provides any residents who may be assigned a home built before 1978 (the last year in which the use of lead based paint in homes was legal) a copy of the current EPA pamphlet "Protect Your Family from Lead in Your Home" (EPA747-K-99-001).

On 7 January 2000, the Department of Defense (DOD) signed a policy to manage lead based paint in a manner protective of human health and the environment and to comply with all applicable Federal, State or local laws regulating lead based paint and their hazards.

All homes constructed after 1978 are free of lead based paints.

For more information about lead based paint, please visit our website at www.soaringheights.net.

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This image shows a vertical sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's part of a bound notebook or folder.[illegible]



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