

# Community - GUIDELINES -



# Community Guidelines & Policies

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Vandenberg Family Homes

Welcome to Your New Home!

These Community Guidelines & Policies have been designed to familiarize you with all the facilities and services available within the community.

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with the community. If, by chance, you have a particular question not covered in these guidelines, please do not hesitate to contact the Community Management Office. The Landlord **Vandenberg Housing LP** (“Landlord”) and its property management personnel are committed to providing you with a positive housing experience within the community.

Sincerely,

*Community Management*

# CONTENTS

General Information .....	5
Affiliation and Privatization .....	5
Changes in Policy.....	5
Community Management.....	5
Important Phone Numbers.....	6
Rental Policies.....	7
Absence From Premises.....	7
Cable TV, Internet and Telephone .....	7
Community Policies Enforcement.....	8
Informal Dispute Resolution Process.....	9
Exceptions to Occupancy Policy.....	10
Move-In Procedures.....	11
Move-Out Procedures.....	11
Move-Out Inspections.....	12
Occupancy Limits .....	13
Rental Payment For Residents Paying With BAH.....	13
Renter’s Insurance .....	14
Right of Entry .....	15
Termination of Resident Responsibility Agreement/Lease By Landlord .....	15
Use and Residency .....	16
Maintenance Information.....	17
Damages.....	17
Energy and Water Conservation .....	17
General Maintenance Tips .....	19
Locks, Keys and Lock-outs.....	20
Maintenance Service Request/Work Order Types and Response.....	20
Maintenance Office .....	22
Preventative Maintenance and home inspections .....	22
Self-Help Supplies .....	23

Community Policies ..... 24

- Air Conditioners ..... 24
- Appliances ..... 24
- Attics ..... 27
- Basements..... 27
- Boarders ..... 27
- Burning and Bonfires ..... 27
- Cameras and Ring Door Bells ..... 27
- Childcare Providers ..... 28
- Child Supervision and Expectations ..... 29
- Commercial Enterprises ..... 29
- Common Areas..... 30
- Community Pools and Splash parks ..... 30
- Community Programs and events ..... 31
- Decorating and Alterations ..... 31
- Door-to-Door Soliciting ..... 32
- Drones ..... 32
- Drug Free Policy ..... 32
- Emergency and Weather-Related Situations..... 32
- Fencing ..... 34
- Flags ..... 35
- Fitness Centers..... 35
- Fire Pits and Grills ..... 36
- Fireworks..... 37
- Flammable Liquid Storage ..... 37
- Foster Care ..... 38
- Guests and Social Visitors ..... 38
- Heaters/Space Heaters ..... 38
- Holiday Lighting and Decorations ..... 38
- Hot Tubs/Whirlpools/Spas..... 39
- Housekeeping ..... 39

Illegal or Unauthorized Activity .....	40
Landscaping.....	40
Litter Control.....	41
Live-In Care Providers .....	42
Nuisance (Disturbances & Noise).....	42
Parking, Vehicles, Motor Vehicles, Garages and Carports .....	43
Pest Control.....	44
Pets.....	45
Playgrounds.....	46
Plumbing Fixtures/Equipment .....	46
Safety .....	47
Satellite Systems (TV).....	50
Sidewalks, Driveways, Parking, Yards, Porches, Patios and Balconies .....	51
Signs .....	52
Smoke and Carbon Monoxide Detectors.....	52
Snow and Ice Removal .....	52
Solar Panels.....	53
Speed Limit.....	53
Storage Buildings .....	53
Trampolines .....	53
Trash Disposal and Recycling .....	54
Wading Pools .....	58
Weapons .....	58
Wildlife and Endangered Species.....	59
Window Coverings .....	59
Yard, Lawn, Garage and Carport Sales.....	59

# GENERAL INFORMATION

## AFFILIATION AND PRIVATIZATION

The military family housing located at, or supporting, the installation (the “Installation”) where your home is located is owned by Landlord, and is maintained and operated in partnership with the military. Landlord’s property manager (BBC AF Management/Development LLC for Air Force sites and Balfour Beatty Military Housing Management LLC for Army and Navy sites) manages the family housing.

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

## CHANGES IN POLICY

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

## COMMUNITY MANAGEMENT

Landlord, through its property manager (BBC AF Management/Development LLC for Air Force sites and Balfour Beatty Military Housing Management LLC for Army and Navy sites), operates a Community Management Office (CMO) at the Installation/housing site. In most cases, a Community Manager is responsible for overseeing the Community Management Office and represents the interests of the Landlord. Resident Engagement Specialists working for the Community Manager resolve issues for Residents. The Community Management Office maintains the community website/resident portal (Resident Portal) and social media pages to provide housing information to all Residents including, but not limited to, community events and service schedules such as refuse removal, landscaping and preventive maintenance.

The Facility Maintenance Office assists with maintenance of the housing units, including landscaping and most common grounds in the privatized family housing communities. The Facility Manager directs Maintenance Supervisors/Technicians to assess and perform necessary work/repairs. See the Maintenance section of these Community Guidelines for more information. Information regarding the location and contact information for the Community Management Office and business hours can be found on the Resident Portal.

## IMPORTANT PHONE NUMBERS

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

# RENTAL POLICIES

## ABSENCE FROM PREMISES

Any time the leased premises (“Premises”) is going to be vacant for a period of three (3) days or longer for any reason, Resident must notify the Community Management Office prior to the vacancy. In the notice, Resident will provide the Community Management Office with the name(s) and phone number(s) of a responsible party(s) that Resident will assign to look after the Premises. If Resident is absent from the Premises for longer than the period permitted by the Resident Responsibility Agreement/Lease or applicable law without notification to Community Management, the Premises may be deemed abandoned in accordance with the terms of the Resident Responsibility Agreement/Lease and the Move-Out Procedures below.

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

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

## CABLE TV, INTERNET AND TELEPHONE

It is the Resident’s responsibility to make arrangements for cable TV, Internet access and telephone services. Phone numbers for such service providers are located on the Resident Portal. If the Premises requires drilling or other modifications for the purpose of adding any lines for utilities, Resident must receive permission from Community Management prior to any work being done by submitting a Request for Alterations Form.

Information concerning telephone service in the Community will be provided during Move-In. Resident is responsible for all costs incurred with the exception of maintenance to the telephone line supplied by Landlord. If the problem is with the telephone, and not the telephone line, the Resident will be responsible for all charges.

Additional phone or cable outlets and/or lines are allowed at Resident expense. Resident is limited to one (1) additional hookup installed per room with prior written approval. Resident will not be responsible for the removal of the additional hook-ups or subject to an additional charge at Move-Out as long as prior approval was obtained from the Community Management Office. Request forms are available from the Community Management Office.

## COMMUNITY POLICIES ENFORCEMENT

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

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

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

### **Notice of Violations**

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

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

Community policy enforcement is generally as follows:

1. **A Discrepancy Notice** will be issued for minor violations such as failing to mow back yard, place trash in proper areas, parking violations, etc. These types of violations require correction within two (2) business days of receipt of the notice. Failure to do so will result in a formal Letter of Caution.
2. **A Letter of Caution** will be issued for a Resident's first major violation such as disturbing neighbors, damaging property, etc. and for non-compliance to a Discrepancy Notice. Resident will have two (2) business days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) business days, a Letter of Warning will be issued. Letters of Caution are reported to the Military Housing Office and Chain of Command.
3. **A Letter of Warning** will be issued for a Resident's second violation of any nature and for non-compliance to a Letter of Caution. Resident will have two (2) business days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) business days, a Letter of Termination may be issued to the Resident. Letters of Warning are reported to the Military Housing Office and Chain of Command.
4. **A Letter of Termination** of Resident Responsibility Agreement/Lease will be issued for a Resident's third offense of any nature and for non-compliance to a Letter of Warning. Resident will have thirty (30) days in which to vacate the Premises at Resident's expense. Letters of Termination are reported to the Military Housing Office and Chain of Command.

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

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

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

## INFORMAL DISPUTE RESOLUTION PROCESS

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

Management Office/Community Manager also will notify the Military Housing Office of the matter. If the Resident is not satisfied with the outcome of the decision from the Community Management Office/Community Manager, then Resident shall contact the Property Manager's corporate management team by calling the BBC Cares hotline at 877.253.6988.

If the Resident is still not satisfied with the outcome of the decision from the Property Manager's corporate management team, then Resident shall contact the local Military Housing Office (MHO) to assist with resolution of the dispute. The Resident should provide full details to the MHO on previous efforts to resolve the matter directly with the Landlord's team. At this point, the MHO can make further attempts at finding resolution by directly engaging with the Community Management Office/Community Manager or the Property Manager's corporate management team.

If the Resident is still not satisfied after taking all the steps outlined above, then the Resident may pursue the formal dispute resolution process as described in more detail on the Resident Portal or in the Resident Responsibility Agreement/Lease.

## EXCEPTIONS TO OCCUPANCY POLICY

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

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

Requests must be made by submitting a Request for Retention Form to the Community Manager, no less than thirty (30) days prior to the detachment. Any approvals may be contingent upon the Resident signing a new Resident Responsibility Agreement/Lease and/or Addendum detailing the conditions of the policy exception and providing the name of the designated family sponsor for this period. Additionally, the request form will be routed through the service member's Chain of Command for concurrence and identification of the sponsor for the service member's dependents.

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

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

## MOVE-IN PROCEDURES

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

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

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

## MOVE-OUT PROCEDURES

Unless otherwise stated in the lease agreement, Move-Out will occur under the following conditions:

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

a Transfer Request Form for appropriate housing in accordance with assignment policies. The move will be at the Residents' expense.

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

## MOVE-OUT INSPECTIONS

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

Upon receipt of the above information, Community Management will provide the Resident with move-out guidelines setting forth cleaning requirements. Resident must have the Premises ready to meet the inspection standards at the time of Move-Out, whether Resident does the work themselves or hires someone to do it. In the event the Resident elects to have the Premises cleaned by a third-party service approved by the Landlord, Resident may contract with Community Management Office to do so.

A Pre-Move-Out Inspection appointment, at the option of the Resident, will be scheduled within five (5) days of Resident's notice to vacate to review the condition of the Premises and prepare the Resident for the Final Move-Out Inspection. During this review, Resident may discuss any concerns about the Final-Move-Out Inspection, anticipated damage charges or other assessments (if any), the overall process, and any other issues of concern in preparation for the Final Move-Out Inspection.

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

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

## Move-Out Damages

Unless otherwise stated in the Resident Responsibility Agreement/Lease, (i) the Move-Out inspection will be conducted by the Community Management Office; and (ii) charges will be assessed for any damaged items that are not listed on the Move-In Inspection Form and are not the result of normal wear and tear. Carpet damage due to animals, burns, or non-removable stains may require replacement of carpet, padding, and/or sub-flooring on a whole room basis. The estimated cost for repair of damages will be provided. Payment for damages must be paid in full online via the Resident Portal by ACH, credit card or debit card or certified funds upon Resident's receipt of an itemized list of actual costs.

## Abandonment

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

## OCCUPANCY LIMITS

Occupancy is limited to the Residents and Occupants identified on the Resident Responsibility Agreement/Lease, and shall not exceed two (2) person(s) per bedroom (except as otherwise provided under applicable state law).

Residents are not permitted to sublet homes.

## RENTAL PAYMENT FOR RESIDENTS PAYING WITH BAH

Except as otherwise set forth in the Resident Responsibility Agreement/Lease, Residents who receive a Basic Allowance for Housing will release their BAH to Landlord. In the event that both occupants in one home/dwelling are Active Duty Residents, the rent will be the equivalent BAH rate for the highest ranking Resident, at the With Dependents rate, for the Installation.

Pursuant to the Resident Responsibility Agreement/Lease, if allotment is selected, Residents agree to execute the necessary documents to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to Landlord, and also agree to

take no action to terminate such automatic payments without making arrangements with Landlord. By paying through the automatic allotment (DFAS), no security deposit will be required. Rent will continue to equal BAH as adjustments are made to Residents' BAH for periodic increases/decreases or for promotions/demotions.

### **BAH Changes**

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

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

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

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

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

## **RENTER'S INSURANCE**

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

Resident shall be responsible for filing claims and any deductibles related to personal property or liability.

## RIGHT OF ENTRY

The Landlord, property manager and their employees, agents and/or contractors have immediate right of entry to the Premises if emergency conditions are presumed to exist. Such emergency conditions include, but are not limited to, the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. The Resident will be notified as soon as possible after an emergency entry, explaining the need for the entry and the corrective action taken. The Landlord, property manager and their employees, agents and/or contractors also may enter for the following purposes or as otherwise provided in the Resident Responsibility Agreement/Lease: (1) abandonment of the Premises, (2) to make inspections, repairs, alterations or improvements, (3) to test smoke and carbon monoxide detectors, and/or to install, test, repair or perform maintenance on fire suppression or water detection systems, (4) to exhibit the Premises to prospective or actual purchasers, mortgagees, tenants, workers or contractors, (5) with prior notification to Resident, to perform a periodic safety and maintenance review of the Premises not more than once every ninety (90) calendar days, or (6) to respond to any complaints regarding the Premises, any Resident, occupant, guest, invitee or animal housed by Resident. Except in cases of emergency, Owner will provide Resident with not less than 24 hours prior written notice (which notice may be by email or text) of Owner's intent to enter, and entry will be during the normal business hours, or at any other time as agreed upon by Resident. Resident may be present during Owner's entry; however, entry is not conditioned upon Resident's presence.

## TERMINATION OF RESIDENT RESPONSIBILITY AGREEMENT/LEASE BY LANDLORD

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

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

If the violation is of a severe nature that constitutes a threat to the safety and/or welfare of the Resident or the community, then no Letter of Caution will be necessary and a Letter of Warning will be issued. In the event of a second violation related to the warning, Community Management will issue a Letter of Termination of the Resident Responsibility Agreement/Lease.

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

## USE AND RESIDENCY

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

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

# MAINTENANCE INFORMATION

## DAMAGES

Resident shall be charged for the cost of repairs, labor and material(s) for any damage to the Premises, including lawn, garage, carport and/or driveway and walkways, caused by the abuse or negligence of the Resident and/or family members, occupants, pets or guests. All payments are due prior to work being completed unless the work required must be done immediately for safety reasons. This work must be paid within thirty (30) days of the date of the repair. If an incident occurs through theft, a copy of the police report should be brought to the Community Management Office.

## ENERGY AND WATER CONSERVATION

The goal of energy and water conservation is to ensure that the essential needs of all Residents are provided without waste. Energy conservation is a key element in the Installation's effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for Residents to conserve and reduce energy consumption without sacrificing comfort:

### Dishwasher

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

### Air Conditioning and Heating

- Set thermostat at a comfortable setting, not below 70 degrees, without fluctuation to maintain consistent climate control.
- Thermostat setting should always be set on "Auto" to ensure optimum performance.
- Keep doors and windows closed whenever air conditioning or heat is in operation.
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the heating season, turn heat back to the lowest setting but not lower than 60 degrees to prevent water lines from freezing.
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the air conditioning season, turn thermostat up to 80 degrees.
- Use fans and open windows to create a cross draft to reduce air-conditioning use. Keep vents open and free from obstructions.

- Check HVAC air filter regularly. Routine replacement will be scheduled. Should the Resident choose to replace it more frequently, contact the Maintenance Service Request Line to obtain replacement filter.

### Laundry

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

### Lights

- Replace incandescent light bulbs with LED or CFL bulbs, which are three to four times more energy efficient.
- Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas.
- Turn off lights when leaving a room.

### Refrigerators

- Open refrigerator door only long enough to get desired food items.
- Organize food on the shelves for easy access.
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines.
- Full refrigerators operate more efficiently.
- Overloaded refrigerators operate poorly.

### Stove

- Defrost foods in the microwave.
- Cover pots to shorten cooking time.
- Keep oven and range free of grease and baked-on residue.

### Water

- Check toilets for leaks,
- If toilet is constantly running, please submit a Service Request for repair.
- Make sure faucets are shut off properly.
- Always use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aerators and low flow showerheads.

- Limit showering time to about 5 minutes.

The Installation may observe mandatory water use restrictions concerning the irrigation of yards (days of the week, times of day, duration of irrigations, etc.). Those restrictions can vary seasonally. In the event of a water emergency, more stringent restrictions may be imposed. Residents should consult the Installation's website or paper for the specific information.

## GENERAL MAINTENANCE TIPS

### Smoke Detectors and Carbon Monoxide Detectors

Resident is required to test both smoke detectors and carbon monoxide detectors on a regular basis. If any detector is not operational, batteries should be checked and replaced promptly and/or Resident should contact the Maintenance Office to request repair. Resident is not to tamper with or adjust or disconnect any smoke detectors or carbon monoxide detectors.

### Plumbing

The commodes and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. Occasionally there may be a problem with stopped up sewer and plumbing lines. Do not allow objects such as diapers, toys, feminine hygiene products, disposable and/or flushable wipes, etc., to be flushed down the toilet. Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. The representative answering the Maintenance Service Request Line will classify the service call as an emergency, urgent or routine service order request based on the current condition and schedule the service accordingly. Keep a plunger on hand for use on simple toilet clogs.

### Light Bulbs

Your home is supplied with light bulbs at time of move-in. After Move-In, the Maintenance Technicians will replace specialty bulbs only (appliance, CFL and fluorescent, etc.). The Resident is responsible to replace all other burned out light bulbs with like type/color bulb. Please report unlit bulbs in common areas, walkways, walking paths, halls, or exterior community locations to the Maintenance Service Request Line.

### Central Air

Your home may be equipped with a central air-conditioning system. The air conditioning should not be set below 65 degrees as it may damage the HVAC unit and/or introduce increased levels of humidity in your home. At no time should the thermostat fan setting should be set in on position, the fan setting should remain in the Auto setting. If at any time you find that your thermostat is

malfunctioning or for more detailed operating instructions, please call the Maintenance Service Request Line.

### HVAC Filters

Air filter(s) will be new at move-in. The filter(s) in your home will be changed during the Preventive Maintenance program to ensure proper performance of heating and air conditioning units. If you would like your filter changed prior to the scheduled filter change, feel free to call the Maintenance Service Request Line.

## LOCKS, KEYS AND LOCK-OUTS

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

Residents may be permitted to alter existing locks or install any additional locks only with prior written permission from Landlord. Permission is to be obtained by submission of a Request for Alterations Form. The permission will stipulate that the replacement lock must be of the same manufacturer of the existing lock and that the Community Management Office must be in receipt of a copy of the new key.

Residents should immediately notify the Facilities Maintenance Office if any keys are lost. The lock will be changed, and the Resident will be assessed a \$50 replacement fee.

If a Resident requests that the door of a home be unlocked by the Landlord, the following charges will be incurred:

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

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

## MAINTENANCE SERVICE REQUEST/WORK ORDER TYPES AND RESPONSE

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

All Routine work orders should be submitted via the Resident Portal. A work order number will be assigned once submitted and the Resident will be able to track the progress of the work order

through the Resident Portal. Once received, all service requests will be reviewed, assigned a priority, and scheduled for service accordingly.

In the case of an Emergency, Resident should call the Maintenance Service Request number. The service representative will take the information, input the service request and provide the Resident with a work order number and approximate date and time the work will be completed. In certain circumstances, the type of work to be completed may require that the Resident be relocated/displaced while the work is being performed. In those cases, the Landlord will follow the Temporary Relocation Policy posted on the Resident Portal, which the Resident will be required to acknowledge and sign prior to the relocation/displacement.

Resident will have the ability to track the information and the status of the work order through the Resident Portal. All service requests will be assigned a priority code to determine the targeted response time. The timing of the maintenance is targeted to correspond to the assigned work order priority coding (see table below for examples).

Maintenance staff or vendors of Landlord will enter homes in accordance with the terms and conditions under the Resident Responsibility Agreement/Lease. Maintenance staff or Landlord's vendor will not enter a home if an unaccompanied minor (under age 18) is present or pets in the home are not secured. Crews will accomplish all work professionally, and courteously. Maintenance staff or Landlord's vendor will take care to prevent damage to the Resident's property and will thoroughly clean up after the repair is completed.

<b>Emergency – CALL MAINTENANCE OFFICE TO REPORT</b>	
Target response time within 1 hour (situation will be evaluated and responded to within 1 hour).	
<ul style="list-style-type: none"><li>● Arcing or sparking of appliance</li><li>● Exterior door not able to be secured, jammed or inoperative</li><li>● No power to the home, electrical short, arcing or sparking of outlets, switches, fixtures or installed HVAC equipment</li><li>● Fire/smoke/CO detector alarms – call 911 first and then the Maintenance Request number</li><li>● Natural gas leak – call 911 first and then the Maintenance Request number</li><li>● Roof leak with water actively entering the home and/or water entering the home from a storm event</li></ul>	<ul style="list-style-type: none"><li>● Broken glass/window that is a safety/security hazard</li><li>● No operable toilet in home, broken pipes, overflowing drains, no water to home, frozen water line, no hot water, Sewage back-up</li><li>● Ruptured primary water supply actively flowing in the unit, yard or street.</li><li>● Wild animal removal from home (not in wall or ceiling)</li></ul>

### Urgent – CALL MAINTENANCE OFFICE TO REPORT

Target response time within 4 hours.

- All outlets or switches in a room not working
- Any item that could fall from a home causing injury (hanging gutters, siding, branches, fascia)
- Refrigerator or freezer inoperative.
- Oven not working
- All stove burners not working
- Resident lock-outs.
- Hanging tree branches near home or common area.
- Not enough or too much heat
- Water leaks from pipes, drain, or faucet
- Smoke or CO detector chirping, tested by Resident and found to not work.
- Dishwasher leaks
- Refrigerator drain line leaks
- No air conditioning – outside temperature above 80 degrees
- No heat – outside temperature below 50 degrees
- Any visible signs of mold in the home

### Routine – Use the Resident Portal to enter and track Service Request.

Targeted response time to be scheduled with Resident.

- Inoperative dishwasher—no leaks
- Repair/replace weather-stripping
- Not all burners inoperative on kitchen range
- Screen repair
- Repair/replace storm door, sliding screen door
- Broken cabinets or countertops
- Replace ceramic tile or repair floors
- Concrete repair (sidewalk/driveway/steps/patio, etc.)
- Crack in glass window
- Garage doors jammed or inoperative
- Garbage disposal jammed or inoperative
- Light bulb replacement (common area/not accessible to resident) Asphalt repair
- Repair/replace woodwork, trim, drywall, etc.
- Repair/replace window or window covering (Venetian, mini, or vertical blind, shades, etc.)
- Drainage problems (exterior)
- Repair/replace gutter or downspout
- Fencing (wood or chain link)
- Trim trees and shrubs
- Make keys (may need to order and take additional time)
- Dripping faucet

## MAINTENANCE OFFICE

Information regarding the location and hours of the Facility Maintenance Office is located on the Resident Portal.

## PREVENTATIVE MAINTENANCE AND HOME INSPECTIONS

Facility Maintenance will conduct a Preventive Maintenance program to maintain and assess heating, ventilation, and air conditioning (HVAC) systems (where applicable), appliances, range

hood suppression system (if installed), smoke detectors, and carbon monoxide detectors of the Premises. Quarterly, Semi-Annual and Annual inspections of the Premises for Preventative Maintenance will be conducted, and HVAC filters will be replaced. Other Preventative Maintenance will include the cleaning of gutters and down spouts and pressure washing of exterior siding, walkways, carports and driveways.

Residents will be notified of the date Maintenance Technicians will be at the Premises to perform periodic inspections or Preventative Maintenance. NOTE: Resident will receive at least 24 to 48 hours' notice in advance of the inspection or Preventive Maintenance (or within such times as otherwise stated in the Resident Responsibility Agreement/Lease), therefore, Resident may not refuse entrance into the Premises by Landlord, Maintenance Technician, and/or its vendors.

## SELF-HELP SUPPLIES

Complimentary Self-Help supplies to assist in maintaining the Premises are available at the locations identified on the Resident Portal. Residents may contact the Self-Help or Facility Management Office desk for a list of available items. Information regarding the location of the Self-Help store and Self-Help desk are located on the Resident Portal.

All Residents checking-out an item(s) from the Self-Help store will be properly and thoroughly trained on its use and safe operation according to the manufacturer's recommendations.

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

# COMMUNITY POLICIES

## AIR CONDITIONERS

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

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

## APPLIANCES

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

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

### Dishwasher

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

- Use dishwashing detergent made only for dishwashers (Electrasol, Cascade, etc.).
- Remove excess food and debris from dishes before loading.
- Arrange dishes so water can run off.
- Remove paper labels before washing jars or cans.
- Determine if the glassware, dishes, pots, and pans are dishwasher safe.

- Wash by hand all hand-painted china, woodenware, colored aluminum or cast-iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'.

## Garbage Disposal

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

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

Prior to placing a service request in the Resident Portal, do the following:

- Determine what recently was processed by the disposal before calling. This will help them determine the problem.
- Press the reset button on the bottom of the unit and try the switch again.
  - Refer to the appliance manual or call the Maintenance Service Request Line for instructions if the reset button cannot be located.

## Refrigerator

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth and mild soap and warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency. Use of water filters for the refrigerator, if applicable, is at the discretion of Resident and is Resident's responsibility to provide if desired. If provided, filters should be changed regularly as per manufacturer's recommended guidelines.

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

- If the light is not on, check to see if the power cord is plugged in and check the bulb.
- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the Maintenance Service Request Line.

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

### Stoves, Ovens & Microwaves

The proper use and care of stoves, ovens, and microwaves will not only save utilities and repairs, it will give better results in cooking and baking and may prevent serious injury or fire. Routine cleaning will make preparing for the final inspection much easier. Here are a few pointers that may help:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled. Ensure that any replacement drip pans are the correct size for the stove.
- Clean under the stovetop frequently. Spilled grease and food contribute to fires.
- Non- self-cleaning oven - Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
- Self-cleaning or continuous-cleaning oven - Read the appliance manual for proper use. Call the Maintenance Service Request Line if the appliance manual is missing. DO NOT use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.
- Microwaves - Read the appliance manual. DO NOT put metal objects in microwave.
- Always supervise use.

### Firestops™

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

## Water Heaters

Do not attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should be reported to the Maintenance Service Request Line. NEVER use the space surrounding the water heater for storage; it is a serious fire hazard.

## ATTICS

Some homes are equipped with attic access panels and may or may not have pull down ladders. These attic spaces and ladders pose many dangers, including low visibility, unstable flooring, low clearance, low weight ratings, and extreme heat. These attic spaces have not been designed as storage areas. Storage of personal belongings in attics is prohibited. These areas are to be accessed by Maintenance, designated vendors and Emergency Response Personnel only.

## BASEMENTS

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

## BOARDERS

Boarders or paying guests are prohibited.

## BURNING AND BONFIRES

Burning trash/rubbish and open bonfires are prohibited.

## CAMERAS AND RING DOOR BELLS

The use of cameras on the exterior of Premises cannot be made to record Common Areas or other Residents' homes/yards and should be directed to only provide visual of the installing Resident's immediate entry/yard. If the Premises requires drilling or other modifications for the purpose of adding any cameras or door bells, Resident must receive permission from Community Management prior to any work being done by submitting a Request for Alterations Form.

## CHILDCARE PROVIDERS

Resident must obtain written approval from the Community Management Office to operate a childcare program in the home. Childcare Providers are permitted within family housing in accordance with the approved branch of service Family Child Care/Child Development Home (FCC/CDH) Program. Resident must be certified through the approved installation FCC/CDH Program if childcare is conducted in the Premises for more than 10 cumulative hours per week (e.g., a Resident caring for three children for four hours is providing 12 hours of childcare). Only qualified applicants who meet the standards will be certified. The FCC/CDH Coordinator will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to execute a Home-Based Business Addendum and provide a copy of proof of insurance. Resident must provide all renewals upon request by the Community Management Office.

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

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

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

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

## CHILD SUPERVISION AND EXPECTATIONS

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

Every Resident of the community is required to report suspected neglect and child abuse or known violations of the policy, to relevant law enforcement and Community Management.

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

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

## COMMERCIAL ENTERPRISES

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

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

To operate home businesses, other than in home childcare, the following conditions apply:

- Residents must have permission from Community Management Office.
- Approval for home-based businesses is valid for one year.
- To renew, submit a letter to Community Management.

The following paperwork must be provided with an application:

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

## COMMON AREAS

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

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

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

## COMMUNITY POOLS AND SPLASH PARKS

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

- Swimming is at the swimmer's own risk. Landlord and property manager are not responsible for accidents or injuries.
- For their safety, Residents should not swim alone.
- Children under the minimum age (posted at the pool) must always be accompanied by a parent or legal guardian.
- No glass containers permitted in the pool areas. Use paper or plastic containers only.

- Alcoholic beverages are expressly prohibited.
- Pets are not permitted in the pool areas.
- No running or rough activities are allowed in the pool areas. Respect others by minimizing noise, covering pool furniture with a towel when using suntan oils, leaving pool furniture in pool areas, disposing of trash, and keeping pool gates closed.
- Resident(s) must accompany their guests.
- Resident(s) must notify Community Management any time there is a problem or safety hazard at the pool.
- Any other rule posted at the pool not noted above.

## COMMUNITY PROGRAMS AND EVENTS

Landlord offers a variety of programs, classes, projects and other social events which are available to all Residents. These programs will be communicated through several media outlets, including but not limited to the community website, Resident Portal, Facebook, Instagram, office posting, email alerts, etc.

The following policies are to be followed by the Resident:

- Resident, occupants and guests will comply with and obey all safety and posted regulations in the Community Centers.
- Resident shall immediately report any malfunctioning equipment in the Community Centers.

Resident is solely responsible for the behavior and actions of its occupants and guests at the Community Centers.

## DECORATING AND ALTERATIONS

Landlord will clean, perform maintenance and paint the Premises with a standard, off-white paint prior to a new family moving in. Residents may wish to add customized accents to make the Premises feel more like home. While Landlord supports such projects, Residents must secure authorization for alterations prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, borders, ceiling fans, structural changes and remodeling. In addition, attaching or removing fixtures or appliances requires prior approval. Authorization may include a requirement to restore the alteration to its original condition. All requests for alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to Community Management.

Things to keep in mind:

- Only small nails or “J” hooks should be used for hanging items on walls
- No nails, screws or hooks should be used on doors or cabinets
- Wall mirrors, corkboards, paneling, etc. are prohibited on the walls
- Only removable shelf paper should be used in your cabinets
- Tub decals are prohibited
- Removal of window blinds is prohibited, all replacement blinds should be cordless
- Window coverings should be neutral to the exterior, foil or any other window covering is prohibited
- Awnings, signs, window tinting or screen doors are prohibited
- Alterations to carports, porches, patios or balconies are prohibited

## DOOR-TO-DOOR SOLICITING

Only fund-raising programs approved by the Installation Commander and/or Community Management Office will be authorized for door-to-door soliciting. Vendors or persons distributing flyers may be asked to show their permit. Any other door-to-door solicitation is prohibited. Residents should notify the Community Management Office or Installation security when peddlers or uninvited salespeople are encountered.

## DRONES

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

## DRUG FREE POLICY

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

## EMERGENCY AND WEATHER-RELATED SITUATIONS

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

Announcements may be issued:

- E-Mail
- Emergency text alerts

- In person
- Telephone
- Local radio or television
- Loudspeaker PA system
- Social Media

Residents in severe weather prone areas should prepare and always have ready a disaster supplies kit. The following items are recommended for inclusion in your basic disaster supplies kit:

- Three-day supply of non-perishable food.
- Three-day supply of water - one gallon of water per person, per day.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper).
- Matches and waterproof container.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.
- Photocopies of credit and identification cards.
- Cash and coins.
- Special needs items, such as prescription medications, eyeglasses, contact lens solutions, and hearing aid batteries.
- Items for infants, such as formula, diapers, bottles, and pacifiers.
- Other items to meet your unique family needs.

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

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

- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers, such as an unused trashcan, camping backpack, or duffel bag.

### **Hurricane Information**

Hurricane season lasts from the beginning of June until the end of November. Familiarize yourself with all preparedness and evacuation procedures. If you are told to evacuate your residence during an evacuation for a hurricane, do so immediately. Failure to evacuate will endanger the lives of you and your family and any emergency personnel in the area. Follow all Base regulations during a hurricane. Your Community Management Office will have information on hurricane preparedness, evacuation kits and maps of evacuation routes. Residents should tune into their local TV Station or local Radio Station for weather updates, alerts, and local information on shelters and evacuation stations.

### **Hurricane Shutter Installation**

In the event of an advancing hurricane or other extreme weather events, you may receive instructions by your Community Management team or the Installation Command to take certain actions to prepare and safeguard your family and possessions from damage, injury or loss that can be the result from the high winds and rising water associated with these weather systems. Our number one priority is the life, health and safety of our residents. Therefore, this may in some cases include an evacuation order depending on the forecasted severity of the weather system.

Some of our homes may be outfitted for the installation of hurricane shutters. For a variety of reasons Landlord does not make use of hurricane shutters and will not install these on homes in the community during such weather events. Where they may exist on homes in our community, Landlord strongly discourages residents from attempting to install the hurricane shutters on their residence for safety and liability reasons. Failure to install these shutters properly can cause personal injury and significant property damage for which the resident could later become liable.

## **FENCING**

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

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

All questions related to fencing should be directed to the Community Management Office.

## FLAGS

The display of flag and/or pennants is permitted in the Family Housing areas but must meet the following criteria:

- Flags or pennants can only be the American Flag, Service Branch flags, or other Installation authorized flags.
- Limit of ONE flag.
- Flags cannot exceed the standard size of 3' x 5'.
- Flag pole holders must be mounted on the front wood trim or columns but not on any exterior siding. Holders may not be mounted on any building fascia. The Community Management Maintenance team will be happy to install it for the resident.
- Flag Poles cannot exceed 5' feet in length.
- Proper flag etiquette is required.

Any deviation from the above will not be allowed and management reserves the right to remove flags or flag installation equipment at their discretion. Resident will be required to seek prior approval if any flag or flag equipment for installation if there is any doubt that they do not meet the above criteria.

If you are a Resident of a historic home and have executed a Historic Home Addendum you must comply with that Addendum as well as this section of these Community Guidelines. In the event of a conflict between the Historic Home Addendum and these Community Guidelines, the Historic Home Addendum shall apply.

## FITNESS CENTERS

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

- Residents may bring up to two (2) guests to accompany them while using the facilities.
- Residents must accompany guests at all times.
- All persons under the age of twelve (12) in the fitness areas must be accompanied and supervised by a parent, guardian, legal custodian, or suitable and responsible individual at all times.

- Upon availability, Residents may check out recreational equipment from the Community Management Office during normal office hours with a valid driver's license or similar identification.
- Glass containers, smoking, eating, alcoholic beverages, and pets are not permitted in the Fitness Center areas.

The Fitness Center is not supervised. Resident(s) are solely responsible for their own appropriate use of equipment. Resident(s) shall carefully inspect each piece of equipment prior to Resident's use and shall refrain from using any equipment that may be functioning improperly or that may be damaged or dangerous. Equipment is to be used the way in which it is intended. Please follow directions carefully and return equipment to the appropriate place when finished.

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

## FIRE PITS AND GRILLS

### Fire Pits

Portable fire pits will be permitted as long as the following safety guidelines are followed:

- Fire Pit must be in compliance with the Installation Fire Safety Code. Residents must contact Fire Prevention section for an inspection of the fire pit and required equipment.
- Fire pit cannot be used within 30 feet of a structure, under any type of overhang or under trees when it is in use.
- Fire pit MUST have a screen, which is used to prevent sparks from escaping. No open fires are permitted.
- Fires must be kept small and under control at all times.
- Fire & Emergency Services personnel may determine at any time that a fire needs to be extinguished.
- Fire pit use during times of extreme fire hazard conditions, to include local burn bans and high winds, is prohibited.
- Resident must have a fire extinguisher present at the fire pit as well as one in the Premises.
- A garden hose must be fully operable and readily available to extinguish any spot fires.
- Firewood should be stored a minimum of twenty-two (22) feet from any buildings in order to protect homes from termite infestation.
- When not in use store in fenced (where provided) portion of back yard or garage (not in driveway or side of the house).

- Residents will be responsible for all damages and/or injuries resulting from the use of such equipment and liable for the cost incurred to any related damages and/or injuries.

## Grills

Grills will be permitted as long as the following safety guidelines are followed:

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

## FIREWORKS

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

## FLAMMABLE LIQUID STORAGE

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

Petroleum or petroleum by-products necessary to operate lawn mowers or other small-motor maintenance equipment and recreational vehicles may be maintained by Residents in quantities of three (3) gallons or less provided that they are kept in approved Underwriter Laboratory (UL) containers and stored as provided above.

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

It is recommended that Residents not store any type of accelerant, but if accelerants are stored, the contents should be recorded and a copy of what is stored should be kept in case of an accidental ignition. This information could prove vital for the battling or containment of the fire by emergency personnel.

## FOSTER CARE

Resident must submit a request for approval to the Community Management Office and receive a written approval increasing the number of occupants in the Premises prior to becoming a foster parent. All applicable State and Federal rules and regulations regarding foster care will apply. Foster children will not qualify Resident for an additional bedroom unless approved as a dependent.

## GUESTS AND SOCIAL VISITORS

Visitors and guests are welcome, but are subject to all rules contained in the Resident Responsibility Agreement/Lease and these Community Guidelines. Social visits of a temporary nature by Resident's family members are authorized. Residents are allowed a guest for fourteen (14) continuous days only and not more than thirty (30) calendar days in a year without notifying Community Management. If at any time a guest is to remain in housing for more than thirty (30) days, a Guest Request Form containing the name of the guest, age, date of arrival, and expected date of departure must be completed and submitted to the Community Management Office. Community Management/Installation has approval/disapproval authority for all guest requests.

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

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

## HEATERS/SPACE HEATERS

Resident owned space heaters of any kind are prohibited. Only authorized space heaters are provided by facility maintenance in response to an emergency or no/low heat work order. Space heater must be kept on the floor while in use, three (3) feet away from flammable items i.e. drapes, blankets, furniture. Resident must be present while the space heater is in use and turn the space heater off if leaving the room for any length of time.

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited either inside or outside of the Premises.

## HOLIDAY LIGHTING AND DECORATIONS

The following rules for holiday decorations must be followed:

- Exterior winter holiday decorations/lights may be lit between the hours of 1800-2300 only from the week after Thanksgiving through New Year's Day. Do not keep them lit all night

or in daylight hours. They must be removed no later than the third week of January; they may not remain on the exterior year-round.

- Outdoor decorations for other holidays (Easter, Fourth of July, etc.) must be removed no later than the third week after the holiday has passed.
- Rooftop and second story level decorations are prohibited.
- Decoration materials must be fire resistant.
- Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.
- All lights and fixtures must be listed or labeled by a nationally recognized testing agent for indoor or outdoor use as applicable.
- Lining the sidewalks with lights is prohibited.
- Candle luminaries or other open flame decorations are prohibited.
- Do not use indoor extension cords for outside decorations.
- Canned "snow" or other similar substances is not permitted to be sprayed on windows, siding or brick facades.

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

## HOT TUBS/WHIRLPOOLS/SPAS

Hot tubs, whirlpools and spas are prohibited.

## HOUSEKEEPING

Proper upkeep of the Premises from the time of move-in will help ensure that the Move-Out process will go smoothly and that charges for misuse will be kept to a minimum. The following housekeeping suggestions are provided to assist the Resident with proper maintenance and protection:

### **Carpeted Floor Areas**

- Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Resident is advised to encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains caused by Kool-Aid®, and soft drinks. Wine, coffee and tea also contain agents that can permanently stain the carpet.
- Use throw rugs, safely secured, on high traffic areas to prevent heavy soil build-up.
- Use carpet/ floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.

## Tile, Hardwood, and Vinyl Floors

- Lift heavy furniture rather than dragging across the floors to avoid marring.
- Never flood the floor with water or let water stand on the surface.
- Do not apply wax to no-wax floors. The no-wax floors will be pointed out during Move-In. There are certain products on the market claiming to be shining agents for no-wax floors. Do not use these products, even if specifically made for no wax floors, as they are difficult to remove and sometimes cause damage to the surface during the removal process. Resident may be charged for damages to the floor caused by wax, shining agents, or wax removers.

## Walls and Woodwork

- Beds, tables, and chairs should not touch the walls.
- Bicycles, large toys, strollers, and such items should be moved through doorways with care.
- Provide children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to Move-Out.

## Countertops

- Do not allow water to stand on the countertop surface.
- Never place hot pans directly on the countertops. Place potholders under hot dishes coming directly from the oven/stove.
- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.

## ILLEGAL OR UNAUTHORIZED ACTIVITY

All Residents, whether tenants or others residing/visiting them, are required by the Resident Responsibility Agreement/Lease to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Resident Responsibility Agreement/Lease.

## LANDSCAPING

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

Residents are responsible for maintenance of the fenced in area of their backyards, including lawns and shrubs. Resident will also perform weed-eating within fenced in areas in order to maintain a clean, defined line along all exterior walls, structures, etc. Damages to lawns caused

by swings, pools, trampolines, decorations, etc. are to be repaired by the Resident or will be repaired by Community Management and billed to the Resident.

Residents are responsible for front and side yard landscape beds, vegetable gardens, and for the removal of trash and debris from their lawns and yards.

### **Flower Gardens**

Resident will perform weed control in all garden beds directly adjacent to the home and in areas directly surrounding the Premises that may contain shrubs, flowers, trees, and other decorative landscape vegetation.

Residents may plant annual and/or perennial flower gardens in beds in front, rear, and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office along with the Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences, or other structural parts of the building or interfere with air conditioners. Resident, at Resident's expense, will be required to return the altered area to its original condition prior to vacating housing.

Residents that remove landscaping plants will be charged for those plants.

### **Vegetable Gardens**

Residents may have vegetable gardens in raised planters not to exceed 3' X 4' within backyards only.

### **Water & Restrictions**

In Premises with sprinkler systems, Residents are NOT to change sprinkler box settings. Residents should contact the Maintenance Office with sprinkler issues.

The Installation may observe mandatory water use restrictions concerning the irrigation of yards (days of the week, times of day, duration of irrigations, etc.). Those restrictions can vary seasonally. In the event of a water emergency, more stringent restrictions may be imposed. Residents should consult the Installation's website or paper for the specific information.

## **LITTER CONTROL**

Residents are responsible for picking up trash in their yards. In addition, keep the community clean and beautiful by:

- Using tightly covered trashcans. Bag and tie all garbage and trash bags, and do not leave them sitting out for pets, wild animals, or the wind to ravage.

- Utilizing pet litterbags and placing them in appropriate receptacles.
- Picking up trash when seen.
- Coordinating and supporting the cleanup projects for neighborhoods.

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his/her part to keep family housing litter-free and prevent water pollution.

## LIVE-IN CARE PROVIDERS

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

Residents are responsible to make sure the live-in care provider and/or nanny comply with all rules and regulations of the Resident Responsibility/Lease, any addenda and these Community Guidelines.

## NUISANCE (DISTURBANCES & NOISE)

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

Landlord has the right to exclude individuals from the Premises. Residents must inform guests of Resident Responsibility Agreement/Lease provisions regarding use of the Premises and all rules and regulations contained in these Community Guidelines. Resident’s guests that violate these provisions may be prohibited from the community.

Difficulties with a neighbor are to be settled peaceably. If all efforts meet with failure, Residents may file a complaint in writing with the Community Management Office. The Community Management Office will investigate and attempt to assist in resolving the problem. The

complaint, investigation performed, results, and action will be made a matter of record and placed in the file of the Resident filing the complaint and the Resident named in the complaint.

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

The following are a few simple rules to help ensure a positive living environment for everyone:

- Keep household noise to a minimum and maintain quiet hours (quiet hours are between 10:00 pm and 6:00 am, seven days a week). Please remember neighbors often work different shifts.
- Keep the Premises, including the yard, clean and free of any unsightly refuse.
- Know where occupants and guests are at all times.
- Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or excessive or above normal noise prior to the event.
- For animal owners: excessive barking and/or unsupervised pets are strictly prohibited.

## PARKING, VEHICLES, MOTOR VEHICLES, GARAGES AND CARPORTS

Vehicles must be registered with the Community Management Office and residents must abide by current Installation parking decal regulations.

Motor vehicles are to be parked in the garage, in the driveway or in authorized parking areas along the road surface beside the curb, in that priority. Motor vehicles are not to be parked within 15 feet of any fire hydrant. At no time will motor vehicles be allowed to be parked/driven on the grass. Any person violating this regulation will have their vehicle towed at the Resident's expense and charged for any damages to the grass.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks.

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

Repairs of any nature to vehicles are prohibited in the neighborhoods. An on-Installation Auto Craft Shop may be available and utilized to perform these repairs.

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

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

Unregistered, inoperable, unlicensed, or abandoned vehicles may not be parked within the neighborhoods. Violators will be subject to having vehicles towed away at the Resident's expense. At no time will vehicles be permitted to be left on jacks.

Preventive measures shall be taken to keep the garage and/or carport floor free of stains; i.e., car oil, grease and rust. Garage and/or carport floors must be free of stains upon move-out.

The use of garages are for the purpose of parking the Resident's motor vehicle (automobile or motorcycle) and for no other purpose.

Any personal property stored within the garage or in the driveway shall be at the Resident's sole risk. Landlord assumes no responsibility or liability whatsoever for loss of or damage to any vehicle while parked in the community.

## PEST CONTROL

Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices. For professional pest control treatments, Residents should contact the Maintenance Office.

Residents are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests.
- Ensure windows and doors are screened and fit properly.
- Enter a Service Request on the Resident Portal for all holes or cracks that permit access from exterior of the home.
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed.
- Regularly remove excessive clutter in and around the home; debris, weeds, dead leaves, pet waste, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods.
- Promptly clean up spilled foods, crumbs, drinks, or pet mishaps.
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- Wash and submerge dirty dishes in soapy water before retiring.
- Wipe up spilled foods or drinks immediately.
- Empty garbage and cat litter box daily.
- Clean dog feces from yards daily.

- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- Have leaks and dripping faucets repaired promptly.
- Do not leave food out for stray animals or wildlife.

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

Any Resident that is allergic to common pesticides or has any reaction at all, should notify the Maintenance Office.

Pesticides may be hazardous to infants under 3 weeks old, the aged, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and who will advise of any special safety precautions required.

Exterior pest control services for problems around the home may be made by submitting a service request.

Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, fleas, birds, wood destroying pests, and pests of stored food products should be reported to the Maintenance Office.

## PETS

All pets must be registered with the Community Management Office at the time of signing the Resident Responsibility Agreement/Lease or upon acquiring any new pets. A Pet Addendum must be executed. Additional pets acquired after Move-In must be added to the Pet Addendum. Contact the Community Management Office for a copy of the Pet Addendum.

**PET RESTRICTIONS:** Only two pets are allowed. No more than one fish tank is permitted in the premises and cannot exceed more than 10 gallons in size. Birds must be kept in their cages, and no more than two bird cages are permitted in the premises.

Exotic pets are not permitted – only dogs, cats, birds, or fish.

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

Animals that provide assistance to persons with disabilities (“Assistance Animals”) are not considered pets for purposes of restrictions under the Pet Addendum. Landlord and/or its

property manager can provide forms for Residents who would like to make a request for reasonable accommodation/modification to approve of Assistance Animals, and an individual who would like to request an accommodation for the use of an Assistance Animal should contact the Community Management Office.

Pets must be under the control and supervision of the Resident at all times, and are not permitted to run loose in the community. Pets must be leashed at all times when outside, except when contained in a fenced in yard, and may not be tethered outdoors. Residents utilizing dog parks must follow all posted rules.

Residents are responsible for informing guests that guest's pet(s) are not allowed on the Premises or in common areas. Residents will not be permitted to use the Premises to care for pets belonging to other persons without written consent of the Community Management Office.

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

## PLAYGROUNDS

Playgrounds are located throughout the housing community and have signs indicating their hours of operation. The streets and neighbors' yards are not to be used as children's playgrounds.

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

Pets are not permitted in playground areas at any time.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed or altered. No personal equipment will be installed in the playgrounds.

## PLUMBING FIXTURES/EQUIPMENT

The plumbing fixtures/equipment in the bathrooms and kitchens are not to be used for any purpose other than that for which they were constructed. No trash, rags, disposable diapers, flushable/non-flushable wet wipes, tampons, sanitary napkins, or other obstructive substance shall be thrown into the toilets.

On the outdoor water spigots there may be a small device attached to the end of the hose bib. This is a backflow/cross-connection prevention device and has been placed on the spigot to protect the water source. Do not remove this device from the water spigot.

Do not place flammable liquids, metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or non-food in disposal or sink. Residents will

be responsible for all damages resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

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

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

### **Garden Hose Bibs**

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

## **SAFETY**

Emergency phone numbers/contacts can be located on the Rent Portal.

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

### **Bicycle/Skating/Skateboard**

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

### **Children's Safety**

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

### **Fire Protection**

Suggested tips in case of fire in your home:

- DO NOT PANIC - KEEP CALM!
- Do not try to put the fire out by yourself.

- Leave the room where the fire has started and close the door.
- Have all the occupants vacate the home.
- Call 911 from outside of the home.
- After you have left your home, do not return until the fire has been put out and approval has been given by the Fire Department.

Alternate Plan - if you cannot leave your home:

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

## Fire Prevention

Following are suggested tips for fire prevention:

- Locate all possible exits from a room and/or floor and discuss escape routes with family members. Select a meeting place for all family members once they are clear of the home. Hold a fire drill for your home to practice the family escape plan.
- The telephone number of the fire department and all emergency services should be readily available by your phone. In the event of an emergency, call 911.
- If you are aware of a Resident who is an invalid or is confined to a bed, please contact emergency services if you suspect there is a fire.
- Do not smoke carelessly.
- Do not put food on the stove to cook and go to sleep or leave your home.
- Do not overload your electrical outlets. If any appliance or TV starts smoking, pull out the plug and call the Fire Department.
- When you leave your home for any length of time, make sure that the stove, TV or any other electrical appliance is turned off.
- Do not try to remove a burning pan of grease or food from the stove. First, turn off the burner beneath the pan. Then smother the fire by using a cover or baking soda. Wait for the pan to cool before removing. It would be helpful to keep a large box of baking soda open and near your stove.
- Cover unused outlets with outlet covers so that children cannot place items into them.
- Do not leave electrical cords where children can reach them or use extension cords as a permanent connection. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through door holes in the walls.
- Dryer lint traps should be cleaned before each use of the dryer.

- Attend Fire Prevention training when offered.

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

### **Fireplaces (if applicable)**

Resident is responsible for the safe operation of interior wood burning or gas fireplaces. Resident will be instructed on the safe and proper use of the fireplace at Move-In. Resident should contact the Maintenance Office if not comfortable with the operation of the fireplace. Resident is responsible for the safe operation of owner purchased exterior fire pits, patio heaters, fire "fountains", and similar devices.

### **Garage Doors**

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. Residents should report all malfunctions to the Maintenance Office via the Resident Portal so qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect family and friends from potential harm. Please take a minute to read the following safety tips:

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

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

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

### **Personal Safety Reminders**

- Take responsibility for personal safety. Know your local emergency phone numbers. Dial 911 in the event of an emergency.

- Verify the identity of anyone at your front door desiring entry. If the person claims to be an employee of the Community Management Office or Maintenance and does not have proper identification or you do not recognize them, call the Community Management Office for verification.
- Always use the main Community entrance when entering late at night.
- Be observant and always be aware of your surroundings and the people in the area.
- Do NOT display house keys in public or leave them in the mail area or places where they can easily be stolen.
- Do NOT affix identifying tags with your address on your key chain.
- Keep a complete list of the serial and identification numbers of all appliances, computers, television, stereo, electronics, etc. This will greatly aid in recovering stolen goods.
- DO NOT confront suspicious persons loitering around the property, but report them immediately to the proper authorities and the Community Management Office.
- Vehicles should remain locked at all times with items stored out of sight.
- Doors and windows should be locked at all times. Contact the Community Management Office immediately if any locks are inoperable.

## **Welding**

Welding is prohibited in residences and in other areas of the Community at all times.

## **Window Safety**

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards, beds, tables, chairs and other furniture should not be placed in close proximity to windows. Safety stickers are placed in all 2nd story windows and above. Residents should NOT remove these stickers. If these stickers become damaged while residents are living in the home, they should submit a work order for service.

Do not leave young children unsupervised in rooms with open or unlocked windows.

## **SATELLITE SYSTEMS (TV)**

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

Dishes may not be mounted directly on the Premises, including the roof, clothesline pole, false chimney, vent pipe, or attached to any part of the gutter. The satellite dish and its supports must be constructed of rust proof materials and placed away from any electrical power lines.

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

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

Exterior television antennas are prohibited.

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

To preserve a crisp, clean appearance in your housing communities:

- Bikes, toys, patio furniture and lawn equipment, when not in use, should be stored or moved to the back yard.
- Patio furniture, used daily, properly maintained and in good taste can remain on the patio, porch or yard area when not in use.
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited.
- Back yards are expected to be well-maintained and neat in appearance.
- Balconies are expected to be well-maintained and neat in appearance.
- Each Resident, occupant and guest is expected to conduct himself or herself in a proper manner with due regard for the rights and property of other Residents. Each Resident must understand that the grounds surrounding the home are, in essence, considered to be their private yard and are, therefore, entitled to the same privacy as would be afforded in a civilian community. Assignment to the home does not, in itself, give the Resident and his or her family members the right to use the property occupied by or assigned to other Residents. For example, the playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, or trespassing across other yards for access or short cuts, is not in the best interest of all Residents and is prohibited.
- Platforms or structures in trees, attaching swings to tree limbs and driving nails into the tree trunks are prohibited.
- Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited.
- Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance. When not in use, these items may not be stored in the driveway.
- Skateboard ramps in neighborhoods are prohibited.
- Storage on porches, patios, balconies, or in carports is prohibited
- Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from the Community Management

Office prior to installation. Resident must submit a Request for Alterations Form to the Community Management Office. Equipment must be whole and without defect so that it does not present a health and safety risk. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by use of said equipment. Resident assumes all liability for injuries sustained from their personal equipment.

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

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

## SIGNS

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

## SMOKE AND CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should NOT be deactivated or removed.

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

Replacement of batteries is the Resident's responsibility. Resident should check the monitors monthly.

## SNOW AND ICE REMOVAL

Depending on the location, snow and ice removal may or may not be provided from roadways, sidewalks and/or driveways, and Residents may be responsible for snow removal from the Premises' sidewalks and driveways. More information on this for the Installation can be found on the Resident Portal or obtained from the Community Management Office.

## SOLAR PANELS

Some Premises may be equipped with roof top mounted solar panels. These panels are easily discernable and recognizable from the ground. If you are not sure your home has solar panels, please ask the Community Management Office. The systems installed employ the latest technology to ensure they deliver safe and reliable renewable energy. The rooftop solar panels are part of a neighborhood wide program that allows all residents to receive the benefit of renewable energy. If rooftop panels are present on your home, they provide energy benefits to your neighborhood, not just your home. The rooftop panels are not part of the Resident's Premises and the Resident should not try to access the panels or the related equipment at any time. Residents should not allow any third party TV cable, internet, or telephone provider to access their roofs without prior permission from the Community Management Office, as unauthorized personnel could damage the solar panels. Residents, their families, and their guests should be mindful to not throw any items such as balls, toys, etc., onto rooftop solar panels as this could also damage the equipment. If you have any questions regarding rooftop solar energy as it relates to your Premises, please contact your Community Management Office.

## SPEED LIMIT

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

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

## STORAGE BUILDINGS

Storage sheds may or may not be permitted at your location. If not prohibited, Residents who desire to install a storage shed must obtain the Landlord approved specifications and requirements from the Community Management Office and submit a Request for Alterations Form with an accompanying sketch or proposal from the vendor providing the shed. Failure to comply with the specifications and requirements that are provided will result in disapproval and subsequent removal of the shed at the Resident's expense. Residents are required to remove the storage shed and return the area to its original condition with grass seeding at Resident's expense. All questions related to storage sheds should be directed to the Community Management Office.

## TRAMPOLINES

To the extent permitted by the Installation, the use of trampolines is allowed as outlined below:

- Residents must register trampolines with Community Management prior to installation.
- Resident must provide the Community Management Office with evidence of liability insurance with a minimum coverage of \$100,000.00. Permission will NOT be granted without proof of insurance.
- Trampolines must be kept only in a fenced rear yard- chain link or rock wall only.
- Trampolines are required to be anchored to the ground at all times.
- Resident will install the following safety equipment:
  - Padding for springs and side railing
  - Trampoline net enclosure
- Adult supervision (18 or older) must be provided at all times for children less than ten (10) years of age.
- Resident must repair damage to yard caused by a trampoline prior to vacating the Premises.
- Resident agrees that Landlord and Community Management will not be held responsible for any injuries to person or persons involved in trampoline activities.

## TRASH DISPOSAL AND RECYCLING

### Household Trash

Curbside trash collection is contracted. Trash bins are provided for each Premises. The pickup schedule is available on the Resident Portal. Trash will be placed in the provided wheeled container. No trash of any kind may be put out prior to 7:00pm the evening before the scheduled pick up day. All regular trash bins must be on the curb before 7:00 a.m. on the day of pickup and empty trash bins must be removed from the curb no later than 7:00 p.m.

Empty bins should be returned to assigned storage areas. Where no storage area is provided, the trash bins should be stored in an area protected from the wind and where it will not become an eyesore. Residents are responsible for cleaning trash bins periodically to prevent unsanitary conditions that will attract insects, rodents, or other animals. Residents will be responsible for the costs of replacing lost bins or repairing bins damaged through neglect.

To ensure pickup, trash and recycling cans must be three (3) feet away from any vehicles or obstacles. Trash and recycling bins may not be picked up if they are overstuffed.

### Bulk Refuse

Routine bulk trash collection at curbside is provided on a regular basis. Bulk trash includes most small appliances, furniture, large items, and miscellaneous debris. The pickup schedule and applicable location rules are available on the Resident Portal.

The following items WILL NOT be picked up as part of bulk refuse: refrigerators, batteries, paint, oils, household cleaners, chemicals, tires or similar items that fall under the Environmental Protection Agency regulations. It is the Resident's responsibility to dispose of these items properly. Please refer to the section below for Household Hazardous Waste Disposal.

### **Household Hazardous Waste Disposal**

Most of the common household products everyone uses daily, such as cleaning products, are hazardous household materials. You are encouraged to purchase amounts of products that can be used up easily; read and follow label safety directions, and, if you can't use it up, follow manufacturer recommendations for proper storage and/or disposal.

It is critical that hazardous household materials not be put in the trash or recycling. Contact the Maintenance Office for information on suitable locations to store or dispose of household hazardous waste. Common hazardous household products include, but are not limited to:

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

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

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

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

**Motor Oil:** No vehicle maintenance is allowed in the housing area. However, many Auto-Craft shops located on the Installation, as well as off-post maintenance shops, have collection points for motor oil.

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

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

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

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

Household Cleaner	Alternative
Drain cleaner	Use a plunger or plumber's snake.
Oven cleaner	Clean spills as soon as the oven cools using steel wool and baking soda; for tough stains, add salt (do not use this method in self-cleaning or continuous-cleaning ovens).
Glass cleaner	Mix 1 tablespoon of vinegar or lemon juice in 1 quart of water. Spray on and use newspaper to wipe dry.
Toilet bowl cleaner	Use a toilet brush and baking soda or vinegar (this will clean but not disinfect).
Furniture polish	Mix 1 teaspoon of lemon juice in 1 pint of mineral or vegetable oil and wipe furniture.
Rug deodorizer	Deodorize dry carpets by sprinkling liberally with baking soda. Wait at least 15 minutes and vacuum. Repeat if necessary.
Silver polish	Boil 2 to 3 inches of water in a shallow pan with 1 teaspoon of salt, 1 teaspoon of baking soda, and a sheet of aluminum foil. Totally submerge silver and boil for 2 to 3 more minutes. Wipe away tarnish. Repeat if necessary. (Do not use this method on antique silver knives. The blade will separate from the handle.) Another alternative is to use nonabrasive toothpaste.

Plant sprays	Wipe leaves with mild soap and water; rinse.
Mothballs	Use cedar chips, lavender flowers, rosemary, mint or white peppercorns.
Flea and tick products	Put brewer's yeast or garlic in your pet's food; sprinkle fennel, rue, rosemary, or eucalyptus seeds or leaves around animal sleeping areas.

DO NOT mix anything with a commercial cleaning agent.

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

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

### Recycling

Recycling is encouraged where provided. Each Premises is provided a recycling bin. Recyclable materials can be co-mingled (mixed together) in this bin. The pickup schedule is available on the Resident Portal. Recycling bins may not be put out prior to 7:00pm the evening before the scheduled pick up day. All recycling bins must be on the curb before 7:00 a.m. on the day of pickup and empty trash bins must be removed from the curb no later than 7:00 p.m.

ALL RESIDENTS WILL RECYCLE THE FOLLOWING ITEMS:

- NEWSPAPER & INSERTS, MAGAZINES: must be no thicker than 1".
- CARDBOARD: Break down all cardboard boxes and placed in bin.
- ALUMINUM CAN & LIDS ONLY, STEEL CANS & STEEL LIDS: No motor oil cans please. (Empty all liquids and solids from cans and rinse before placing in cart.).
- PLASTIC #1: this includes bottles and jugs only with the number "1" inside the recycling symbol. 
- PLASTIC #2: this includes bottles and jugs only with the number "2" inside the recycling symbol. 
- LARGE RECYCLABLE ITEMS: Large recyclable items such as washer, dryers, grills, bicycles, etc. must be placed next to the curb on the day that your bulk recyclables are collected.

## WADING POOLS

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

- When wading pools are in use by children, adult supervision (18 or older) is required.
- When wading pools are not in use, they must be emptied and stored. By ensuring these wading pools are emptied and stored when not in use, this will help to prevent them from becoming a breeding ground for mosquitoes.
- Residents are responsible for supervision of any person using the pool and liable for all injuries resulting from the pool, whether the Resident is present or not at the time of injury.

Landlord and property manager will not be held responsible for any injuries to person or persons involved in pool activities. Wading pools will be inspected by Community Management on an unannounced basis. Only one violation will be allowed. A second violation will result in immediate revocation of pool authorization.

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

Damage to yards caused by wading pools must be repaired by the Resident prior to vacating the home.

## WEAPONS

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

All privately owned permitted weapons must be registered with the Installation prior to moving in or within any required timeframe by the Installation after obtaining the weapon. All Installation and local laws regarding firearms must be met. For additional information that may apply to your Installation, see the Resident Portal.

All firearms should be kept in an unloaded condition. All firearms and other potentially dangerous weapons must be stored out of children's reach and access in a secure space.

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

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

## WILDLIFE AND ENDANGERED SPECIES

Many varieties of wildlife inhabit family housing areas. Residents are prohibited from disturbing, capturing or harming any wildlife. Residents are not to feed feral animals or wildlife. Do not put food scraps outside or throw food scraps into the woods. Trash bins must be properly stored with lids securely closed so as not to attract wildlife.

Should Residents become concerned about an animal's presence, they should contact the Community Management Office.

There may be a few endangered species that also reside in family housing areas. For a list of endangered species and plants that pertain to your Installation contact Community Management Office.

## WINDOW COVERINGS

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

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

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

## YARD, LAWN, GARAGE AND CARPORT SALES

Individual yard and garage sales are prohibited. Community Management will hold regularly scheduled Community yard sales which all Residents can participate in.



