

Rising View Resident Handbook

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INTRODUCTION:

Welcome to Offutt Air Force Base, Rising View Community. We are delighted you have chosen to live with us. Our goal is to do everything we possibly can to make your stay at Offutt a pleasant one. While it is impossible to itemize every small detail of our future relationship together, the following pages explain our responsibility to you and your home as well as what we expect from you and your family. Thank you for your faith in Rising View. We believe your assignment at Offutt AFB and your housing experience will be the most pleasurable and memorable of your military career. Let us know how we can assist you better by calling or e-mailing our Leasing Office. For your convenience and quick reference, we have included a list of frequently used phone numbers on the last page of this handbook.

SECTION A:

Rising View Community Responsibilities

Rising View will provide maintenance and repair, refuse and recycling collection and disposal, snow removal from streets, and major pest control to protect the property. Offutt AFB will provide police and fire protection.

Initial Home Inspection:

Rising View will outline your responsibilities for maintaining your house during the initial home inspection. You will perform the initial inspection with one of our Leasing Consultants. If any discrepancies are found, they will be noted and Rising View will initiate appropriate work orders to correct the deficiencies. In addition to the initial inspection, you will have an additional 15 days after moving in to identify and document any discrepancies in the home and return the 15 day Inspection Report to our Leasing Office. Failure to do so will constitute your acceptance of the home without flaws.

LOCKOUTS/KEYS:

You will receive (2) two sets of keys to your residence. All Residents will be given two (2) sets of keys to the Premises at Lease signing. Residents who have lost their keys and need entry into their house should call the Maintenance Customer Service Desk. A Rising View associate will respond to grant the Resident access as soon as reasonably possible. A Government-issued identification card must be presented before the agent will open the Premises. The first lock out call will be FREE, regardless of time of day. All subsequent lock out calls will be charged a service fee of twenty-five dollars (\$25.00) during normal working hours of 0600 to 1800, Monday–Friday. A fee of seventy-five dollars (\$75.00) will be charged for after-hours service. Services performed on weekday holidays qualify as after-hours services. All keys issued to Resident must be surrendered to Rising View upon vacating the Premises. A fee of twenty-five (\$25.00) dollars will be charged for each set of lost keys.

Appliances:

Ranges, refrigerators, and dishwashers are furnished and serviced by Rising View. Contact the Maintenance Customer Service Desk by telephone or through our website at <http://www.risingview.com> if you have appliance problems. For your own safety and that of your family, please do not attempt repairs yourself. If hook ups are compatible, Resident owned washers, dryers, refrigerators, and freezers may be used.

Maintenance and Repairs:

Rising View has the primary responsibility for residential maintenance. Emergency requests may be called in 24 hours a day, seven days a week, to the Maintenance Customer Service Desk. Routine service requests may be called in between the hours of 6am – 6pm, Monday-Friday, or e-mailed through the website 24 hours per day. If no one will be at home during the scheduled house call, the Maintenance Customer Service Desk will require your permission to enter your home to complete the service call. Service requests are prioritized in order to take care of the most important work first. When the maintenance technician receives your call, he/she will, with your help, assess the problem and assign a priority for response from predetermined guidelines.

Residents may submit requests for work orders via telephone to the Maintenance Customer Service Desk or via the internet at <http://www.risingview.com>. The Maintenance Customer Service Desk will provide the Resident with a work order number and supervisor's name.

Rising View has the right to access your residence in accordance with provisions of the Lease and guidelines in the Resident Handbook in order to complete Work Orders. ROUTINE maintenance requests will be received over the phone during normal working hours of 6am – 6pm, Monday–Friday. URGENT maintenance requests will be received from 6am – 6pm, seven (7) days a week. ALL EMERGENCY calls will be received twenty-four (24) hours per day, seven (7) days a week, including holidays.

DO NOT USE THE INTERNET FOR EMERGENCIES: PLEASE CALL THEM INTO MAINTENANCE

Work Orders are categorized as follows:

- Routine** - Failure in services or facilities that do not pose a threat to life, property, health, safety, security, or mission. Routine Work Orders will be responded to during normal working hours within seventy-two (72) hours of receipt and completed within ten (10) working days.
- Urgent** - Failure in services or facilities that do not immediately endanger human life or threaten severe damage to property, but would soon inconvenience and affect the health and well-being of the Resident or others. An example of an Urgent Work Order would be: one commode is stopped up, but the unit has two commodes. Urgent work orders will be responded to within twenty-four (24) hours of receipt and completed within seventy-two (72) hours.
- Emergency** - Failure in services or facilities that endanger human life or pose a threat of serious damage to property. The maintenance person on call will respond to Emergency Work Orders within sixty (60) minutes after receipt of the Resident's call, twenty-four (24) hours per day, seven (7) days per week, including holidays. Repairs will be completed as soon as possible and at least within twenty-four (24) hours of receipt of call. Emergency items include, but are not limited to, the following:
 - Overflowing drains/broken water pipes
 - Electrical service outage
 - Broken electrical components which may cause fire or shock to persons
 - Gas leaks
 - Complete failure of an appliance provided by Rising View (REFRIGERATOR OR STOVE ONLY)
 - Problems which would render the unit uninhabitable
 - Inability to lock an exterior door or window
 - Complete failure of heating or air conditioning systems. Weather Impacts response times (Example 75 degrees and the A/C is inoperable could be treated as an Urgent Response)
 - Malfunctioning water heater
 - Dangerous pest or wild animal infestation
 - Units with only one bathroom and it becomes inoperable

After-Hours Emergency Request Procedures:

On-call maintenance personnel will be available twenty-four (24) hours per day, seven (7) days per week, holidays included, for after-hours Emergency calls, except in cases of national emergencies, natural disaster, or other circumstances beyond the control of Rising View.

The on-call after-hours maintenance technician on call after-hours will respond to Emergency Work Orders within sixty (60) minutes after receipt of the Resident's call, twenty-four (24) hours per day, seven (7) days per week, including holidays. Repairs will be completed as soon as possible and at least within twenty-four (24) hours of receipt of call.

Rising View-Initiated Work Orders:

Repairs, replacements, inspections, and preventative maintenance that the maintenance staff performs is part of the Maintenance Plan (an example would be the replacement of furnace filters and annual cleaning of rain gutters, which is not a resident responsibility). The Customer Service Maintenance Desk will contact the Resident at least twenty-four (24) hours prior to the proposed entrance to the Premises to explain the work to be done and establish a time for the work to be accomplished.

Helpful Hint:

Residents with allergies or pets should replace their furnace filters on a monthly basis, or more frequently as needed. Filters are available at the Self-Help Store.

Scheduling of Work:

Under the terms of your lease agreement, you may not refuse a Rising View maintenance employee or maintenance contractor entrance into your residence to complete a scheduled Work Order. Your refusal to permit entry into your residence is considered a default under the Lease. In order to perform emergency services, Rising View Maintenance employees or Maintenance contractors may enter your residence when you are not at home without your prior express consent.

Major Repairs:

Rising View will maintain your residence in a habitable condition at all times and correct all failures in services or facilities regardless of cause. In the event of damage or failures caused by a Resident's neglect or misuse (beyond normal wear and tear), Rising View shall require reimbursement by the Resident for repairs or replacements made in accordance with the terms of the Lease. Repairs or replacements made due to normal wear and tear, or which cannot be directly attributed to the Resident's neglect, will be made at the expense of Rising View at no additional cost to the Resident.

Residents with Special Needs:

At the Resident's request, those Residents with special medical needs will be identified to the management and maintenance staff. Service requests from Residents who have special medical needs will be responded to on a priority basis, in accordance with the level of need.

Refuse Collection and Recycling Disposal:

Rising View will provide weekly refuse and recycling pick-up. Refuse and recycling containers will be placed at the curb the evening prior to pick-up and returned to the garage or behind the house not later than the evening of your pick-up date. Rising View will provide pickup dates under a separate cover. If you have any problems please, call the Rising View Leasing Office.

Weekly Recycling Collection Information:

We encourage that all residents participate in our weekly-expanded recycling program. The more you recycle the more you benefit your community. Place the following items directly into your bin. Please do not place in separate bags. *** No Separating Required ***

Aluminum and Tin: Rinse out all food and beverage containers. Papillion Sanitation will accept formed aluminum containers (example: disposable pie plates). We also accept clean aluminum foil, tin cans and aluminum cans.

Aerosol Cans and Paint Cans: These cans must be empty (example: hairspray and deodorant). Please do not place paint cans in recycling.

Paper: Place in bins. Newspapers (including advertising supplements), magazines, brown grocery bags, telephone books, catalog, office paper, junk mail, envelopes (any type) are accepted. We also accept empty chipboard (example: cereal boxes), wet strength carrier stock (example: 12 pack beverages boxes), frozen food packages (example: TV dinners boxes) and juice boxes.

Cardboard: Place under bin any clean corrugated cardboard boxes or shipping boxes. Break down or cut boxes so they are flat and no longer than 2 ft x 2 ft in dimension.

Plastic: At this time we collect 1 through 7 plastic containers. Please look at the bottom of the container for the recycling symbol 1,2,3,4,5,6,7. Please rinse and place your recyclable items in the bin. (Example: pop bottles, detergent bottles, bleach bottles, butter tubs, sour cream cartons, dip containers).

Please Note – The following items will not be picked up by the recycling company:

Glass, styrofoam, rubber bands, plastic bags, soiled paper (example: pizza boxes), tissue paper, paper towels or wax-coated paper.

SECTION B:

Resident Responsibilities

We want to ensure that your home and neighborhood remain a pleasant and desirable place to live. Therefore, we solicit your assistance by following the information below to assist you in maintaining your home in accordance with the standards that we have established for all residents. ~If your home is noted as being out of compliance you will be notified first. If your home is still out of compliance when the follow-up oversight is done later that week you will be notified again along with HMO and Leadership. If your home is still out of compliance when the final follow-up oversight is done you will be billed (and responsible for paying) the charges for the items to be done.

Care of Exterior:

We have planned and developed Rising View Communities with a clear architectural theme for all families to enjoy. Rising View must approve any resident changes to the exterior premises, building, or landscaping in advance. Residents are allowed to install seasonal decorations that do not penetrate the doors or buildings and to maintain attractive and well-kept flower gardens, planters, and vegetable gardens.

Residents may install their own window coverings, and they must be of neutral color as viewed from the outside. No foil or polarized film is allowed.

Exterior attachments, such as planters, lights, radio antennas, and satellite dishes must have prior approval from Rising View. Exterior attachments must not penetrate the home, windows or window framing, or otherwise damage the home. Any wiring used in relation to any of the items

referenced herein must not be run through a partially open window or door. Rising View retains the right to request removal of any patio furniture, attachments as described above, or outdoor equipment that is, in the Landlord's sole opinion, unsightly or in disrepair.

Residents will be responsible for maintaining the Premises in an appropriate manner. Our goal is to have a military neighborhood that looks great and is very well maintained. Help us by letting us know of any outside maintenance issues that require our attention. Housekeeping and physical maintenance will be the responsibility of the Resident. As a Resident, you are responsible for the yard area extending out to a point midway between adjoining units or, if fronting on a street, out to the street. Strips of grass between the street and sidewalks, bike paths intersecting yards and small landscaped areas also fall within your responsibility. The rule of thumb for determining the limit of Residents' responsibility is 50 feet from the permanent foundation of the structure; however, this figure will vary depending on the housing area. When the boundary is not clear, please call our office and we will be happy to assist you in establishing your respective boundary line. These exterior responsibilities include, but are not limited to, the following regarding the Premises:

Lawn mowing - Grass will be cut weekly to maintain a height of 3" to 4" and watered regularly during the growing season of April through November. You are responsible for your lawn area 50 feet out from your house and halfway between adjoining units. We ask that you keep grass along sidewalks and around trees and other immovable objects neatly trimmed and edged to enhance the overall appearance of our community.

Bushes - Residents will keep landscaping bushes neatly trimmed. Residents are responsible for maintaining all landscaping shrubbery to include any sod installed at the house.

Front Porches – Must be kept neat, swept and clutter free. Use of patio furniture in good repair is fine; please no couches, chairs or other indoor furniture.

Trash Cans – Trash cans and recycled bins may not be stored in front or on the side of your residence. They must be kept inside your garage, storage shed, or behind your residence.

Landscaping – All landscaping/flower beds should be kept neatly trimmed and weed free. Flowerbeds and vegetable gardens are permitted in the housing areas as long as written permission is obtained from the Maintenance Office prior to planting. They must be located behind the home and they are not to be within 10 feet of the foundation of any unit. This guidance was established to eliminate wet basement and foundation problems associated with over-watering and/or disturbing the normal flow of water away from the unit. Exceptions to this would be container-grown flowers and vegetables, such as patio tomatoes, etc. Landscape edging bricks and pavers are not allowed. Only a clear or black vinyl edging will be approved to be put in around the landscaping areas. Once the landscaping has been planted, you are not allowed to add anymore bushes or trees. Please do not plant sunflowers in the front, side, or backyard of the home.

Debris Removal – Please keep yards, porches, steps and driveways areas free of all litter such as paper, cans, candy wrappers, cigarette butts, animal feces (needs to be removed daily), etc.

Carports – Carports are to be used for vehicles only. Other items should be stored in storage areas. You may want to consider purchasing a small storage shed if you live in a non renovated area. Storage sheds are not allowed in renovated or new areas. Putting plastic up on the side of carports is not allowed.

Raking Leaves - Once fall is here please start raking leaves weekly (or as needed). If we all work together it will help shorten the process (i.e. you won't be re-raking your neighbor's leaves for weeks and weeks, or vice versa).

Christmas Lights/Decorations - Christmas decorations may be put up after Thanksgiving and must be removed no later than January 10th (no exceptions).

TDY/Vacation Etc. - If you are going to be away from your residence for any length of time, please be sure to have a friend or neighbor watch over your house. Make sure you have someone who will mow/weed/trim/rake your lawn during this time. You will need to contact Rising View Maintenance at 402-991-9820 to have a weather light placed in your house during the winter months (highly recommended) and/or water turned off. Using weather lights is a preventative step that could keep pipes from freezing; they could save you considerable expense should your pipes freeze and burst.

Snow Removal - After the snow/ice has stopped, within 24 hours, your driveway and the entire sidewalk must be cleared completely of ice and snow. To facilitate snow removal efforts we ask that you please remove your vehicle(s) from the street during times.

Play Sets - Swing Sets and Jungle Gyms are only allowed in the backyard (No Exceptions); families must get approval from the Rising View Maintenance Manager prior to installation.

Driveway and Sidewalk Maintenance:

When removing the snow get your driveway and sidewalk(s) as clean as possible. Remember you are responsible for the sidewalk in front, as well as along the side of your residence if you have a corner house.

If ice has formed you can use ice melt; the "Road Runner" brand of ice melt is what we've found to be the least damaging to the new concrete. It's available to purchase at many local stores.

We recommend when using the product to use only ¼ to ½ cup is used per square yard.

Once all the ice has melted and the areas are dried up sweep all the excess ice melt product from your drive and walks. This will extend the life of the concrete.

If your vehicle has an oil/fluid leak, it must be removed from the driveway. You are responsible to clean the oil/fluid spot within 24/48 hrs or you will be charged.

Please be aware that parking moving trucks or other heavy equipment on your driveway is prohibited. This may cause uncured concrete to crack. If the driveway is damaged you will be financially liable for the repair and/or replacement of the driveway.

Grounds Inspections:

Rising View will conduct weekly oversight inspections. We will drive past each home and ensure all exterior and grounds policies are maintained. Residents who are out of compliance may receive a telephone call, door tag, and/or email notifying them of the violation. If the Resident fails to maintain standard(s) in accordance with this handbook, the Resident may be charged a fee to correct the oversight and bring the home/lawn back into compliance. If the home is occupied by an active duty military member, a member of their leadership will be notified if the home is still out of compliance. If the Resident continues to be out of compliance, Residents can be asked to vacate the Premises within thirty (30) days and Rising View will not renew the Lease. For further information on oversight inspections, contact the Leasing Office.

Care of Interior:

- Clean interior surfaces of windows and those exterior surfaces that are readily accessible.
- Keep floors cleaned.
- Keep stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures and other household equipment clean.
- Keep light fixtures and blinds clean.
- Notify Maintenance Office of any problems inside the home.

Pest Control:

It is the Resident's responsibility to perform pest control in their quarters for minor pest problems. The Resident is expected to take measures to prevent and control insects and other household pests. This includes, but is not limited to, mice, cockroaches, ants, and silverfish. In the event of major infestations, Rising View Maintenance Customer Service Desk may be contacted for assistance.

Residents will take preventive steps to control pests and avoid infestations. Helpful Hints: Garbage should not be allowed to accumulate; food should be stored in closed containers; and tables, countertops, stoves and floors should be kept free of grease and food crumbs. Residents should also clean underneath sinks and underneath stove tops on a regular basis.

Residents are encouraged to notify management of any pest/insect problems that may arise. Rising View will contract with licensed businesses specializing in pest control who will supply all labor, materials and equipment for effective pest control and eradication.

Residents with pets will be responsible for the extermination of ticks and fleas at all times during the Lease term and upon move-out, if necessary.

Bathrooms:

Walls in tub/shower areas have a tendency to mildew and must be cleaned weekly with a product to combat this problem. Clean fiberglass tubs and showers with nonabrasive cleaners only.

DO NOT: Flush tampons, sanitary napkins, disposable diapers, and other similar materials down the commode. Clean commodes frequently to prevent calcium deposit buildup. In case of a plumbing stop-up, try using a plumber's helper (plunger); and if this fails, contact Maintenance Customer Service Desk for assistance. (NOTE: See the DAMAGE LIABILITY TO QUARTERS in Section B for charges associated with Resident caused damages.)

Carpets:

Residents with partial/whole-house carpeting are required to vacuum their carpets regularly.

Floors:

Clean floors with cleaning products intended for such use; avoid bleaches and other products that could damage the floor. Do not allow excessive water to soak into wood floors or between the tiles on tile floors. Keep bathroom floors clean at all times. Hint: Use quality wax removers in accordance with the manufacturer's instructions to prevent extra wax buildup on wood floors.

Cooking Range:

Clean the stove (oven and hood), broiler units, and top burners to prevent grease buildup. Do not use chemicals inside a self-cleaning oven. Helpful Hint: It is useful to keep your hood fan on during this time in order to prevent smoke detectors from sounding off.

Countertops:

DO NOT place hot utensils, pots, or pans on countertops or use the countertop as a cutting board as it will cause permanent damage and you will be held financially liable.

Dishwasher:

Keep the dishwasher free of food residue and clean the door gasket area frequently.

Refrigerator:

Clean the interior. Clean the door gasket and exterior frequently to remove oil and grease. Do not use sharp instruments to remove ice when defrosting or other gritty cleaning solutions.

Garbage Disposal:

Avoid overloading the garbage disposal. Run cold water while operating your disposal. If Rising View maintenance determines that the blockage is the result of Resident neglect or abuse, the Resident will be charged a minimum service fee of twenty-five dollars (\$25.00). Helpful Hints: Once a month, run the disposal while putting a tray of ice cubes in the disposal – this keeps the cutting blades in top condition. FIBROUS MATERIAL, SUCH AS ONIONS AND CELERY, WILL CAUSE THE CUTTING MECHANISM TO JAM. MOST IMPORTANTLY, DO NOT PUT GREASE IN THE GARBAGE DISPOSAL. COOKING GREASE IN THE SEWER LINES IS THE MOST COMMON CAUSE OF SEWAGE BACKUPS.

Shelf Paper:

Only use regular shelf paper in drawers and cupboards. The use of adhesive-backed paper damages surfaces when it is removed.

Walls:

Do not apply adhesive-backed materials, wallpaper, or decals to walls as these cause damage during removal. Use small nails or picture-type hangers only. Helpful Hint: Use mild soap and warm water to keep your walls clean.

Residents living in the Rising View Community are only allowed to hang pictures/small shelves. All alterations to the house must be requested through the maintenance section. Resident will submit their proposed alterations in writing or by completing an online maintenance request.

Residents moving into a new or renovated home are not allowed to paint any of the rooms in their new/renovated home.

Windows:

Clean interior surfaces of windows and those exterior windows that are readily accessible.

P-Traps:

P-traps prevent sewer gases from entering the house. They are located under sinks, bathtubs, showers, and laundry outlets. Use faucets daily to ensure traps do not dry out and allow sewer gas to enter the house.

Garages and Carports:

Garage doors are to be closed when the garage is not in use. This policy enhances the aesthetics of the housing areas, minimizes the potential for theft of personal property, and reduces energy consumption. Clean garage and carport floors periodically to remove gas, oil, and grease.

Smoke Detectors:

For your safety, perform a serviceability check at least monthly on each detector in your residence. Report any malfunction to the Maintenance Customer Service Desk. Do not disconnect the smoke detector.

Damage Liability to Quarters:

Waterbeds:

Waterbeds are authorized for use in family housing. Underwriters Laboratories must approve waterbed heaters, and the Resident is liable for damage to property in the event the bed leaks. Damage to quarters, beyond reasonable wear and tear, is your responsibility. There are a few options for making repairs. You may elect to, at your own expense, make a repair yourself, hire an independent contractor to make the repair(s), or you may have Rising View make the repairs. All repairs and replacements are required to be of workman like standard and meet Rising View and Air Force standards. Rising View can fully explain your options to repair or replace damaged items and the method of payment.

Repair Costs:

A representative list of the cost to repair damages can be obtained at the Maintenance Customer Service Desk. Additionally, you will be responsible for damage to yards, damage caused by pets, damage resulting from water beds, damage resulting from open windows when temperatures are below freezing, improper usage of heating/ventilation air-conditioning (HVAC) system, and damage to commodes or sewers resulting from attempting to flush inappropriate items down commodes or drains.

Special Needs Helpful Hints:

Please notify the Rising View Leasing Office of any family members with special needs or disabilities. The type of disability, facility number, address, telephone number, and rotation date are required. In the event special accommodations to the house are required, submit a completed Work Order Request Form to Rising View

Energy Conservation:

Rising View will be installing electric and gas meters on all renovated and newly constructed units. Although you will not be paying for electric, gas, water, or sewer services, we will be monitoring utility usage for excessive consumption. Here are helpful conservation hints:

- Electricity - You can help conserve electricity by minimizing the use of electrical appliances and lights, especially during the peak demand periods of 6 AM to 8 AM and 5 PM to 9 PM. Do not leave outside exterior lights on during daylight hours. When buying Christmas lights, it is recommended that you buy Underwriter Laboratories (UL)-approved, energy-efficient lights.
- Heat - The standards for home temperature settings are 68-72 degrees F during the day and 65 degrees F at night. Turning the thermostat up to the maximum temperature setting does not decrease the amount of time to warm up the room. Setting the thermostat to the desired temperature will warm the home up just as fast and save energy in the process. Water heaters are normally set to a maximum of 140 degrees F. If your water appears to be too hot or cold, call the Maintenance Customer Service Desk to adjust the setting. Conservation efforts result in large monetary and heating fuel savings without jeopardizing the health of any individual.
- Water - Excessive water usage results in increased costs to everyone and depletion of our community supply. Rising View's policy is to reduce and eliminate unnecessary waste. Do not allow for excessive runoff while watering your grass. If you see abuses of water usage, please contact Maintenance Customer Service Desk at (402) 991-9820.

Fences:

Offutt housing units that have existing fences will be permitted to retain the fencing if it is kept in good repair and grass, weeds, and debris are removed from around the perimeter of its base. Residents moving into a non-renovated existing home may install a chain-link type fence with the approval of Rising View and at the Residents expense. Upon approval from Rising View, Residents in newly constructed or renovated Rising View homes may install a Black Vinyl Chain-link fence at their own expense. Please contact the Maintenance Customer Service Desk for details. Offutt housing Residents are expected to keep their respective fence in good repair and remove all natural growth and debris from around the perimeter of its base. Residents will weed eat/trim around their fence weekly. Residents will rake and remove leaves during the fall. Residents are responsible for picking up any trash caught in the fence.

Faucets/Hoses:

When not in use, hoses must be neatly stored either on a hose hanger, hose reel, or coiled on the ground. During winter months, faucet covers are available from the SELF-HELP STORE. These covers provide additional protection to help keep pipes from freezing. Helpful Hint: Prior to the first hard freeze, remove and drain hoses thoroughly before storing them for the winter.

Environmental:

Protection of our environment requires the cooperation of all housing Residents. Special care must be taken to ensure hazardous products are properly disposed of and not allowed into sewer or street drainage systems.

Hazardous Waste:

Rising View requires Residents to properly dispose of household hazardous waste. Products labeled WARNING, CAUTION, POISONOUS, TOXIC, FLAMMABLE, CORROSIVE, COMBUSTIBLE, REACTIVE, or EXPLOSIVE may be classified as hazardous waste. Common household hazardous materials: pesticides, herbicides, paints, fluorescent tubes, solvents, preservatives, household cleaners, photographic chemicals, automotive waste (i.e. oil, antifreeze, batteries, fuels)

HAZARDOUS WASTE MAY NOT BE PLACED IN DUMPSTERS. UNLAWFUL DISPOSAL OF HAZARDOUS WASTE ON BASE WILL BE REPORTED TO THE SECURITY FORCES AND MAY RESULT IN ADMINISTRATIVE ACTION, CRIMINAL PROSECUTION, AND/OR EVICTION.

Residents are discouraged from storing environmentally hazardous materials in or around the Premises or anywhere in the Community. If use of such materials is necessary, Residents are required to take all precautions to store the materials properly. The materials must be properly disposed of after use. Residents must comply with city and county ordinances regarding the disposal of hazardous materials. As the lead agency, the City of Omaha owns and operates the hazardous waste facility on behalf of the Omaha / Sarpy and Douglas County partnership. The City of Omaha is responsible for all staffing, contracts and grant writing to support the facility. Day to day management is provided through the Environmental Quality Division of the Public Works Department. Residents should dispose of Hazardous waste materials at the Household Hazardous Waste Collection Facility (www.underthesink.org) located at 4001 South 120th Street in Omaha, Nebraska.

Lead-Based Paint:

For many years, lead was used in many types of paint. Although it is no longer used in most paints, it may be found in some areas of older homes. Exposure to paint chips or dust may cause lead poisoning in young children. Because of the potential for young children to ingest paint chips or dust and their lower body weight and developing nervous systems, they are at greater risk than adults for developing lead poisoning.

Lead-based paint has been found in family housing units in window trim and similar areas. In most cases, the old lead paint is well covered, and the potential hazard is very small. There are several things you can do to reduce exposure to lead. A major route of exposure to children is dust from deteriorating paint. Keep paint in good repair and avoid abrasive activities to areas not known to be lead free. Painted surfaces that are not chipped or peeling should be checked and cleaned regularly to maintain serviceability. Wash or paint as needed, but only with a mild detergent and water solution. DO NOT use solvents or industrial strength cleaners as they may harm the paint.

Asbestos:

Asbestos is a family of minerals that forms harmful fibers when broken. Asbestos minerals were used for many years in fireproofing, acoustical, and thermal insulator processes. Asbestos is typically found on furnaces, ducts, boilers, hot water pipes, surfacing materials on ceilings/walls, resilient asphalt flooring, vinyl flooring, suspended ceiling tiles, fireproof drywall, siding, roofing tiles, and many other numerous appliances. Asbestos is not an inherent health hazard in facilities. It becomes a hazard only when fibers are released into the air, usually through destruction of the matrix holding the asbestos in place. Exposure potential is dependent on several factors (location and degree of friability). A friable material is one that can be crumbled with hand pressure and is likely to emit fibers when disturbed. Once released into the environment, asbestos can be ingested or inhaled. The major concern is inhalation of asbestos fibers.

Offutt AFB housing was constructed in an era when asbestos-containing materials were routinely used in construction. As used, asbestos does not present a significant health concern to housing Residents; however, to facilitate maintenance such as repairing heating systems or replacing flooring, the asbestos-containing materials will normally be removed or encapsulated. Asbestos removal is an important part of base-wide renovation projects. If you are a Resident of an older home, chances are it contains asbestos materials. Some simple precautions to observe are not hanging plants from insulated pipes or insulation; not drilling holes or hammering nails in walls or ceilings; and not scraping floor tiles, walls, or ductwork when moving furniture. If you suspect you are being exposed to asbestos-containing materials, please call the Rising View Maintenance Customer Service Desk immediately.

Leave, Vacation or Extended TDY:

When you and your family are going to be absent from your quarters for more than five (5) days, you must make arrangements for security, prudent care, and periodic inspection of your quarters. This is most important in the winter when a heat failure and broken water pipe can cause catastrophic damage to the home and personal belongings. Submit written notification to Rising View of your intended absence and the name of the person you have designated to have access to your home to perform normal resident maintenance. (Also, notify Security Forces at Law Enforcement Desk, or call them at 402-294-6110.) From October through April, unattended vehicles must be moved to long-term parking, or you must provide to Rising View the name, phone number, and address of a responsible contact person who can move your vehicle. This is necessary to facilitate snow removal or street cleaning. Vehicles or conveyances obstructing the cleaning or snow removal from housing areas will be towed at the owner's expense.

Sewage Backups:

Sewage backups can be minimized and, in most cases, eliminated by taking precautions against flushing foreign objects down commodes. When they do happen, however, contact the Maintenance Customer Service Desk.

TERMINATION OF FAMILY HOUSING

Giving Notice:

We require 30 days notice of your vacating (Exception – Short Notice PCS). Residents must notify Rising View of their intent to vacate in person by visiting the Leasing Office. At the time you notify us, we will schedule your Pre-final and Final inspections.

Section 2 of the Lease:

If Resident desires to terminate this Lease at the end of the initial term and the Resident is changing duty stations, retiring, or separating, the Resident shall give Landlord thirty (30) days written notice prior to the end of the term. If no notice is given, then the Lease at the end of the initial term for all other reasons, must give notice before the fifth (5th) of the month to be effective on the last day of the month. If said notice is given after the fifth (5th) of the month, Lease termination shall be the last day of the next calendar month following the month in which notice is given.

Move-Out:

Except as provided in Section 6 of the Lease, Residents are required to provide thirty (30) days written notice of intent to vacate. The Move out is a joint inspection with the military member on the lease and the property management team. All other exceptions must have a current Power of Attorney (POA).

A Final Inspection will be conducted jointly with the Resident and Rising View after the Resident's furnishings have been removed to determine what charges, if any, will be assessed. In the event the Resident fails to clean the Premises or if damages are beyond normal wear and tear, Rising View will clean and repair the Premises and will charge Resident for the cost of actual labor and the cost of materials used.

Should there be a change in the date or time contained in the Resident's notice that the Premises will be turned over to Rising View for any reason; the Resident shall immediately notify Rising View in writing of the revised date and time.

Improvements:

Self-help work must be removed before final termination, unless accepted in writing by the incoming Resident or Rising View. When removing self-help work, your home or area must be restored to its original condition. During your pre-final inspection, our oversight manager can answer many of your questions. Residents are required to remove all personal property, like swing sets and yard fencing that they have purchased or installed, prior to vacating the Premises.

INSPECTIONS:

Pre-Final:

The pre-final inspection will assist you in preparing for your final inspection. It includes an inspection-procedure review designed to answer your questions. The housing representative will give you a cleaning checklist and discuss your individual cleaning needs.

Final:

THE RESPONSIBILITY FOR FINAL CLEARANCE OF FAMILY HOUSING RESTS SOLELY WITH YOU, THE RESIDENT. The final inspection ensures that the standards of cleanliness are met and identifies additional maintenance needs.

Rising View's Cleaning Standards:

- Replace all burned-out or missing light bulbs. All broken light globes must be replaced. Light globes may be obtained from the "SELF-HELP" Store.
- Storage/laundry areas must be broom cleaned. This includes being dusted down, free from any accumulated trash and swept out, including walls, ceilings, floors, windows, stairs, and under washers and dryers.
- Any excessive build-up of dirt, wax, stains, or calcium deposits are not considered normal wear and tear and must be removed by the Resident. This also includes crayon marks, heavy smudges on the walls, or excessive dirt.
- Please note that walls must be clean, regardless of projected painting. You will be advised during the pre-inspection as to the items that must be removed or repaired.
- If you have used stickers, wallpaper borders, or contact paper on your cabinets, drawers, or walls, you must remove them as well as all adhesive film residues. You must clean the interiors of all cabinets, drawers, and closets, and any exposed cabinet.
- The refrigerator must be defrosted and any accumulated dried food particles removed. Pull out the refrigerator to clean behind and under it. If you feel you are not capable of moving the appliance out to clean or might tear the vinyl flooring, please contact the Rising View Maintenance Customer Service Desk and arrange a service call for them to move the appliance for you.
- Remove all grease, stains, and dirt sediments from the range hood – both inside and out. The range top, oven, and exhaust hood must be free of heavy grease and burned-on residues. The exterior of the stove and range must be free of grease and food particles.

- Clean all appliances thoroughly on the inside and outside to include applicable doors, sides, tops, seals, gaskets, racks, broiler pans, drip pans, control surfaces and knobs, storage areas, and refrigerator condenser coils.
- Wall surfaces surrounding the range areas and sides of cabinets adjacent to the range must be free of grease and food residues.
- While facilities are not expected to be spotless or in brand-new condition, they must be clean to the eye. Although you will probably continue to use the appliances until you depart, this does not preclude them from being clean for the final inspection.
- Clean and disinfect bathrooms including toilets, bathtubs, washbasins, shower mirrors and shelves, towel rails, sinks, and related hardware.
- Bathrooms need to have any excessive buildup of calcium deposits and soap scum around fixtures, caps, or on walls removed.
- Toilet bowls should be cleaned both inside and out. Tiles and mirrors should be free of soap build-up or streaks.
- Vacuum carpets, remove stains. Stains on the carpet may result in charges for stain removal or carpet replacement.
- Remove dirt and wax sediments from floor areas, including basements.
- Damp mop floors. Vinyl floorings are no wax.
- Remove dirt, dust, and smudges from baseboards, walls, and ceilings.
- Clean doors, both interior and exterior, including frames and thresholds. They should be free of dirt and stains on both sides.
- Porches, patios, and carports or garages must be broom cleaned. This means removal of accumulated debris and sweeping of the area.
- Excessive accumulations of dirt, gummy materials, oil, and grease stains must be cleaned.
- Garages and carports should be free of dirt, stains, and grease. Remove trash from crawl spaces, storage areas, and trashcans.
- Perform yard maintenance including any snow removal, lawn mowing and removal of leaves.
- Repair pet damage to yards, decks, sheds, and fences. Ensure that all pet feces have been removed from the yard.
- Remove personal items from all areas of the residence, including utility sheds, garages, and basements.
- Have all keys, garage door openers, and any approved conveyance letters on hand for the final inspection. Items to be conveyed require pre-approval by Rising View.
- Clean windows inside and out so that they are free of spots, streaks, or film. Clean all windowsills, curtain rods, blinds, and screens.

- Cabinets, closets, drawers, and shelves must be free of dirt, oil stains, shelf paper, staples, tacks, etc.

Please call the Leasing Office if you have any questions.

SECTION C:

Fire Protection and Safety

The Fire Protection Flight is responsible for instructing family housing Residents on the procedures to follow in case of fire.

Barbecue Grills/Fish Smokers:

WHEN IN USE BARBECUE GRILLS AND ALL TYPES OF SMOKERS MUST BE SUPERVISED BY ADULTS ONLY. Do not use them under building overhangs or on porches or decks. They must be kept a minimum of ten feet distance from combustible structures at all times.

Carbon Monoxide:

Carbon monoxide (CO) is the most common cause of unintentional poisoning death in the United States. A colorless, odorless, and tasteless gas, it is slightly lighter than air. Insufficient air circulation in a home can allow toxic amounts to accumulate. It is lethal in minutes and will asphyxiate long before it poses an explosion danger. A mild exposure to carbon monoxide may mimic the flu, causing a slight headache, nausea, vomiting, and fatigue. Extreme exposure can result in death. All combustion devices in the home can generate carbon monoxide.

Malfunctioning appliances, furnaces, fireplaces, and automobile exhaust are the most common sources of carbon monoxide. A way to distinguish between the symptoms of carbon monoxide poisoning and the flu is to determine whether all the family members of a home are experiencing the symptoms at the same time. If everyone has the symptoms, suspect carbon monoxide poisoning, as the flu usually does not affect all Residents at the same time. If carbon monoxide is suspected, immediately leave the house and call 911 for assistance.

All units are equipped with a CO detector. If the detector activates with an alarm, call 911 and evacuate the facility. Do not open windows or attempt to air out the quarters. Doing so prevents the appropriate agency from measuring levels of carbon monoxide.

When cooking with grease or anything that produces its own grease NEVER leave your stove unattended. Should a grease fire occur, cover the burning pan with a lid, turn off the burner, and use a fire extinguisher if necessary. Immediately call 911.

Clothes Dryer:

Clean the lint trap after each load. Periodically, remove the 4-inch hose from the back of the dryer and remove any accumulated lint or residue. Never place plastic articles in the dryer.

Cooking Fires:

Never leave cooking food unattended on the stove especially when using grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the burner, and use a fire extinguisher if necessary. Immediately call 911.

NEVER USE WATER TO EXTINGUISH A GREASE FIRE. MOST IMPORTANTLY DO NOT ATTEMPT TO MOVE THE PAN.

It is the resident's responsibility to obtain a fire extinguisher for the home and ensure it is in proper working condition in case of emergency.

Personal Protective Equipment:

Persons who ride bicycles, in-line skates, or skate boards on Offutt AFB and within the Rising View Community must wear a helmet approved by the American National Standards Institute.

Extension Cord - Electrical:

Extension cords may be used in certain situations. When used, they must be rated for the capacity of the equipment being served and be UL approved. Cords may not be hooked in series to extend the length nor may multiple loads be served by one cord with more than one outlet. Do not nail or staple cords to interior building surfaces, run cords through doorways, windows, holes in walls, or under rugs and carpets.

Cords used for the exterior installation of items such as Christmas lights or vehicle plug-in heaters shall be weatherproof and attached, using devices specifically designed for that purpose.

Do not run cords across driveways or across sidewalks where damage to the cords or trip hazards could occur.

Fire Evacuation Plan:

Establish a home fire evacuation plan with primary and alternate routes of escape for use in the event of a fire. Practicing your established escape plan as a family activity can save the life of your loved ones. During your initial fire briefing, make sure the Fire Protection Section is notified of any handicapped family members in the home. Always keep fire escape routes free of trip hazards such as debris, litter, snow, ice and other obstructions.

Fire Prevention Helpful Hints:

Fire prevention is one of the most important topics affecting you and your family during your stay in family housing. The way you enforce good fire prevention procedures will determine the extent to which your family will learn and enforce these same procedures. The following topics are specific areas of concern on the base. While not all-inclusive, they represent a cross section of the many items affecting the safety of your home and your neighbors.

Fire Reporting:

If a fire occurs in your home:

- Get everyone out and immediately call 911
- Give the operator your name, house number, and street address.
- Do not hang up until you are sure the information has been received correctly.

- Report all fires regardless of size. Make sure everyone in your household is familiar with these procedures.
- Give all information mentioned above and make sure you tell the operator you're calling from Offutt AFB.

Gasoline Storage:

Gasoline and other flammable liquids must be in approved containers and are limited to three gallons per dwelling. Flammables may not be stored within living areas or in areas frequented by playing children.

Hoods and Exhaust Fans:

Clean a minimum of every six months or as needed to remove grease. Excessive grease buildup must be kept to a minimum to decrease the potential for cooking fires.

Housekeeping Helpful Hints:

Keep trash from accumulating in closets, storage areas, near wall heaters, and hot water heaters. Do not discard cigarette butts in waste containers unless they have been soaked thoroughly in water.

Mechanical Rooms:

The use of mechanical rooms for any type of storage is prohibited. Keep access areas and storage rooms clear at all times.

Parking:

No motor vehicles are permitted on patios or in housing units. This includes motorcycles, ATVs, snowmobiles, etc. Vehicles must be parked in garages or designated parking spaces.

Power Equipment Helpful Hints:

Do not refuel your lawn mower, edger, leaf blower, snow blower, or other motor driven types of equipment while the motor is running. Turn engine off and allow sufficient time to cool before refueling; at least ten (10) minutes.

Space Heaters:

The use of space heaters in housing units or garages on Offutt AFB is prohibited.

SECTION D:

Security Policy

The Commander, 55th Wing, is responsible for the control and safeguard of base property. The security forces routinely patrol housing areas on a recurring 24-hour basis. The policies provided here are extracted from pertinent directives for the benefit of housing Residents. When notified, the security forces will investigate incidents occurring in Coffman Heights, The Villages of Capehart, and the Historic housing. The Sarpy County Sheriff's Office will assist Offutt law enforcement in Capehart, if needed. Inquiries regarding security forces' policies may be directed to the RRD or to Offutt's Law Enforcement Desk at 294-6110. No solicitation is allowed. To report a crime in progress, call CRIME STOP at 294-6110.

Firearms and Fireworks:

Fireworks on Offutt AFB are prohibited. Military Residents who possess firearms and other weapons shall maintain them consistent with current Installation Policy. Non-Military Other Eligible Residents will comply with Addendum B of the Lease; they must comply with all state and federal guidelines, as to privately owned weapons/firearms.

Air Force Policy requires all privately owned weapons stored in family/privatized housing be registered with the local installation (AFI 31-101 para 8.4.2.4.1.1). The 55th Security Forces Armory is the registering entity for Rising View residents; phone # 402-294-4806. Also, "Federal law prohibits carrying a concealed weapon on a military installation without written permission from the Installation Commander." The Nebraska statute prohibits the carrying or possession of a firearm anywhere in Nebraska where prohibited by state or federal law.

Motor Vehicle Traffic Policy:

The Installation Commander and Security Forces are responsible for the control and safeguard of all base property. Routine patrolling of the housing areas is accomplished on a continual basis by the Base Security Forces and, when notified, they will investigate all incidents. Parking of privately owned vehicles including motorcycles will be in driveways or authorized parking areas only. Rising View (Project Owner), in partnership with the Air Force, for the safety of the community encourages all residents to comply with the parking restrictions listed below. The following traffic policies are extracted from the Offutt Base Traffic Code:

- Abandoned/Non-Operational Vehicles: Any vehicle partially dismantled, non-operational, wrecked, junked, in a derelict condition, or parked on a public street or public parking lot, will be impounded at the owner's expense.
- Residents will not leave their vehicles on the street while deployed; from October through April, unattended vehicles must be moved to long-term parking.
- Parking: Privately owned vehicles must be in authorized parking areas only. In the event of your absence, you must arrange to have your vehicle(s) moved from normal parking areas to facilitate snow removal operations. Vehicles parked in active snow removal areas may be removed at the owner's expense.

Please Reference: AFI 31-204/OAFB Sup1 (pages 27-29, 40-45), for complete motor vehicle code details, and snow control procedures. Some prohibited areas are indicated below:

Specific "No Parking" areas are:

- Do not park within fire lanes.
- Do not park on grass, seeded, or dirt areas.
- Do not drive through an area that is posted, marked, or barricaded by means of barriers or cones.
- Do not park on the mailbox side of the street. Where no mailboxes exist, do not park on the even address side of the street.
- Do not park along cul-de-sac or cul-de-sacs with islands.
- Do not park along the following roads in the Capehart housing area: Lockbourne Drive/Kennedy Boulevard, 27th St, Hruska Drive, and Rising View Blvd.
- On-street parking is prohibited anywhere during snow removal. Vehicles should be parked in garages, carports, or driveways.
- Do not park on the roadway within 100 feet of community entrances.
- Do not block driveways.

- Do not park along cul-de-sacs or cul-de-sacs with islands within Capehart Housing and Coffman Heights.
- Housing residents must park their vehicles in garages, carports, or driveways. Extra vehicles to include boats, trailers, camper tops, pick-up toppers, motorized vehicles and pull-type recreational vehicles are prohibited in the housing area in excess of 3 days, but may be parked in the Capehart Shoppette, Tumpene Parking Lot and the Willow Lakes Golf Course overflow (lower) parking lot.
- Semi-Tractor/Tractor Trailer Parking. Parking semi-tractors or tractor-trailers in Capehart housing or Coffman Heights is prohibited.

Recreational Vehicle (RV) Policy:

RVs are vehicles designed for recreational purposes to include motor homes, travel trailers, ATVs, tent campers, boats, canoes, and trailers. Residents shall not park RVs in the housing community. Recreational vehicles may be brought into the housing area for a short term (less than 48 hours) for loading and unloading.

Unattended Vehicles:

Vehicles left parked or standing must have the engine stopped, the ignition locked, and the key removed. Vehicles may not be left unattended on jacks or ramps, regardless of the time involved.

Parking:

Parking within the family housing areas is often limited. In many cases, there is only one assigned parking space for each housing unit in addition to the garage and driveway. Be reasonable and considerate. Talk to your neighbor when problems or misunderstandings occur. If necessary, contact Rising View to assist with the resolution.

SECTION E:

Good Neighbors

Family housing and close neighbors are synonymous. Remember, Residents are responsible for the conduct of all occupants, guests, invitees, their children and/or their guests and pets. Parents are liable for damages caused by the negligent or unlawful conduct of their children.

Full support and cooperation in the following areas are necessary:

Pet Policy:

Attachment A to Exhibit A of the Resident Lease outlines the Pet Policy for Offutt housing. It is also shown below for your convenience:

Residents are required to register their pets with the Base Vet Clinic. There is only a one time non-refundable pet fee per house.

ATTACHMENT "A" TO EXHIBIT A

PET POLICY
Effective as of _____, 20__

“Grandfathered Residents”:

Residents who resided in military housing at Offutt AFB prior to the Effective Date of this Pet Policy are “grandfathered” as to Sections 1, 3, and 4 until such time as they occupy a new or renovated home in the military housing community. All pets obtained by a “Grandfathered Resident” after the execution of an Offutt Air Force Base Military Housing Lease with Rising View, will be subject to all of the terms of this Pet Policy.

1. **Maximum Number of Pets Allowed:**

Each household may have two dogs or two cats, or one of each, plus a maximum of two (2) small caged birds, small caged reptiles or small caged rodents.

2. **Pet Deposit:**

No pet deposit will be required for the Maximum Number of Pets Allowed.

3. **Additional Pets:**

Residents may have an additional dog or a cat, not to exceed three dogs or three cats or a combination thereof, by paying a Fifteen Dollar (\$15.00) per month fee for the third dog or cat. Such pet fee for Additional Pets shall not be considered rent.

4. **Types of Pets Not Allowed:**

- Dogs of the following breeds, or any mixed breeds thereof, are **NOT allowed** as pets in the community: American/English Staffordshire (Bull) Terrier, Staffordshire Terrier, Pit Bull Terrier (Pit Bull), Rottweiler, Doberman Pinscher, Chow, or wolf Hybrids. Residents may not board dogs that are deemed “aggressive or potentially aggressive”. and wolf hybrids.
- Farm, ranch, or wild animals, rodents, primates (monkeys and apes), skunks, reptiles, snakes, raccoons, exotic felines, marsupials, spiders, and any animal requiring a permit from the Fish and Wildlife Service are **NOT permitted**. *Excluded are guinea pigs, hamsters, gerbils, ferrets, rabbits, pet birds, and fish.*, and fish.

5. **Pet Registration:**

All pets must be registered with the Landlord on an annual basis.

6. **Immunization of Pets:**

All cats and dogs must wear a collar or harness with evidence of current rabies and distemper vaccination attached. Residents must provide Rising View with proof of immunization by a veterinarian as part of the Move-In Checklist and on every anniversary of residency thereafter.

7. **Restraint of Pets:**

- a. Dogs and cats must be secured with leashes while outdoors. Animal Control will be called to pick up any dogs or cats running loose and any related expense must be paid by the Resident.
- b. Birds must be kept in cages at all times.

8. **Pet Waste:**

Resident will pick up and clean up all pet waste inside Resident’s housing unit immediately. Resident will pick up pet feces in patios or yards daily, and immediately if the pet evacuates outside of the patio or yard. Pet feces will be placed in tied garbage bags and disposed of in proper waste receptacles.

9. **Animal Bites:**

The Resident hereby acknowledges that neither the Government nor the Landlord has any liability whatsoever for damages caused by a pet. In the event of an animal bite, Animal Control

will be called to pick up any suspect pet, and any related expense must be paid by the Resident. Rising View will, in its sole discretion, determine if the pet will be allowed to return to the Community.

10. **Pet Noise:**

In the event that a pet has been so noisy, in Rising View's sole discretion, as to interfere with the right of quiet enjoyment of other Residents, Resident will receive a Lease Violation Letter. After the issuance of a third (3rd Lease Violation Letter, the Resident will be asked to vacate the Premises within thirty (30 days and Rising View will not renew the Lease.

Dog Houses:

Dog houses are permitted in family housing. Dog houses must be maintained in good condition and be located 5 feet from any structure. Portable containers used for transporting pets may not be used. Use of bright contrasting colors should be avoided. Doghouses should be moved periodically to avoid damaging the yard.

Pets:

Pet quiet hours are 10PM-6AM daily.

SECTION F:

Community/Residential Activities

Basketball Hoops:

Portable basketball hoops may be used in family housing areas subject to the following controls: the name and quarters' number of the owner must appear legibly on the frame; the hoop must be located a minimum of 15 feet from any structure or vehicle parking space; and it must not be placed in any street or driveway where moving vehicles may pose a danger to the users.

Cable Installation:

Residents must contact Cox Communications, or preferred/chosen cable company, for all cable installation service.

Carpet Installation:

If you wish to install additional carpeting, you may use only loose-laid carpeting. No additional permanent carpeting installations are allowed.

Christmas Lights:

Christmas lights may be put up after Thanksgiving, and they must be removed no later than 10 January following the Christmas holiday. Lights may be illuminated only during the hours of 5pm to 11pm.

Storage Sheds:

Residents are permitted to retain an existing storage/utility shed. Residents occupying a non-renovated Rising View housing unit desiring to install a storage/utility shed may do so with Rising View approval. Only Rubbermaid Storage/Utility sheds or an approved equivalent shed are allowed in Rising View renovated or new housing units, Coffman Heights, and Historic Homes.

Home Businesses:

Rising View's policy promotes and encourages limited commercial activities which may be properly carried out from family housing quarters. Activities may involve direct sales of products, small-item repair service, limited manufacture of items, and tutoring services. The policy allows enterprises that do not compromise community tranquility, safety of the base mission, or compete with name brands in the military exchange. Residents operating a home business must be in compliance with Air Force policy by obtaining permission through the Housing Management Office.

Family Daycare Providers:

Resident must obtain approval prior to the start of the family daycare business from the installation commander and, subsequently, Rising View. POC for Family Daycare is the Family Daycare Office at (402) 294-9016.

Lawn/Garage Sales:

Rising View will organize and sponsor garage sales during the year. In addition, each family may have two individual family garage sales per year. A yard-sale authorization and signs for individual garage sales may be obtained from the "SELF-HELP" Store. Signs advertising the sale are limited to two per yard sale – one for your yard and one at the street. The signs are available for periods up to 72 hours and may be posted between 7AM and 8PM. We ask that families only use Rising View approved signs.

Telephone Installation:

Telephone and cable TV services are not provided by Rising View. Telephone service must be obtained by Residents directly. Telephone and cable outlets have been provided in the Premises. Resident must contact the Maintenance Customer Service Desk for prior approval of additional outlet installation. If Resident requires additional outlets, then Resident shall assure that any work performed in connection with adding outlets will be performed by professionals, and Resident shall be responsible for the cost of installing the additional outlets. Wiring must not be attached to the exterior side of the structure. No penetration of exterior walls of the building will be allowed for any reason. Government-owned telephone cables may be installed in or removed from Premises designated for, or occupied by, Key and Essential military personnel.

Trampolines:

Trampolines are authorized in family housing areas on a level and fenced in area; however, compliance with the following rules is required:

- If your trampoline does not have protective sides, you will be required to have a fence enclosing your back yard.
- A parent must supervise children under the age of 10 who are playing on a trampoline.
- Spotters will be used when older children are using the equipment.
- Trampolines must be located a minimum of 10 feet from any structure or appurtenance (i.e., fences, buildings, or trees).
- The tops of all trampolines must be encased in protective padding, including the springs.
- The trline must to be securely staked to the ground.

Swimming Pools:

Large semi-permanent swimming pools are not authorized. Residents can use smaller children pools with Rising View approval, but parents are encouraged to exercise prudent safety measures while children are playing.

Parties:

Many complaints can be avoided by informing your neighbors before having a party. Excessive vehicle, stereo and television volumes: Don't assume your neighbors enjoy the same type of music or television programs you do; please keep the volume down.

Noise:

Excessive noise is typically the greatest source of complaints received by property managers. Many Air Force personnel work shifts and are sleeping during the day. Please be considerate. In the event Rising View receives noise complaints due to a Resident interfering with the right of quiet enjoyment of other Residents, the violating Resident will receive a Lease Violation Letter. After the issuance of a third (3rd) Lease Violation Letter, the Resident will be asked to vacate the Premises within thirty (30) days and Rising View will not renew the Lease. Quiet hours are 10PM – 6AM, Sunday through Thursday, and 11PM – 6AM, Friday and Saturday. Make direct complaints of excessive noise to Offutt's Law Enforcement Desk at 294-6110.

Unattended Youth Policy:

The unattended youth policy is established to supervise youth activity, prevent youth misconduct, and ensure their safety. Unattended youths are those children not supervised by someone 12 years of age or older. For overnight stays, the supervising individual must be 16 years of age or older. The base unattended youth policy is provided below. Parents must ensure their children's intellectual maturity and physical health allow them to be safely left alone or in the care of an older child. Exercise sound judgment when choosing someone as a baby-sitter for your children. Residents providing over 10 hours daycare per week are required to be certified by the base before providing services. Call the Family Daycare Home Office to make arrangements for certification. Baby-sitters who provide services in the child's home do not have to be certified as long as the baby-sitting is only provided occasionally and not daily.

SECTION G: Child Supervision Guidelines

*IS YOUR CHILD OLD ENOUGH...
TO BE LEFT HOME ALONE?*



**A PARENTS' GUIDE
TO CHILD
SUPERVISION AT
OFFUTT AFB**

The following guidance is for parents/guardians to help make decisions regarding the care and supervision of their children.

The age of the child is not the only factor that parents should consider when determining if children should be left alone.

Other factors include level of maturity, emotional development, physical health, length of time left alone, time of day or night, other children present or to be supervised, locations and environmental conditions, frequency of being left alone, and the accessibility of a parent or other responsible adult.

A "lack of supervision" may exist in circumstances where the responsible caretakers are present but are physically or mentally impaired to such an extent they are unable to provide supervision. Additionally, it may also exist in circumstances where the child is technically allowed to stay alone, but is unable to provide supervision or care for themselves.

Supervising your child/children is one of the most important things you can do. Children do best when they are raised in a home of structure, guidance, love and limits. Without these, children may grow up not knowing what they can and cannot do and whom to trust. As a result, they may do things that get them into trouble.

The **ultimate responsibility** for the safety, care, well-being and behavior of children **remains with the parents** whether or not they are present to supervise.

The Offutt guidelines for unattended children are provided to assist parents in determining when to leave a child unattended.

Helpful Contact Numbers:

Security Forces: 294-6110 / 294-6119	School Liaison Officer:	Youth Programs
<i>Child Abuse / Neglect Reporting</i>	294-4320	294-5152
Family Advocacy: 294-7886	Child Development Center 1	Family Child Care:
<i>Community Information</i>	294-2203	294-9017
Airman & Family Readiness Center:	Child Development Center 2	
294-4329	232-2526	

**Offutt Youth
Supervision Guide**

Note: The ages specified are the recommended ages and should be applied based on a child's ability to demonstrate age-appropriate behavior. Children who do not consistently demonstrate age-appropriate behavior should not be given the same degree of self-management responsibilities. **In all instances, the parent/guardian is responsible for using reasonable judgment and for any incident or mishap (considered preventable) which occurs.**

REMEMBER, These are guidelines.

There may be situations, even within these guidelines, when it is not safe to leave a child unsupervised. **Parents/guardians are ultimately responsible for making decisions about their child's safety — ensure that children have access to a responsible adult and emergency phone numbers.**

The following guidelines were adopted from those used in communities across Nebraska and were developed by social work professionals in collaboration with those communities.

Whenever any child is unsupervised/unattended, the following should apply:

- There must be no emotional, medical, or behavioral issues that affect the child's judgement or decision making skills.
- The child must be comfortable being alone.
- The parent/guardian and child must have a safety plan worked out that includes:
 - How to access a parent or other responsible adult at all times (Including knowing the parent/guardian's whereabouts and a tele-phone number where they can be reached.
 - What to do in case of an emergency.
 - Examples: Call 911; Exit the home if there's fire; What to do if a **stranger** approaches the child; etc.
- Guidelines for acceptable behavior.
- Knowledge of emergency telephone numbers. Example: 911, parent/ guardian phone numbers, etc.
- The child must demonstrate the ability to follow the safety plan and to make decisions that reflect concern for personal safety.

Child Supervision Guidelines

8 years & under - May not be left home alone for any period of time. This may include leaving children unattended in cars, backyards, and playgrounds. The determining consideration should be the dangers in the environment and the ability of the parent/caretaker to intervene.

9 -11 years - May not be left home alone for more than 2 hours and only during daylight and early evening hours. Must have access to phone numbers to reach a responsible adult/emergency phone numbers.

12-14 years - May be left alone for up to 4 hours, but not late at night or in circumstances requiring inappropriate responsibility. (Generally are able to supervise children under the age of 6.) Must have access to phone numbers to reach a responsible adult/emergency phone numbers.

15 years - May be left unsupervised, but not overnight.

16 -17 years - May be left unsupervised (In some cases, for up to two consecutive overnight

SECTION H:

Self-Help Work

Self-help work in family housing may be authorized if the proposed work is relatively simple and is primarily for Resident benefit. Normally, a self-help project is to improve living conditions for the Resident. (Seasonal items such as grass seed and/or weed and feed may be available.)

Permissible self-help activities include but are not limited to replacing toilet seats, toilet flush valves, and sink aerators. Self-help work must not generate additional maintenance costs or increase the size of the living area of the home.

Drilling holes, installing nails, bolts, or other similar devices in the siding of your home for your self-help project is not allowed. Your point of contact for self-help projects is the Maintenance Customer Service Desk.

Requesting Self-Help Work:

Family housing self-help work requires completion of a Work Order Request Form which can be accomplished at the Maintenance Office Self-Help or by completing an online maintenance self-help request at www.risingview.com. If approved, a work order number will be assigned and additional guidance for accomplishing your project will be provided.

Border Protectors:

Small border protectors which are designed to be decorative in nature and do not exceed 20 inches in height may be installed around flowerbeds, provided that they are neat and properly maintained. The decorative protectors cannot penetrate the ground more than four inches. Under no circumstances will they be made with pointed pickets. A completed Work Order Request Form is not required for border protectors.

Conveyance of Personal Property:

Certain types of occupant-owned property might be conveyed during change of occupancy to new Residents. Contact the Leasing Office to obtain a conveyance authorization letter. Items that increase maintenance costs, such as wallpaper borders, may not be conveyed.

Electrical Work:

Performance of electrical work in family housing by Residents is prohibited. Contact the Rising View Maintenance Customer Service Desk for further information.

Plumbing Work:

Performance of self-help plumbing work in family housing requires the approval of Rising View. Work order approval is obtained at the "SELF-HELP" Store.

QUICK REFERENCE PHONE DIRECTORY

Air Force Inns (Offutt Billeting).....	294-3671
Ambulance.....	911
Auto Skills Center.....	294-5564
Base Exchange.....	291-9100
Base Exchange Service Station.....	294-5900
Base Information.....	294-5900
Base Locator.....	294-5125
Base Operations.....	294-3207
Base Operator.....	294-1110
Big Jacks Grill (Willow Lakes Golf Course).....	292-1877
Campisi Alert Facility.....	284-1104
Capehart Shoppette.....	292-0218
Chapel, Capehart.....	294-6051
Chapel, SAC Memorial.....	294-6244
Child Development Center.....	294-2203
Clothing Sales.....	294-3649
Commissary.....	294-6782
Community Center.....	294-6247
Cox Communications.....	934-1707
Crime Stop.....	294-5677
Customer Service (MFP).....	294-2276
Equipment Rental/Tickets & Tours.....	294-2276
Family Housing Office.....	294-6242
Family Child Center.....	294-9016
Finance.....	294-3300
Fire Reporting.....	911
Fire Prevention.....	294-5522
Flight Kitchen.....	294-5755
Frady Fitness Center.....	294-5904
Human Resources Office	294-2344
Law Enforcement Desk.....	294-6110
Legal Office.....	294-3732
LeMay Aero Club & Flight Training Center.....	294-3385
NAF Resources Management.....	294-6251
Patriot Club.....	294-2268
Offutt Enrichment Center.....	294-1109
Offutt Field House.....	294-5413
Offutt Frame Shop.....	294-3837
OPPD Customer Service.....	536-4131
OPPD Emergency Service.....	(800) 554-6773
OPPD Hearing Impaired.....	345-6737
Outdoor Recreation.....	294-2108
Pass and ID.....	294-0368
Passenger Travel Section.....	294-5045
Peacekeeper Lanes.....	294-2514
QWEST Communications.....	(800) 244-1111
Readiness/Mortuary Affairs office.....	301-3430
Recycling Center.....	670-0152
Red Cross.....	294-3640
Ronald L. King Dining Facility.....	294-3980
Rod and Gun Club.....	294-3344
Security Forces (Emergency).....	911

Skills Development Center.....	294-3872
Thomas S. Power Library.....	294-2533
TMO	294-4292
Veterinary Clinic.....	294-3089
Visitor Control Center.....	294-7551
Warrior Nine Golf Course.....	294-3362
Willow Lakes Golf Course.....	294-3530
Wood Skills Shop.....	294-3318
Youth Programs.....	294-5152
Bellevue Public Schools.....	293-4000
Peter Sarpy Elementary School.....	293-4793
LeMay Elementary School.....	293-4760
Fort Crook Elementary School.....	293-4710
Belleaire Elementary School.....	293-4510
Lewis & Clark Middle School.....	898-8760
Logan Fontenelle Middle School.....	293-4360
Mission Middle School.....	293-4260
Bellevue East High School.....	293-4150
Bellevue West High School.....	293-4040