



Northeast Housing LLC

# Resident Guide

NSB New London Homes

6-5-2018



Welcome to your new home!

This Resident Guide has been designed to familiarize you with all the facilities and services available within the housing community for NSB New London Homes

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with your new home and surroundings. If, by chance, you have a particular question not covered in this guide, please do not hesitate to contact the Community Management Office. Our management personnel are trained professionals who are committed to your satisfaction.

Sincerely,



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## General Information

### AFFILIATION & PRIVATIZATION

Northeast Housing LLC (“Owner”), in a partnership with the Department of Navy (“Navy”), is the owner of family housing at the Installation and is responsible for its maintenance and operation. Owner’s property manager, Balfour Beatty Military Housing Management LLC (an affiliate of Balfour Beatty Communities, LLC) (“Community Manager”) manages the housing.

Owner is proud to take care of Residents’ family housing needs at the Installation and provide quality, affordable housing for qualified Residents and their families living at the Installation.

### CHANGES IN POLICY

From time to time, it may be necessary to change or adopt new rules, policies, or otherwise revise this Guide. Owner will send a 30-day written notice of such changes to Resident. The Resident, family members, and guests will comply with all such changes to the Guide.

### COMMUNITY MANAGEMENT

Owner, through Community Manager, operates a Community Management Office at the Installation. The Community Manager is in charge of the Community Management Office and represents Owner. Resident Specialists, working for the Community Manager, handle issues for Residents. The Community Management Office maintains the community website and Facebook page to provide housing information to all residents including, but not limited to, community events and schedules of services such as refuse removal, landscaping and preventive maintenance.

The Facility Office maintains the housing units, landscaping and common grounds in the housing communities. The Facility Manager directs Maintenance Technicians work that needs to be done. See the Maintenance section for more information.

**Community Management Office** Website: [nsbnewlondonhomes.com](http://nsbnewlondonhomes.com) / Facebook: [nsbnewlondonhomes](https://www.facebook.com/nsbnewlondonhomes)

**Tern Rd Community Management Office:** 100 Tern Rd., Groton CT 06340

Monday-Friday 8am-5pm / Nautilus Park 2 - Nautilus Park 1 - Cherry Circle

Tel: (860) 446-5913 / Fax: (860) 446-5918

**Anchors Landing Community Management Office & Community Center:** 124 Gungywamp Rd., Groton CT 06340

M, T, Th, Fri 8am-5pm / Wed 8am-7pm / Sat & Sun 10am-4pm

Nautilus Park 3 - Polaris Park - Conning Towers - Dolphin Gardens / Community Center Reservation

Tel: (860) 448-4505 / Fax: (860) 448-4507

**Trident Park Community Management Office:** 66 Ohio Ave., Groton CT 06340

Mon-Fri 8am-5pm / Sat 10am-4pm

Tel: (860) 448-4504 / Fax: (860) 448-2154

Holidays: Consult the Community website and Facebook page.

**IMPORTANT PHONE NUMBERS**

<b>Emergency</b>	<b>911</b>
Military Police	860-694-3444
Groton Town Police (Non-Emergency)	860-441-6712
Fire Department (Routine Calls)	860-694-3466/3467
Ambulance (Non-Emergency)	860-694-3466/3467
Medical Center	860-694-2470
Poison Control Center	1-800-282-5846
Veterinary Clinic	860-694-4291
Community Management Office – Tern	860-446-5913
NP1 / NP2 / Cherry Cir	
Community Management Office – Anchors Landing	860-448-4505
NP3 / Polaris Park / Conning Towers / Dolphin Gardens	
Community Management Office – Trident Park	860-448-4504
Facility Office	860-446-5934
Service Request Desk	860-694-5934
Housing Service Center	860-694-3851
Personal Property	860-694-4650
Navy Marine Corp Relief	860-694-3285
Cable TV Company Customer Service TVC	860-446-4009
Chapel	860-694-3232
Outdoor Recreation Center - MWR	860-694-3687
Safety Office	860-694-1265/1266
Red Cross	860-447-3248
County Humane Society	860-442-8583





## Rental Policies

### ABSENCE FROM PREMISES

At any time the premises is going to be vacant or Resident decides to vacate the unit for a period of more than three (3) days during the cold weather season (November through April), they are required to come to the Community Management Office and complete the Winter Vacation Notification of Departure form. Resident will then receive the Winter Watchman device along with installation instructions. Within a week of their return, Resident is required to return the Winter Watchman. If Resident fails to return the device, they will be charged for the loss of equipment. During the months of May through October Resident must notify the Community Management Office prior to the Premises being vacant for fourteen (14) days or longer for any reason. 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.

### COMMUNITY POLICIES ENFORCEMENT

By signing the 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 this Resident Guide. Residents, all occupants and guests are also required to comply with all applicable laws, regulations, policy letters and the Installation Commanding Officer's orders.

If there are any conflicts between the Lease and this Resident Guide, the 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 Lease, resulting in its termination.

#### Notice of Violations

Community Manager may issue notices for violations of obligations under the Lease or Resident Guide. For more serious violations, a termination of the Lease may occur without previously issuing notices of violations. For active duty military Residents, serious violations will be reported to the Installation Commanding Officer and 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 as follows:

1. **A Discrepancy Notice** will be issued for minor violations such as failing to cut 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. For active duty military Residents, Letters of Caution

are reported to the Housing Service Center and Resident's chain of command. For non-military Residents, Letters of Caution are reported to the Housing Service Center.

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. For active duty military Residents, Letters of Warning are reported to the Housing Service Center and Resident's chain of command. For non-military Residents, Letters of Warning are reported to the Housing Service Center
4. **A Letter of Termination** of 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 Home at Resident's expense. For active duty military Residents, Letters of Termination are reported to the Housing Service Center and Resident's chain of command. For non-military Residents, Letters of Termination are reported to the Housing Service Center and, if required, a local attorney.

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.

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 Community Manager will issue a Letter of Warning. In the event of a second violation related to the warning, Community Manager will issue a Letter of Termination of the Lease.

**In severe cases, the Community Manager will recommend that Termination of Lease be mandated immediately 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, which are contrary to the safety and welfare of others, Resident's actions may result in an immediate termination of the 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.

In the event a Resident is barred from the Installation by the Installation Commanding Officer, the Owner may initiate eviction proceedings in accordance with the Lease.

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 Lease.

Should a Resident wish to appeal any of the above policy enforcement notices, the conflict resolution process may be utilized (See Conflict Resolution section under Community Policies).

#### EXCEPTIONS TO OCCUPANCY POLICY – ACTIVE DUTY MILITARY ONLY

As provided in the Lease, active duty military Residents may request an exception to the occupancy policy for family members to remain in housing under the following circumstances:

1. Residents in receipt of Permanent Change of Station (PCS) orders.
2. Residents in receipt of temporary duty or deployment orders equal to or in excess of three (3) months.



3. Resident is discharged or released from active duty.
4. Death of active duty Residents. In the event of death of an active duty Resident, thirty (30) days prior notice is not applicable.

Requests must be made by submitting a Retention of Family Housing Form no less than thirty (30) days prior to the Premises becoming vacant. Any approvals will be contingent upon the Resident signing the form detailing the conditions of the request and providing the name of the designated family sponsor for this period. Additionally, the Resident's chain of command must concur with the request for retention of housing and availability of home for incoming military families will be factored in by Community Management Office and Housing Service Center.

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 the remaining family members wish to leave the Premises at any time during the Resident's absence, such family members will need to follow procedures set forth in the "Absence from Premises" section above.

## 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 so the information can be provided for any necessary installation and change of address notifications.

On Move-In date, a Resident Specialist from the Community Management Office will give the Resident an orientation to the Premises and the community; Keys and garage door openers (if applicable), 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 Lease, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the Property Condition Report. Resident will have forty eight (48) hours after the Move-In to notify the Community Management Office of any items that they may need to add to the Property Condition Report.

The Resident will be given the option of signing an Authorization to Enter form which will authorize service requests to be performed without the Resident or a designated representative being at their Premises for the requested work and further agreeing to isolate any pets to a room in the Premises that will not be accessed by the maintenance personnel. If Resident elects to not sign this authorization, then responses to maintenance service requests will be scheduled by the Community Management Office.

## MOVE-OUT PROCEDURES

Move-Out will occur when, in accordance with the Lease, Resident or Owner terminates Lease and Resident vacates Premises, which may occur under the following conditions:

1. At receipt of Permanent Change of Station (PCS) orders of the Resident
2. At receipt of temporary duty or deployments orders in excess of three (3) months of the Resident.
3. At discharge or release from active duty of the Resident.
4. At death of active duty Resident.
5. As directed by the Installation Commanding Officer.



6. If Resident becomes ineligible to remain in housing.

If Resident requests to vacate housing, Resident is required to provide thirty (30) days written notice to Community Management Office of intent to vacate Premises. If prior to the expiration of their initial Lease term, unless the Resident is active duty military and terminates early in accordance with the Lease, Resident will also be required to remit rental payments through that thirty (30) day notice period and pay an Early Termination Fee equal to one month's Rent. If a thirty (30) day notice cannot be fulfilled, Resident is still monetarily responsible for Rent through the thirtieth (30<sup>th</sup>) day.

If 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, Resident may submit a new application for appropriate housing in accordance with assignment policies. Such move will be at the Residents' expense.

**Move-Out Inspections**

Resident must notify the Community Management Office with written intent to move out as soon as possible, but in no event less than thirty (30) days, unless otherwise provided for in the Lease. In addition to the notice, for active duty military Residents, a copy of orders, if applicable, must accompany the notice.

Upon receipt of the above information, Community Manager will provide the Resident with written instructions on Minimum Standards of Cleanliness and conditions that are required when returning the Premises. 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 a third party, either directly or via the Community Manager, to clean the Premises. In the event the Resident elects to have the Premises cleaned by a third party service provided by the Community Manager, the Resident may contract with Community Management Office to do so. The estimated cost for cleaning will be provided.

**Move-Out Damages**

Charges will be assessed for any damaged items that are not listed on the Property Condition Report provided at Move-In and are not the result of normal wear and tear. Carpet damage due to pets, 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. All forms of payment, except cash, are acceptable.

If requested by the Resident, a Move-Out inspection will be conducted by the Community Management Office on the date of Move-Out. If there are damages to the Premises, the Resident may elect to pay for the damages or correct them to standards of acceptable quality within twenty-four (24) hours. If Resident elects to correct damages, Resident will remain in the Premises and a prorated rent charge will be incurred. A final Move-Out Inspection (the second and final inspection) will be performed twenty-four (24) hours after the initial Move-Out Inspection. If damages are not corrected at that time, payment will be due immediately. If desired, Resident may schedule a Pre-Move-Out inspection no less than twenty (20) days before actual move-out date. Such Pre-Move-Out inspection can be scheduled through the Community Management Office.

Any damage charges in excess of \$200.00 will be documented with photographs.

**Abandonment**

If the Community Manager is informed of or discovers a Premises that has been abandoned by the Resident, the Community Manager will take appropriate action in accordance with applicable law. For active duty military Residents, the Community Manager will contact the Housing Service Center and Resident's 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 complete an inventory of the personal property and notify Resident in accordance with the Lease. 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 escalate to placing the account with a collection agency.

## OCCUPANCY GUIDLINES

Occupancy is limited to the Residents and Occupants identified on the Lease and shall not exceed two person(s) per bedroom.

## RENTER'S INSURANCE

If stated in the Lease, Owner provides personal property (content) insurance for your Premises. For peace of mind, Residents should ensure that adequate coverage is provided for furniture, jewelry, clothing, and other personal property. We recommend that you obtain additional personal property and liability insurance. The insurance provided by Owner should be augmented to fully cover personal property from theft, vandalism, fire, and water damage. Owner does not provide liability insurance or insurance of any other kind (than already stated) to Residents.

If a loss is sustained and a claim needs to be filed, Residents should notify the Community Management Office.

## RIGHT OF ENTRY

The Community Management Office has immediate right of entry to the Premises if, in the Community Manager's sole discretion, emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. The Community Management Office shall notify Resident as soon as possible after an emergency entry, explaining the need for the entry and the corrective action taken. The Community Management Office may also enter, with notice as provided in the Lease, to make inspections and/or repairs. See the appropriate sections under Maintenance for details.

## RENTAL PAYMENT

Owner has the right to require that all payments that are not paid by Electronic Funds Transfer, Allotment, Third Party Vendor Managed Allotment, or UDEFT be made by money order, personal check, cashier's check, or certified check payable directly to Owner. In accordance with Lease, late fees will be assessed for any late payment of rent and will be due and payable to Northeast Housing, LLC.

For active duty military Residents, pursuant to the Lease, if Residents pay via Allotment, Third Party Vendor Managed Allotment, or UDEFT Residents agree to execute the necessary documents to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the Rent to Owner, and also agree to take no action to terminate such automatic payments without making arrangements with Owner. By paying through the automatic payment system, no security deposit will be required. For those Residents whose Rent is equal to BAH, such Rent will continue to track with BAH as adjustments are made for periodic increases/decreases or for promotions/demotions.

## USE AND RESIDENCY

Only the listed Residents and occupants on the 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 Lease. Military 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 Lease, must reside in the home then a Bona Fide Guest Request must be obtained from the Community Management Office. The Bona Fide Guest Request (if approved) does not permit the Resident an additional bedroom.

In the event that any person using or visiting the Premises 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.

## UTILITIES

It is the Resident's responsibility to make arrangements for TV cable, Internet access and telephone services. Phone numbers for such service providers are located in the reference section at the end of this Guide. If the Premises requires drilling for the purpose of adding any lines for utilities, Resident must receive permission from Community Manager prior to any work being done.

Resident may also be responsible for payment of certain utilities if Premises is included in Resident Energy Conservation Program (RECP). Residents under RECP will receive a monthly statement of electricity or gas usage, or both, throughout the term of the Lease. Resident shall be responsible for payment of utility charges at the Premises that exceed usage bands as described the RECP Addendum. Please refer to the RECP Addendum for further information.

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 your Community Manager. 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 Manager, as unauthorized personnel could damage the solar panels. Residents, their families, and their quest 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 Premise's, please contact your Community Manager.

## Maintenance Information

### AUTHORIZATION TO ENTER

If the Resident has an Authorization to Enter Form on file, the Maintenance Technician will knock or ring the doorbell several times prior to entering the Premises. If the Resident is not home, the Maintenance Technician will enter the Premises, make necessary repairs and leave confirmation of entering the home. If the Resident is home, the Maintenance Technician will show identification, explain why he or she is there, and ask permission to enter to make the repair. All animals should be secured for safety of technician and family, during the visit.



If the Resident has not provided an “Authorization to Enter”, a four-hour window of time will be scheduled for the appointment in which time the Maintenance Technician will arrive and perform the work. If the Resident is not home when the Maintenance Technician arrives to perform the work, a card indicating the attempt to make the repair will be left on the door. The note will have a phone number to call to reschedule the required work.

## DAMAGES

Resident shall be charged for the cost of repairs, labor and material(s) for any damage to the Premises, including lawn, garage, clogged toilets or drains, 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. If the work required must be done immediately for safety reasons, this work must be paid within thirty (30) days of the date the repair. If an incident occurs through theft, a police report should be brought to Community Management Office.

## GENERAL MAINTENANCE TIPS

### Smoke Detectors and Carbon Monoxide Detectors

Resident is responsible for testing both smoke detectors and carbon monoxide detectors on a regular basis and replacing batteries as needed. Resident is not to tamper with, or adjust or disconnect any smoke detectors or carbon monoxide detectors. Violation of this is a material breach of the Lease. Resident shall notify the Facility Office of all repair needs promptly.

### Light Bulbs

Your home is supplied with light bulbs at time of Move-In. After Move-In, the Maintenance Technicians will replace specialty bulbs (appliance, CFL and fluorescent, etc.). The Resident must replace all other burned out light bulbs. Please report unlit bulbs over walkways, halls, or common areas to the Maintenance Service Request Line.

### Central Air

Your home may be equipped with a central air-conditioning system. The thermostat should not be set excessively low as it may damage the HVAC unit. 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 should be cleaned on a regular basis to insure 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.

## HAZARDOUS MATERIALS - ASBESTOS AND LEAD BASE PAINT

In most housing units built prior to 1981, asbestos was a commonly used construction material. Accordingly, asbestos containing materials (ACM) may have been used in the original construction or in renovations within the Premises prior to the enactment of federal laws that limit asbestos within certain construction materials.

- A. Federal Recommendations:** The United States Environmental Protection Agency (“EPA”) has determined that the mere presence of ACM does not pose a health risk to residents and that these materials are safe so long as they are not dislodged or disrupted in a manner that causes the asbestos fibers to be released. Disturbances include scraping, sanding, pounding, or other techniques that produce dust and cause the

asbestos particles to become airborne. The EPA does not require that intact ACM be removed. Instead, the law simply requires that Owner take reasonable precautions to minimize the chance of damage or disturbance of these materials.

**B. Resident Responsibilities:** Resident must comply with the following:

Resident may not disturb or attach anything to the walls, ceilings or floor tiles or insulation behind the walls. If there are any repairs that need to be made to the walls, floor or ceiling tiles, resident must notify Community Management Office in writing immediately so that repairs can be made by qualified personnel. In addition, Resident will be required to execute an Asbestos Addendum.

If your home was built before 1978, there is a good chance it has lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint, but some states banned it even earlier. Lead from paint, including lead-contaminated dust, is one of the most common causes of lead poisoning.

Lead paint is still present in millions of homes, sometimes under layers of newer paint. If the paint is in good shape, the lead paint is usually not a problem. Deteriorating lead-based paint (peeling, chipping, chalking, cracking, damaged, or damp) is a hazard and needs immediate attention.

It may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear, such as:

- Windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Be sure to keep all paint in excellent shape and clean up dust frequently, any questions or concerns should be directed to the Community Management Office immediately.

In addition, Resident will be required to execute a Lead Based Paint Addendum.

## LOCKS, KEYS & LOCK-OUTS

Only the Residents listed on the Lease will be issued keys and garage door openers, if applicable, to the Premises.

Residents are permitted to alter existing locks or install any additional locks with prior written permission from the Owner. 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.

Should keys become lost, Residents should immediately notify the Facility Office. The lock will be changed and the Resident will be assessed a \$50 replacement fee.

If a Resident requests the Community Management Office to unlock the door of a home, the following charges will be incurred:

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

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





## MAINTENANCE SERVICE REQUEST TYPES AND RESPONSE

Owner and Community Manager are responsible for the maintenance of Premises.

### Facility Office

26A Highland Ave., Groton CT 06340

860-446-5934

### Facility Office Hours:

Monday, Tuesday, Thursday and Friday: 8am-5pm

Wednesday: 8am-5pm

Saturday & Sunday: Closed

Holidays: Consult the Community website and Facebook page.

Facility Office: 860-446-5934

To Submit a Service Request on-line: [nsbnewlondonhomes.com](http://nsbnewlondonhomes.com)

When a maintenance work order is received, a Community Manager representative will provide Resident with a work order number and an approximate date and time the work will be performed. Resident should write the number down for reference as needed. All service requests will be assigned a priority code to determine the required response time.

The timing of the maintenance will correspond to the assigned work order priority coding (See Following Table). Resident may track the progress at any time through the portal on community website.

Work orders will be scheduled with the Resident to be completed in accordance with the below time frame, and at a convenient time for the Resident. Maintenance staff will not enter homes unless a Resident or authorized representative is present (unless the resident authorizes unaccompanied entry), and will not enter a home if an unaccompanied minor (under age 18) is present. Crews will accomplish all work quickly, professionally, and courteously. Maintenance staff will take care to prevent damage to the Resident's property and will thoroughly clean up after the repair is completed.

Residents are to assist with the prevention of dog bites securing pets in another area of the Premises while the maintenance staff is conducting a service call.

### Emergency – Priority 1

#### CALL FACILITY OFFICE TO REPORT

(Response time within 30 minutes. Situation will be appraised and work will begin within 1 hour. Work to eliminate hazard within 1 day)

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Natural gas leak</li> <li>• Electrical short, sparking, or fire</li> <li>• Electrical fixtures shorting or sparking</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>• No heat – outside temperatures below 50°</li> <li>• Broken glass/window on first floor — safety/security hazard</li> <li>• Sewage back-up; Flood inside home</li> <li>• Resident lockout</li> </ul> |
|--|--|

### Urgent – Priority 2

**CALL FACILITY OFFICE TO REPORT**  
**(Response time 4 hours, work completed within 48 hours)**

- Unsecured quarters
- Roof leaks-rain/snow (damage beyond staining)
- Drain/toilet stoppage (all toilets in home)
- No hot water
- Refrigerator inoperative
- Hot water leaks from tap
- Oven not working
- No burners working on stove
- Playground equipment broken—safety hazard
- Not enough or too much heat
- Electrical problem (except shorting, sparking, or fire)
- Water outage
- Water leaks from pipes, drain, or faucet
- Frozen water pipes
- Glass broken out on second floor
- Smoke detector inoperative
- Dishwasher leaks

**Routine – Priority 3**  
**Call, go on-line or make in person at Facility Office**  
**(Response time within 2days, work complete within 3 days. Resident will be notified if conditions warrant longer time period.)**

- Inoperative dishwasher—no leaks
- Telephone jacks and wiring (only maintain one line with a maximum of two)
- Repair/replace weather-stripping
- Top burner 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.)
- Broken glass, window—cracked only
- Garage doors jammed or inoperative
- Garbage disposal jammed or inoperative
- Light bulb replacement (common area/not accessible to resident)
- Roof repairs (Priority 1B if damage beyond staining)
- 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
- Light fixtures, switches, receptacles not working (no shorting/sparking)

**PREVENTIVE MAINTENANCE AND HOME INSPECTIONS**

Facility Office will conduct a Preventative Maintenance program to maintain and assess heating, ventilation and air conditioning (HVAC) systems, appliances, range hood suppression system (if installed), smoke detectors, and carbon monoxide detectors of the Premises. Annual inspections of the Premises for Preventive Maintenance will be conducted and HVAC filters will be replaced quarterly. Other Preventive 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. If the Resident has an “Authorization to Enter” form on file, it will not be necessary for anyone to be home in order to have the inspection or work performed. If the Resident does not have this authorization on file, a card indicating the attempt to make the repair will be left on the door. The note will have a phone number to call to reschedule the required work.

## PLUMBING FIXTURES/EQUIPMENT

The plumbing fixtures/equipment in the bathrooms and kitchens is not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diapers, tampons, sanitary napkins, or other obstructive substance shall be thrown in to the toilets. 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 Service Request Administrator answering the Maintenance Service Request Line will classify the service call as an emergency, urgent or routine service order request. Keep a plunger on hand for use on simple toilet clogs.

On the outdoor water spigots there will 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 in to 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.

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.

# Community Policies

## AIR CONDITIONERS

Resident-owned air conditioners are permitted at various locations. Please confirm with your local Community Management Office to determine if allowed and during what time frames and conditions.

## 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. However, Residents may utilize a freezer, second refrigerator, etc., to accommodate their household needs when 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. Please contact the Community Management Office for assistance. Note: 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 special 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 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. To properly operate the garbage disposal:

- 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 calling the Maintenance Service Request Line, 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 and ask 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.

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.
- 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. Supervise use at all times.

### **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; 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 and Emergency Response Personnel only.

## **BOARDERS**

Boarders or paying guests are prohibited.

## **BURNING & BONFIRES**

Burning rubbish in bonfires is prohibited.

## CHILDCARE PROVIDERS

For active duty military residents, in-home childcare providers are permitted in accordance with the Navy's Child Development Home (CDH) Program. CDH is a privilege extended to military family members only. Only qualified applicants who meet the standards will be certified. The CDH director will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to provide a copy of proof of insurance, which will be kept in the Resident file in the Community Management Office. Resident will be required to sign a Home Based Business Addendum, copy of which will be provided by the Community Management Office. Non-military Residents that are interested providing childcare in their Premises as a Home Based Business must have all required day care license and certifications from the State, prior to applying for a Home Based Business.

CDH program may require minor modifications and equipment, which are handled through the CDH director. 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 CDH specific modifications will be performed at the expense of the Resident.

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 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 & CONTROL

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. Owner will follow the child supervisory policy approved by the Installation Commanding Officer or local municipality.

Every Resident of the community is required to report suspected neglect and child abuse or known violations of the policy, to the local police authorities and Community Management Office.

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, civilian prosecution and/or termination of the Lease.

In addition, neighbor's yards are not to be used as a child's playgrounds, unless with permission. Playing in parking lots and in streets is prohibited. Climbing trees is prohibited. Discharging of fireworks, air rifles, pellet guns and all firearms 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. should be made in writing to the Community Management Office. Resident will be required to sign a Home Based Business Addendum, copy of which will be provided by 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 will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through Morale, Welfare and Recreation (MWR) officially sanctioned commerce. Resident will pay for excessive utility consumption used in operation of the business. The additional utility consumption will be paid by the Resident, if applicable, through the Navy's Resident Energy Conservation Program (RECP).

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 Office.

The following paperwork must be provided with an application:

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

## COMMON AREAS

The Owner will maintain all common areas to an accepted standard which will present an appearance that all residents and their families can be proud of.

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.

## COMMUNITY POOLS & SPLASH PARKS

Community Pools and Splash Parks for Resident use are located at Community and Neighborhood Centers will be open on days and hours posted.

- Swimming is at the swimmers own risk. Owner and Community 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 be accompanied at all times by a parent or legal guardian.
- No glass containers permitted in the pool areas. Use paper, metal 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 Manager any time there is a problem or safety hazard at the pool.

## COMMUNITY PROGRAMS & EVENTS

The Owner offers a variety of programs to the residents. All Residents will have access to social events, classes, projects and other related events. These programs will be communicated through several advertising media outlets, including but not limited to the community website, Facebook, 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 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.

## CONFLICT RESOLUTION

In the event of a dispute over terms in your Lease, addendum or this Resident Guide, including Letters of Caution, Warning or Termination, the Resident may request an appeal to the Community Manager. The Community Manager will review the situation and make every attempt to respond within twenty four (24) hours. Should the Community Manager decide to uphold the enforcement, he or she will cite the section of the Lease or appropriate addendum that has been violated.

For active duty military Residents, in the event Resident is not satisfied with dispute decision by the Community Manager, Resident has the right to appeal the decision in writing. The Community Manager and Housing Service Center will review the appeal and attempt to come to an agreement within five (5) business days. If no agreement can be reached within such period, the appeal will be escalated to the Regional Community Manager and Navy Regional Family Housing Program Director level, who will attempt to come to an agreement within five (5) business days. If still no agreement can be reached within such period, the appeal will be forwarded to the Vice President of Community Management for final decision, which will be made within five (5) business days.

For all other Residents, if the Resident is not satisfied with the outcome of this decision, Resident may submit a letter requesting an appeal to the Community Manager who will review the dispute with the Regional Community Manager. The Regional Community Manager will render a decision. If the Resident is not satisfied with that decision, he/she may request a review by the Vice President of Community Management. The Vice President will review the dispute and his/her decision will be final. Both parties agree to abide by the decision that is rendered.

In the event that Resident has paid any additional money to Owner in regard to the issue in conflict, and a decision is made in favor of Resident, then Owner will refund the money paid by Resident within twenty (20) business days, provided that all other amounts owed to Owner by Resident have been paid in full.

## DECORATING & ALTERATIONS

Residents may wish to add customized accents to make the Premises feel more like home. While Owner 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 Office.



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.
- Awnings, signs, window tinting or screen doors are prohibited
- Alterations to carports, porches, patios or balconies are prohibited

## DOOR-TO-DOOR SOLICITING

Door-to-door solicitation is prohibited, except for active duty military Residents for which fund-raising programs have been approved by the Installation Commanding Officer and announced in official bulletins. Vendors or persons distributing flyers may be asked to show their permit. Residents should notify the Community Management Office when peddlers or uninvited salespeople are encountered.

## DRUG FREE POLICY

Resident, 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 illegal drugs. Violation of the Installation’s drug policy shall result in immediate eviction.

## EMERGENCY & WEATHER RELATED SITUATIONS

Community Manager 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:

- Flyers
- In person
- One Call now System
- Email
- Telephone
- Local radio or television
- Loud speaker PA system, if applicable

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, eye glasses, 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.

## ENERGY AND WATER CONSERVATION

Residents are responsible for practicing conservation. The goal of energy and water conservation is to ensure that the essential needs of all Residents are provided without waste. Conservation is a key element in the Owner's and Installation's effort to become energy efficient. In addition, The Office of the Secretary of Defense has a policy promoting energy conservation and mandates a transfer of responsibility for utilities to Residents in privatized housing. The Navy implementation of this requirement is the Resident Energy Conservation Program (RECP). The Owner has agreed to implement RECP to encourage Residents to conserve and use utilities wisely and become more responsible for their energy usage and consumption.

The following tips are suggested for Residents to conserve and reduce 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 without fluctuation to maintain consistent climate control.
- 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 thermostat back to the lowest setting but not lower than 50 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 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 compact fluorescent lights (CFL's). They use 75% less energy and last up to 10 times longer.
- 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.
- 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 and/or Community Manager's email blast along with Installation newspaper for the specific information.

## FENCING

Residents who desire to install a fence must obtain the Owner 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, and may require dig permits prior to installation. All enclosed fenced areas should include an access gate. Failure to comply with the specifications that are provided will result in disapproval and subsequent removal of the fence at the Resident's expense.

Residents are responsible for the care and maintenance of fenced yards; they will not be mowed or maintained by Owner.

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

## FLAGS

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

- Flags or pennants can only be the American Flag or Service Branch flags. If International Flag is flown then it is a requirement to hang an American Flag and a Flag of the International Flag, below.
- Limit of ONE flag, with exception of approved International 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.
- Flag Poles cannot exceed 5' feet in length.

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. Owner reserves the right to review this guideline and make any changes or adjustments deemed necessary.

If you are a Resident of a historic home and have executed a Historic Home Addendum you must comply with the Addendum as well as this section of the Resident Guide. In the event of conflict, 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 Manager of any malfunctioning equipment.

## FIRE PITS & 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 located 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.
- 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 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.

### 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 Lease.

## 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, the 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 they appear on page 2 of your Military documents or included in the application to lease.

## GUESTS & SOCIAL VISITORS

Visitors and guests are welcome, but are subject to all rules contained in the Lease and this Resident Guide. 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 Manager and completing Guest Request Form. If at any time a guest is to remain in housing for more than thirty (30) days, Resident may be required to add guest to the Lease.

A visit is bona fide 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.

The Owner has the right to exclude individuals from the Premises. Residents must inform guests of Lease provisions regarding use of the Premises and all rules and regulations contained in this Guide. Resident's guests that violate these provisions may be prohibited from the community.

## HEATERS/SPACE HEATERS

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 & DECORATIONS

The following rules for holiday decorations must be followed:

- Exterior holiday decorations may be installed Thirty (30) days before holiday and must be removed within 2 weeks after Holiday; they may not remain on the exterior year-round.
- Do not keep them lit all night or in daylight hours.
- Seasonal, Holiday and outdoor decorations must be removed no later than the two weeks after holiday; they may not remain on the exterior year-round.
- Rooftop 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 incidental damage to the Premises.

## 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 insure 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:

### **Carpeted Floor Areas**

The following suggestions are offered for maintenance and protection of carpeted 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**

The following suggestions are offered to help protect the Premises 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**

The following suggestions will help protect 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**

The following suggestions will help protect the countertops:

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

## **LANDSCAPING**

Community Manager is responsible for landscaping maintenance in all areas surrounding the Premises that are reasonably considered to be part of a Resident's yard excluding garden beds (as defined below) and any fenced in areas.

Residents are responsible for maintenance of the fenced in area of their backyards, including lawns and shrubs. Damages to lawns caused by swings, pools, trampolines, decorations, etc. are to be repaired by the Resident or will be repaired by Community Manager and billed to the Resident.

Residents are responsible for personal flowerbeds, vegetable gardens, and for the removal of trash and debris from their lawns and yards.

The Community may offer a few Self-Help items such as Mowers, Weed Whackers, Shovels, Racks, etc. Please call the Facility Office to inquire for checking out and checking in procedures.



### **Flower Gardens**

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. The Resident, at their expense, will return the altered area to its original condition prior to vacating housing.

Residents in newly constructed areas that remove landscaping plants will be charged for those plants.

### **Vegetable Gardens**

Residents may have vegetable gardens in planters within backyards only.

### **Water & Restrictions**

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

The Installation or local municipality 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. Do not leave them sitting out for pets, wild animals, or the wind to ravage.
- Placing litterbags in cars and being sure to utilize them.
- 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 the community litter-free and prevent water pollution.

## **LIVE-IN CARE PROVIDERS**

Permission for live-in care providers or nannies staying for longer than thirty (30) days 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 Bona Fide Guest Request and submit to Community Manager.

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 this Guide.

## 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 Lease.

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 and/or termination of the Lease. 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.

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

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 on or driven onto the grass. Any person violating this regulation will have their vehicle towed at the Resident’s expense.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks. Parking on streets during snow storms is prohibited.

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 or commercial Auto Craft Shop is available and may be utilized to perform these repairs. The Auto Craft Shop can be reached at [phone #].

Residents are encouraged to utilize any designated car wash areas before utilizing the asphalt/concrete areas within the housing areas.

Personally owned vehicles may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc. are not left to accumulate. If there are water conservation/drought restrictions in effect, restrictions limiting the Resident’s usage for outdoor watering must be followed.

Washing vehicles on grass areas is prohibited.

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, unloading or cleaning.

Unregistered, inoperable, unlicensed, or abandoned vehicles may not be parked within the neighborhoods. Violators will be ticketed by the local police or towing service company and 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 the garage is 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 done at the Resident's sole risk and, therefore, it is recommended that the Resident obtain Renter's Insurance at the Resident's sole expense.

## 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 Facility 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.
- Repair holes or cracks that permit access into the home, or request Maintenance to perform these tasks.
- 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 droppings, 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.
- 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.

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

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



Control of pests around the outside of homes includes those in trees and shrubs. Pest control services for such problems may be made by contacting the Facility Office.

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 Facility Office.

## PETS

All pets must be registered with the Community Management Office at the time of signing the Lease or within ten (10) days of acquiring the pet. 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.

Animals that provide assistance to persons with disabilities (“Assistance Animals”) are not considered pets for purposes of restrictions under the Pet Addendum. A Resident who would like to request an accommodation for the use of an Assistance Animal should contact the Community Management Office.

Residents utilizing dog parks must follow all posted rules and be under the control and supervision of the Resident at all times.

Complaints concerning stray or unattended pets should be directed to the Community Management Office.

## 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.

Animals 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.

## SAFETY

Emergency numbers are provided on the last page of this Resident Guide.

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

The Resident is responsible for ensuring their Premises compliance with all applicable fire and life safety standards. For further information regarding questions on fire prevention, please contact the local Fire Department.

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 your neighbor's home immediately.
- 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.

## 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.

### **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 Facility 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. We recommend that you report all malfunctions to the Facility Office 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 place a work request at the Facility 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 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, VCR, stereo, 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 at the Premises and in 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.

Lock all windows.

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

## SATELLITE SYSTEMS (TV)

Satellite systems are permitted. 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. In addition, a Satellite Dish Addendum must be executed, copy of which is available at the Community Management Office.

**Liability Insurance and Indemnity. Resident is fully responsible for the satellite dish or antenna and related equipment. Prior to installation, Resident must provide Owner with evidence of liability insurance to protect us against claims of personal injury and property damage to others, related to the satellite dish, antenna or related equipment. The insurance coverage must be no less than \$100,000 (which is an amount reasonably determined by us to accomplish that purpose) and must remain in force while the satellite dish or antenna remains installed**

Satellite dishes may be mounted on a separate pole in the backyard or on a pole on the side/back of the Premises. 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.

All requests for satellite installation must be made by completing the Request to Make Alterations Form and submitted to the Community Management Office.

Exterior television antennas are prohibited. Cable lines are not permitted to be added on exterior of building or siding by Cable provider or Satellite Company.

## SIDEWALKS, DRIVEWAYS, PARKING, YARDS, PORCHES, PATIOS & 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 or garage.
- 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.
- Portable barbecues may be used 15 feet away from any building in order to prevent smoke damage or prevent a fire hazard.
- Residents are not permitted to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized; however, they should not be located in a position that encourages children to play in the street, and located at the edge of the driveway not obstructing traffic.
- Umbrella type clotheslines may be used in the backyard. Clotheslines of any kind are not permitted on balconies.

Failure to comply with these provisions may result in the termination of the Lease.

## SIGNS

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

## SMOKE & CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and shall NOT be deactivated or removed. Resident is responsible for checking and maintaining all smoke and carbon monoxide detectors. Please review Maintenance Information section of this Resident Guide for further information.

## SNOW & ICE REMOVAL

Removal of snow and ice from roadways is provided. On street parking is prohibited during a snowstorm and during snow removal. Residents are responsible for clearing the snow and ice off their driveway, walkway and any





sidewalks between your unit and the street within 12 hours of completion of the storm. Resident may be liable for any injuries incurred due to failure to keep your areas of responsibility clear of snow and ice.

## SPEED LIMIT

Residents are required to abide by all traffic regulations, including speed limits. The community speed limit 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 the community; please DO NOT SPEED.

## STORAGE BUILDINGS

Residents who desire to install a storage shed must obtain the Owner 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.

## SWIMMING & WADING POOL

Swimming Pools are prohibited.

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.

Owner and Community Manager will not be held responsible for any injuries to person or persons involved in swimming pool activities.

Wading pools will be inspected by Community Manager 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 termination of the Lease.

Damage to yards caused by pool must be repaired prior to vacating the Home.

## TRAMPOLINES

Trampolines are prohibited.

## TRASH DISPOSAL, WASTE DISPOSAL & RECYCLING

### Household Trash

Curbside trash collection is contracted. Trash bins are provided for each Premises. The pickup schedule is available on the community website and Facebook. Trash will be placed in the provided wheeled container or in plastic bags.



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.

**List of Daily Trash Pick Up**

**Monday**

Conning Towers	Plum Ln	Silverbell Ln
Butternut Rd	Charter Oak Dr	Spruce Ln
Hickory Dr	Cypress Ln	Hornbeam Rd
Alder Ln	Larch Rd	Buckeye Rd
Dolphin Gardens		

**Tuesday**

Bulk Trash pickup for **All** Housing (This is for non-metal items. The first **Friday** of each month is for bulk metal pick up)  
(This is not for household trash or recyclables)

**Wednesday**

Arrowwood Dr	Heron Ln	Burningtree #3-289	Catalpa Rd	Cormorant Rd	Deerwood Dr
Osprey #247-316	Gungywamp	Mallard Dr	Greenwood St	Ironwood Ln	Pelican Dr
Firethorn Ave	Cherry Cr	Sandpiper Ln	Elderberry Ln	Teal Ln	Seagull Rd

**On Base(bulk)**

**Thursday**

Polaris Park

**Friday**

Burningtree#305-487	Driftwood Cr	Crabapple Ln	Crane Rd	Locust Cr	Ibis Ln
Osprey#66-217	Poplar Rd	Magnolia Dr	Sycamore Ln	Trident Park	Raintree Cr

**Bulk Refuse**

Routine bulk trash collection at curbside is provided on a regular basis. Bulk trash includes appliances, furniture, large items such as tires, and miscellaneous debris. The pickup schedule is available on the community website and Facebook.

The following items WILL NOT be picked up as part of bulk refuse: refrigerators, batteries, paint, oils, household cleaners, chemicals or similar items that fall under the Environmental Protective 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.

### **Hazardous Materials/Waste**

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

- Turpentine, thinner and other spirits.
- Gasoline and other petroleum products.
- Pesticides, herbicides, fertilizers, soil additives.
- Fluorescent and CFL light bulbs.

### **Household Hazardous Waste Disposal**

Many 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 storage and/or the disposal guide for proper disposal. See list below for some helpful directions.

**Paint:** Latex or oil-based paint that is still usable can be recycled at the HazMart Center, if available at local installation. Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available.

**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, you should be aware that the Auto-Craft shop located on the Installation, if applicable, 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 must be taken to the Facility Office where they will be collected and properly disposed of.

The U.S. Environmental Protection Agency suggests using 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 MANDATORY. 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 community website and Facebook. 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. Large quantities of cardboard that won’t fit or that will fill up your bin should be broken down and stacked neatly beside the bin at the curb on the day of collection.
- 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 refrigerators, stoves, washer, dryers, grills, bicycles, etc. must be placed next to the curb on the day that your bulk recyclables are collected.

### WATERBEDS

Waterbeds are prohibited.

### WEAPONS

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

All privately owned permitted weapons must be registered with the Installation within seven (7) working days after arrival on the base or after obtaining the weapon.

Residents living in a Premise located on the Installation will follow all Department of Navy and Installation rules and regulations, including OPNAVINST 5530.14 series, Navy Physical Security and Law Enforcement Program, and any other orders, directives or instructions issued by the Department of Navy or Installation Commanding Officer regarding the possession of personal weapons on board the Navy Installation.

All Installation and State laws regarding weapons must be met.

All weapons and other potentially dangerous weapons must be stored out of children’s reach and access in a secure space. All weapons should be kept in an unloaded condition, i.e. empty of bullets or cartridges.

The use of any weapon in the community is prohibited.

### WILDLIFE & ENDANGERED SPECIES

Many varieties of wildlife inhabit the community 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 community areas. For a list of endangered species and plants that pertain to your installation contact Community Management Office.

## WINDOW COVERINGS

Owner supplies appropriate window coverings for all windows in the Premises. Residents should contact the Facility Office if the window coverings are broken, missing or otherwise in need of replacement. Residents may be charged for any damages other than sun-damage.

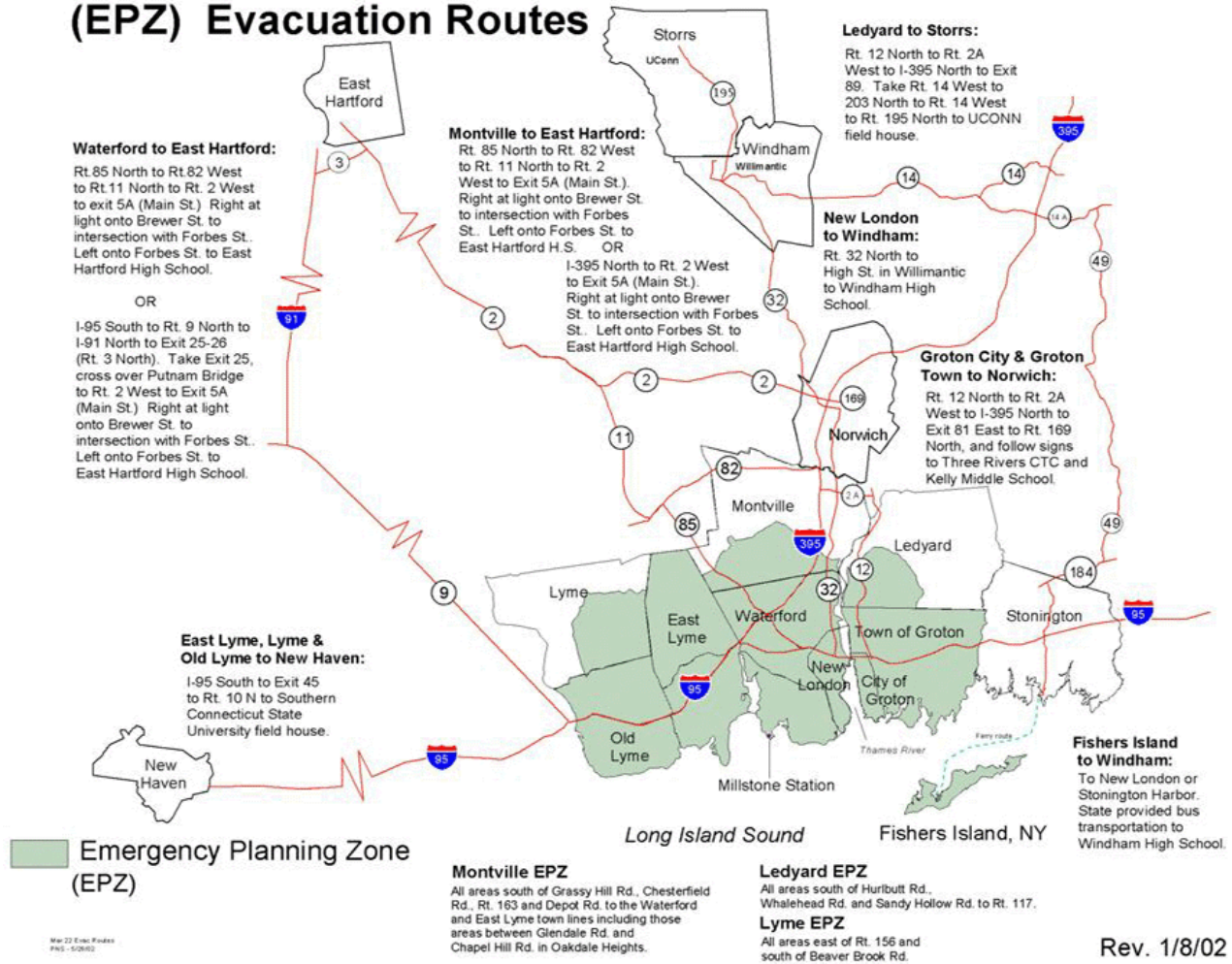
Only proper window decorations and coverings may be used to cover windows.

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

## YARD, LAWN, GARAGE & CARPORT SALES

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

# EMERGENCY PLANNING ZONE (EPZ) Evacuation Routes



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