

Corvias®

RESIDENT
RESPONSIBILITY
GUIDE

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Introduction

Scope: The policies and procedures in this Resident Responsibility Guide (the “**RRG**”) are a supplement to and incorporated into the Resident Occupancy Agreement (the “**ROA**”) signed by the Resident. This RRG provides information and guidance that applies to residents of family housing on the Installation and their families, occupants and guests. The Resident, as defined in the ROA, has acknowledged and accepted the policies and procedures of this RRG by signing the ROA. Family housing on the Installation is owned by Corvias Air Force Living, LLC (the “**Owner**”). Corvias Management – AF, LLC (the “**Community Manager**”) is the Owner’s representative and community manager for the Installation’s family housing. For ease of reference throughout this RRG, both entities may be referred to as “**Corvias**”. However, nothing in this RRG shall change the rights and responsibilities of each company pursuant to the ROA.

Organization: The Community Manager team on the Installation is located in a central community office (the “**Community Office**”). The Program Manager has overall responsibility for the family housing at the Installation. Resident Services Specialists are available to assist Residents five days a week. A maintenance team led by the Maintenance Supervisor is located in the Maintenance Facility and takes care of repairs and maintenance on the Homes and neighborhoods. The Community Manager will post a community newsletter online with additional information for Residents.

Goal: The Community Manager’s goal is to improve the quality of life for military families by providing exceptional housing at the best value. The Community Manager will interpret and apply all policies with this goal in mind.

Questions: At times, a topic or issue may need further clarification. Your Community Manager Team is the first, and best, stop for questions and concerns. However, should this not bring about resolution, your Community Manager may need to refer you to the Program Manager.

Changes: From time to time, it may be necessary to change this RRG. A 30-day written notice of any changes will be sent to residents. Such notice may be in the form of email communications, newsletters or other means.

Terminology: All capitalized terms used in this RRG but not defined herein shall have the meaning given to them in the ROA.

Amenities and Programs: Visit the website www.AirForce.CorviasMilitaryLiving.com for a listing of all amenities in the housing community and programs that are offered to Residents and their families.

Chapter 1: Eligibility

1.1 Authorized Occupants

Authorized occupants of the Home ("**Occupants**"), as defined in the ROA, are those individuals listed on the ROA. Residents must notify the Community Manager if a family increases in size due to an event such as the birth of a child, adoption of a child or, for military members, the addition of any government recognized dependent as listed in DEERs. The Community Manager will update its records to reflect the correct family size. Only dependents of the Resident may become permanent occupants of the Home and these members must be listed on the ROA.

1.2 Guests

A Resident may submit a request for a bona fide guest to the Community Manager for any person not listed on the ROA that will be visiting or residing in the Home for more than 30 consecutive days. Request forms are available at the Community Office.

Chapter 2: Move-In

2.1 Resident Occupancy Agreement

Prior to move-in, Resident must have signed a ROA, which is a binding contract between the Resident and the Owner.

2.2 Rent and Basic Allowance for Housing (BAH) (Military Members Only)

By signing the ROA, a Resident who is in the military has given authorization to the Owner to initiate and maintain an allotment payable to the Owner for monthly rent during the term of occupancy. Allotments will change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both spouses of a married couple are active duty military members, the BAH allotment to the Owner will equal the senior grade member's BAH at the "with-dependent" rate, minus the Utility Allowance. Residents are encouraged to contact the Community Office for assistance in understanding the housing allowance on the Leave and Earnings Statement (LES).

If the Resident moves in after the first day of a calendar month, the partial month rent ("Move-In Pro-Rate") cannot be paid by allotment. The payment for that month must be made directly by the Resident to the Owner by personal check, certified check, cashier's check, electronic funds transfer (EFT), money order, credit card, or debit card (cash will not be accepted). The Move-In Pro-Rate is due no later than the last business day of the month when the Resident moves in or on terms established in a Prorate Promissory Note.

See Chapter 3 for details on move-out pro-rated rent.

If homes are available for occupancy by single service members with a military roommate, each member will pay their share of the total rent by allotment. The total rent for the Home and each service member's share will be determined prior to move-in and reflected on the Roommate Addendum.

The Resident is required to notify the Community Manager and provide a copy of the orders within 30 days, for promotions, demotions or other actions that effect their BAH. If the third party allotment processor transfers an amount less than the Resident's current, rank-appropriate BAH as itemized on the LES, the Resident is then fully responsible for the deficiency and has the obligation to pay the deficiency from personal funds upon notification. The Owner will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from the Home and adverse credit consequences may result from continued non-payment.

Notwithstanding the foregoing, if Owner does not receive a Monthly Rent payment due to an error or delay caused by the Defense Finance and Accounting Service (DFAS) or the third party allotment processor and the payment is subsequently received within thirty (30) days (or later if approved by Owner), then Resident will not be in default of the ROA due to the lateness of the payment.

If the service member is deployed, the spouse must possess a valid Special Power of Attorney for purposes of signing the ROA and/or authorizing the initiation of the BAH allotment.

2.3 Move-In Inspection

The Community Manager team will thoroughly inspect each home for quality before a resident moves in. The Community Manager team will provide homes that consistently meet Corvias standards.

Every resident will receive a personalized home orientation to familiarize their family with the Home and provide them with a thorough demonstration of the Home's appliances, equipment and features. In most instances, this orientation will occur during the move-in inspection.

During the move-in inspection, the Resident and a Community Manager representative (and at times, also an Air Force Housing Office representative) will note existing wear and tear on the Move-In/Move-Out Unit Inspection and Inventory Report (the "**Inspection Report**"). Resident shall return the Inspection Report to the Community Manager no later than seven (7) days after move-in, if the Inspection Report is not completed during the move-in inspection. A copy of the Inspection Report will be provided to the Resident and the original Inspection Report will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs, if any. The Resident assumes liability for damages beyond normal wear and tear.

Chapter 3: Move Out

3.1 Move-Out Procedures

Move-out Course of Action

1. Contact the Community Office **at least thirty (30) days** prior to move out.
2. Complete a **Notice to Vacate Form at least thirty (30) days** prior to move out and submit to Community Manager. Resident's signature is required on the Notice to Vacate Form. Exceptions to the thirty (30) day notice are contained in the ROA.
3. Schedule your pre-move out inspection, to be performed by Community Manager, **no less than fourteen (14) days** before vacating the Home.
4. Contact the Community Manager **at least three (3) days** prior to your move out date to schedule your Move-Out Inspection.
5. All personal items must be removed from the Home, interior and exterior, upon move-out.

General Criteria:

1. All debt must be paid, including all amounts owed for damage to the Home, or payment arrangements must be made with the Community Manager, prior to vacating the Home and all ROA terms must be fulfilled.
2. When moving, bulk items or trash of any kind must be properly disposed of prior to departure. Removal of trash left behind will be at the Resident's expense.
3. A forwarding address must be provided to the Community Manager.
4. All keys issued at move-in must be returned to the Community Manager.

3.2 Disposal of Items at Move Out

In order to facilitate a seamless clearing of housing, please keep in mind your Community trash pick-up schedule and plan accordingly. If you are unable to coordinate your departure date with your scheduled trash pick-up date, you will be required to dispose of unwanted items. The Community Manager Team is unable to clear residents who leave items behind.

Items left behind, such as fences, sheds, etc., shall become the property of the Owner in the Owner's sole discretion without compensation to the Resident. These items may not be relocated to another home by other residents. If Owner chooses to dispose of any and all such items, disposal will be made only after the final inspection and the cost of the disposal will be billed to the Resident.

3.3 Surface Clean Condition

The Community Manager requires a surface clean condition at move-out. The surface clean requirement is designed to ease the move-out process and to eliminate the need for "white glove" inspections. It is not necessary to hire a professional cleaning team to achieve the level of cleanliness considered acceptable for move-out. Surface-clean condition implies that a home is left clean throughout. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. Please note that wear and tear plays a factor in the determination of acceptability. Contact your Community Office if there are any questions.

A damage cost sheet outlining costs for homes left dirty and damages beyond normal wear and tear may be obtained from your Community Manager Team.

3.4(a) General

- All personal items must be completely removed from the Home, storage areas and garage.
- Any items requiring disposal must be disposed of in an appropriate, proper and approved manner.
- Any equipment or feature delivered as part of the Home (including appliances, appliance parts, fixtures, hardware, etc.) must be returned intact and in proper working order.
- Wall color has not been altered or changed, unless approved by the Community Manager.
- Carpeted surfaces are vacuumed and free of spots or stains (normal traffic/wear patterns on carpeted surfaces will not result in a charge to Resident).
- All windows are closed and locked with window covering left in the “closed” position.
- Garbage cans cleaned and placed in designated area (i.e.-garage or storage area).

3.4(b) Kitchen

- All kitchen work surfaces are wiped down and free of excessive grease build-up.
- Refrigerator is wiped down inside and out, empty, and free of mold/mildew.
- Range hood, stovetop, oven, drip pans and inside oven are wiped down and free of burned-on food and excessive grease.
- Dishwasher, interior and exterior, is cleaned.
- Floors swept and cleaned.
- Fire extinguishers left in their intended areas.

3.4(c) Bath

- All bathroom surfaces. Including floor surfaces, are wiped down. All surfaces are to be free of soap scum, mold, mildew, and dirt build-up.
- Tub/shower are free of mold/mildew and soap scum buildup, with the shower curtain removed.
- Toilet cleaned inside and out.
- Vanity, sink and tiled surfaces are wiped down and free of mold/mildew.

3.4(d) Bedrooms, Living Room and Dining Room

- Flooring surfaces are swept or vacuumed as appropriate for the type of surface.

3.4(e) Garage, Carport, Driveways and/or Shed

- Floors should be free of debris and excessive oil stains. All resident-installed shelving must be removed upon move-out.

3.5 Move-out Inspections

A family preparing to move out may request a Pre-Move Out Inspection at anytime. This inspection is offered for the convenience of the departing family. A member of the Community Manager team will conduct the inspection which may identify potential damages or cleaning items that require remedying prior to move-out to avoid charges being assessed.

The Community Manager team will only require one Final Move-Out Inspection to be conducted after all personal belongings have been fully removed from the Home. The Inspection Report will be used at move-out to document the condition of the Home upon departure. The Final Move-Out Inspection and the Move-In Inspections will be compared and differences in conditions will be noted. After allowing for

normal wear and tear, the Community Manager team will evaluate any remaining differences or discrepancies and assess appropriate charges, if warranted.

The Resident must be present at the final move-out inspection to facilitate the “check-out” process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present. If Resident or a Resident representative with a power of attorney does not schedule and attend a move-out inspection of the Home, Resident will accept Community Manager’s assessment of damages.

If the Home is not cleaned to a surface-clean condition, the Resident will be charged a cleaning fee. Resident will also be assessed charges for any damages to the Home, except ordinary wear and tear. All such fees or charges must be paid at or before the time of move-out.

All amounts owed must be remitted to the Community Manager team (made payable to Corvias Air Force Living, LLC) prior to move-out, unless other payment arrangements have been made with Owner. The Community Manager team will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances.

3.6 Move-Out Pro-Rate Rent

If the Resident moves out after the first day of a calendar month, the partial month Rent due (“Move-Out Pro-Rate”) will be calculated based on a thirty (30) day calendar month.

For military residents, the full Allotment amount will be drawn and the Move-Out Pro-Rate, as well as any other outstanding amounts, will be deducted from the Allotment. The remaining amount will be refunded to Resident within ten (10) business days after Owner’s receipt of the Allotment, or less if required by Applicable Law.

For non-military residents, the Move-Out Pro-Rate is due at or before the time of move-out.

3.7 Discretionary Expulsions

Serious offenses or acts of misconduct, which are contrary to the safety and welfare of other residents or which may result in damage to property, may result in termination of residency.

Chapter 4: Maintenance

4.1 Work Order Procedures

The Community Manager team is committed to providing excellent maintenance service to our residents. In order to resolve maintenance requests as efficiently as possible, the Resident agrees to notify the Community Manager immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note submitted to the Community Manager, or personal visit to the Community Office.

The Community Manager team will provide 24-hour a day emergency maintenance service seven (7) days per week. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines and priorities were created with resident safety in mind and to provide a clearer understanding of the work order process.

Entry into the home by Community Manager, its employees, agents, representatives or contractors will be handled in accordance with the ROA. If Resident is not present at the time of entry, then the maintenance technician will leave a copy of the work order detailing the work completed. Maintenance technicians will not enter a Home with children less than 18 years of age present unless an adult 18 years of age or older is also present. In addition, maintenance technicians will not enter a Home unless all pets are restrained or locked away from the area that requires maintenance.

4.2 Work Order Priorities

In the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components, residents should immediately call 911 and, only after calling 911, contact the Community Manager as soon as it is safe to do so.

Emergency Work Orders. Emergency work orders are defined as conditions that may constitute an immediate threat to life, health, mission, security or property. Emergency work order response time will be one (1) hour or less, and the repairs needed to correct the emergency will be completed within 24 hours. Emergency work orders take priority over all other work orders and will receive immediate action. The response time for each work order emergency may differ depending on the type of emergency.

The following situations are examples of some, but not all, emergency conditions:

1. No heat when outside temperature is below 60 degrees Fahrenheit
2. No air conditioning when outside temperature is above 85 degrees Fahrenheit (except for Eielson, which does not have air conditioning)
3. Natural gas leak
4. Electrical short or fire
5. Electrical fixtures shorting or sparking
6. Broken electrical components which may cause fire or shock
7. Electrical power outage
8. Sewer back-up
9. Inoperable toilets (when only one toilet is available for use)
10. Frozen pipes
11. Overflowing drains
12. Water outage or major leaks from pipes, drain or faucet

13. Stove, oven or refrigerator inoperative
14. Lock-ins of small children
15. Hot water supply outage
16. Broken window(s)
17. Resident locked out
18. Exterior door lock broken/unable to secure residence
19. Roof leaks
20. Garage Door inoperable is an emergency at Eielson

Urgent Work Orders. Urgent work orders are defined as conditions that could become an emergency, seriously effect morale or has command emphasis. Response time for urgent work orders will be 24 hours or less, with the repair work completed within five (5) days. One example of an urgent response time item is heating or air conditioning system malfunctions or failures when more moderate temperatures exist. The following work may be classified as urgent:

1. No heat when outside temperature is 60 degrees Fahrenheit or greater
2. No air conditioning when outside temperature is 85 degrees Fahrenheit or less
3. Cracked window (except at Eielson where it is an emergency during winter months)
4. Garbage disposal jammed or inoperable
5. Tub, sink or exterior faucet drip
6. Light fixtures, switches, receptacles not working
7. Inoperable toilet where other operable toilets exist

Routine Response Time. Routine response time work orders are all other types of work orders not defined as emergency or urgent. Routine response time will be three (3) business days, with the work completed within fifteen (15) days.

Residents are encouraged to contact their Community Office if there are questions concerning any maintenance issues.

4.3 Self-Help

While maintenance service is provided in response to a resident work order request, or as a preventive maintenance initiative, Community Manager offers a self-help option for those residents who wish to perform the most minor home improvements on their own. The self-help option is run out of the Community Office, where residents can obtain items such as small hand tools, parts and HVAC filters. Community Manager will replace HVAC filters during preventative maintenance; however, Residents are encouraged to replace HVAC filters quarterly and may obtain them from the self-help option at the Community Office. Residents may come to the Community Office during regular business hours to obtain self-help items.

4.4 Fire Prevention

Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for preventing fires are:

1. Residents should have a home fire evacuation plan with primary and alternate escape routes in the event of a fire. Residents should practice the escape plan with their family.
2. Never leave children unattended.

3. Do not smoke in bed.
4. Never empty an ashtray into a trash can without first running it under water, and never do so before going to sleep.
5. Never leave food cooking unattended. If a fire occurs in a pan, cover the burning pan with a lid or larger pan and switch off the heat source. **Do not attempt to move the burning pan and never put water on a grease fire.**
6. Kitchen stove exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter.
7. Always use the lint filters in the clothes dryer for each use; always clean the lint filters in the clothes dryer before and after each use.
8. Never use flammable liquids for cleaning purposes; only use nonflammable solvents.
9. A portable, multi-purpose fire extinguisher is located in the kitchen area of each home. If the fire extinguisher is discharged for any reason or if a resident finds the device is not charged according to the gauge, the Resident should notify their Community Office.
10. All propane grills and stoves, charcoal grills, fire pits and patio heaters are only permitted to be used outdoors. The Fire Department recommends these items be placed at least 15 feet from a home. Never store propane gas cylinders in buildings or garages. If you store a gas grill inside during the winter, disconnect the cylinder and leave it outside.
11. Additional electronics, etc. (such as computers) must be plugged into an UL approved power strip and/or extension cord rated for the intended use. Please ensure the power strip is in good condition with no cracked casings or frayed wires as this can cause electrical shorts and fire.
12. Additional appliances must be plugged directly into the wall outlet.
13. **Most important, familiarize your family, all Occupants and guests with your household fire plan.**

The Resident will be held liable for damages to their Home caused by a violation (whether by the Resident or their family members, Occupants or guests) of the above-listed precautionary measures. Residents found liable for fire damage to their Home or the surrounding areas will be required to reimburse Owner for the repair cost. In addition, for minor offenses, a warning letter will be sent to the Resident with a copy to the Resident's commander. If any type of fire violation continues, action may be taken to terminate the ROA.

If a fire occurs, the Resident must call the Fire Department FIRST at 911 and then contact the Community Manager immediately.

The Installation's Fire Chief may conduct safety inspections in the Home at his/her discretion. For routine inspections, the Resident will be given 48-hour advance notice. If there is a perceived fire safety emergency issue, the Fire Chief, after advanced notice to Community Manager (when possible), has authority to conduct an immediate, unaccompanied inspection.

4.5 Electrical

At the time of move-in, each light fixture installed in the home will have functioning light bulbs (this will not apply to resident-supplied light fixtures). The Resident agrees to furnish replacement bulbs of the same type or style including compact fluorescent light bulbs (CFL's) and install them thereafter, with the exception of specialty bulbs or bulbs in difficult to reach locations as identified for the Resident during the move-in inspection.

If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off, if it is safe to do so. The electrical breaker(s) will be identified for the Resident during the move-in inspection. After shutting off the breaker, the Community Manager should be notified.

4.6 Heating, Ventilation and Air Conditioning (HVAC) Filters

At the move-in inspection, Community Manager will show Resident how to change the HVAC filters. Residents can obtain HVAC filters from the self-help function in the Community Office or Maintenance Facility and are encouraged to replace these filters on a quarterly basis. A member of the maintenance team will be available to assist the Resident with HVAC filter replacement at the Resident's request.

4.7 Plumbing

Toilets and waste pipes should not be used for any purpose other than those for which they were intended. Please do not dispose of the following in the toilets or waste pipes:

- Sweepings
- Rubbish
- Toys
- Swiffer wipes or baby wipes
- Diapers
- Feminine products
- Paper towels
- Cleaning rags or washcloths

Water shutoffs and sewer clean-outs will be shown and explained during the move-in inspection. If the Resident identifies a water leak, he or she should shut off the water supply, if it is safe to do so. It is the responsibility of the Resident not to cover the sewer clean-outs, which are located in different areas of the yard. The clean-outs must be easily accessible to service staff in the event of an emergency.

The Resident is responsible for any damage to the Home or other areas caused by the misuse of plumbing. If a toilet backs up in the Home due to neglect or improper disposal of items such as those listed above, the Resident will be responsible for paying all costs to repair the damage. A list of cleaning and damage charges is included in the Move-In/Move-Out Inspection and Inventory Report. Residents may obtain a copy of this report at the Community Office.

4.8 Yard and Landscape Maintenance

Community Manager will maintain the streets and common areas in all neighborhoods and preserve the attractiveness of the community. Community Manager will provide complete yard service outside of fenced areas. Community Manager will also provide complete yard service inside of fenced areas, provided the following conditions are met:

- The fenced area is accessible (i.e. gates are unlocked);
- Pets are confined to a location outside the maintenance area at the time of service;
- Personal belongings including toys, play equipment and other items are picked up and removed from the service area; and
- Maintenance area is free of pet waste.

In the event that the above conditions are not met, the Resident will be responsible for maintaining the landscaping inside fenced areas to Community Manager's specifications and schedule, and failure to do so may result in the loss of pet privileges, charges, and/or termination of the ROA.

On the scheduled lawn care day, all personal belongings must be picked up in order to receive lawn services. In the event that personal belongings are not removed, including trampolines, the Resident will be responsible for maintaining landscaping (including mowing underneath of trampolines or any other play equipment) inside of all fenced areas.

Residents can obtain a copy of the yard maintenance schedule from the Community Office.

4.9 Smoke Detectors and Carbon Monoxide Detectors

Smoke detectors and carbon monoxide detectors have been provided to comply with local safety ordinances and must not be deactivated or removed. Resident is responsible for testing smoke detectors and carbon monoxide detectors on a monthly basis, as well as replacing batteries in such devices. Any questions about operation or performance can be directed to the Community Manager. Residents agree to report immediately a malfunctioning smoke or carbon monoxide detector to the Community Manager. Residents must not tamper with, adjust or disconnect any smoke detector or carbon monoxide detector. See Appendix A for more information on the use of smoke detectors.

4.10 Trash Removal and Recycling (where available)

Community Manager provides suitable trash removal containers for the Resident's use and/or a central trash collection area. Trash and recyclables will be collected on a weekly basis. Please refer to the Community online newsletter for your neighborhood's pick-up day. The Resident agrees to dispose of trash in the manner prescribed below. Resident further agrees not to place trash or recyclable materials on patios, porches or any common areas, interior or exterior.

Residents may only use the trash and recycling containers provided by Community Manager. Trash containers should be placed out on the curb after 6p.m. on the evening before the regularly scheduled pickup day. Containers must be cleared from the curb area by the end of the day on the day of pick-up.

Trash containers must be emptied and stored in designated trash container storage areas or in the rear yard or garage when no such container storage area is available with the Home

Recycling will be picked up on a regular schedule. Recycling containers should be placed out on the curb after 6p.m. on the evening before the regularly scheduled pickup day, and cleared from the curb area no later than 6p.m. on the pickup day. Items to be included in the recycling program are as follows:

- Glass
- Plastic
- Paper/Cardboard
- Aluminum/Steel

Bulk items may be placed curbside by 6:30 a.m. on the regularly scheduled bulk trash day.

Household hazardous materials (Fluorescent bulbs, etc.) will be picked up on a regular schedule that will be posted in the Community Office and available on the Community Manager's website.

4.11 Pest Control

The Resident acknowledges that good housekeeping prevents pest infestation and agrees to keep the Home in a clean and sanitary condition at all times. Residents shall immediately notify the Community Manager of the presence of any pests or vermin in the Home or common areas. The Community Manager will keep documentation and log all services rendered to ensure routine and satisfactory service.

Preventive treatments to the interior or exterior of all homes are performed on an as-needed basis to inhibit crawling insect activity. If interior treatment is required, a seven (7) day advance notice will be sent to a resident prior to treatment, along with a minimal preparation checklist. Access to the Home and Resident's compliance with the preparation checklist are critical for maximum effectiveness of treatments. Preventive service is performed Monday through Friday. Additional treatment may be requested as needed by submitting a work order.

The Community Manager will address wildlife inside of a home, but the Community Manager is only responsible for the removal of stray animals or wildlife from areas other than the inside of a home if the animal poses a threat to the safety of residents.

Residents with pets will be required to resolve any pet related pest problems, such as fleas and ticks in their Home at their own expense. Residents with pets can request the Community Manager Team to initiate pest control assessment services.

4.12 Power Outages

Any power outage that occurs in the Home should be reported to the Community Manager immediately, as well as calling the utility provider.

4.13 Garages, Garage Doors and Openers

Homes may be furnished with garages. Garage doors must be left down, unless the garage is in use, to preserve the uniform and neat appearance of the Community.

Homes with garages may be equipped with an automatic garage door opener and remote controls. The remote controls are pre-programmed to work on the associated home's garage door only. Replacement of lost remote controls will be at the Resident's expense.

Garages are only to be used for the storage of Resident's vehicles and/or appropriate personal belongings. Garages are not to be used for any other purpose, including, but not limited to, as living quarters or pet kennels, under any circumstances.

4.14 Mold and Mildew Prevention; Water and Moisture Damage

Mold is found virtually everywhere in the environment – indoors and outdoors in new and old structures. When excess moisture is present inside a home, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Home. The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the Home. To minimize the potential for mold growth within the Home, it is the Resident's responsibility to do the following:

- Keep the Home clean – particularly the kitchen, bathroom(s), carpets, floors, baseboards and windows.

- Regular dusting, vacuuming, mopping and using a household cleaner to clean hard surfaces (non-porous items such as ceramic, tile, Formica, vinyl flooring, metal, sealed wood or plastic) is important to remove household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a HEPA filter will help remove mold spores.
- Immediately dispose of any material, including food, that has mold.
- All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the Home.
- Residents must clean their Home on a regular and consistent basis.
- Do not block or cover any heating, ventilation, or air conditioning ducts.
- Whenever possible, maintain a temperature of 55 to 80 degrees Fahrenheit in the Home.
- Remove visible moisture accumulation within, or on, the Home, including, but not limited to, all countertops, windows, windowsills, walls, ceilings, floors, kitchen and bathroom fixtures, and other surfaces as soon as reasonably possible.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner.
- Blot dry spills on carpeting. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence.
- Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
- Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
- Use the bathroom fan when bathing or showering and allow the fan to run for at least 20 minutes after bathing or showering is completed with the door closed, or until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. Use a bath mat on the floor. After taking a shower or bath, wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor. Hang towels and bath mats so they will completely dry out.
- Once the moisture has been removed from the bathroom, the bathroom door should be left open to allow for natural ventilation.
- Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
- Run the fan on the furnace to help circulate fresh air.
- Keep windows and doors closed in damp, humid, or rainy weather.
- Keep moisture within your Home at a reasonable level. Proper use of kitchen and bath exhaust fans, increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your Home.
- Inspect the drip pans in your air conditioner, refrigerator and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the Community Manager.
- In homes with existing washer and dryer connections, dryer vents are to be vented properly to the exterior and must be approved by the Community Manager. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any

malfunctions with the dryer vent system are to be reported to the Community Manager immediately. Dry damp clothing as quickly as possible.

- Look for leaks in washing machine hoses, faucets and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
- Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.
- Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
- Do not overfill closets or storage areas. Overcrowding restricts airflow.

Owner will respond in accordance with the Agreement to repair or remedy the situation as necessary.

Mildew and mold on non-porous surfaces. If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on **non-porous surfaces** (such as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your Home, the Environmental Protection Agency (“EPA”) recommends the following general guidelines:

- Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
- Within twenty-four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Community Manager.
- Always clean and apply a biocide to an area five or six times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
- A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets – provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO: (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify the Community Manager and the Community Manager will take appropriate action in compliance with applicable law.

Promptly report to the Community Manager: (i.) any leak, water damage, excessive moisture, standing water or signs of water infiltration; (ii.) any malfunction in the heating, ventilation (including bathroom

and kitchen exhaust fans and dryer vents), air conditioning system, or refrigeration systems within the Home; (iii.) windows or doors that do not open or close properly; (iv.) any areas of visible mold or mildew on porous surfaces (such as sheetrock, walls or ceilings), except very small areas that respond to routine cleaning; (v.) visible mold or mildew on large (greater than 4 square feet) of non-porous surfaces; (vi.) musty or moldy odors; or (vii.) health issues that Resident thinks may be linked to the air quality within the Home.

4.15 Lead-Based Paint

For homes built before 1978, Community Manager provides residents with the Environmental Protection Agency (EPA) pamphlet regarding Lead Based Paint, currently called "Protect Your Family from Lead in Your Home," along with a Lead Based Paint Disclosure. Resident agrees to abide by the Lead Based Paint Disclosure, EPA pamphlet and all relevant regulations for Homes with lead based paint.

Chapter 5: Utilities

5.1 Utilities Overview

Electricity, gas, steam, trash, water and sewer services are all currently included in the Monthly Rent paid by the Resident. There will be no change in the Resident's or Owner's/Community Manager's respective responsibilities for payment of these utilities without Community Manager providing the Resident at least sixty (60) days prior written notice.

Following the implementation of an energy utility billing program, the Resident will be responsible for the payment of electric and/or gas consumption in excess of the established utility allowance for the Home in accordance with the Utilities Allowance Addendum. The utility allowance will be based upon a baseline average energy consumption for homes of similar type and size. Inquiries about the baseline or the calculation of the utility allowance for the Home should be made at the Community Office.

5.2 Energy Conservation

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

1. The thermostat should be set at a comfortable setting with minimal fluctuation to maintain consistent climate control. Thermostats should be "set-back" in the evening hours while the family sleeps and when the family is not home.
2. Doors and windows should be kept closed whenever air conditioning or heat is in operation.
3. Check toilets for leaks, make sure faucets are shut off properly and run the dishwasher when fully loaded.
4. Take short showers instead of baths.
5. Do full loads of laundry and make sure the water level is right for the size of the load.
6. During daylight hours, turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

5.3 Telephone, Cable and Internet Service

Resident shall be directly responsible to its service provider for the payment of telephone, cable, internet, or any other services contracted by Resident with a service provider

Chapter 6: Policies

6.1 Alterations

Prior to making any alterations to the Home, the Community Manager requires Residents to secure written authorization from the Community Manager in the form of an Alterations Addendum. Alterations include any form of structural change or remodeling (i.e.-paint color change), including attaching or removing fixtures or appliances. The Alteration Addendum will specify whether the Approved Alteration must be removed from the Home upon move-out or if it may be left in place.

Construction or installation of commercial-type patio covers and window awnings is not authorized.

Residents are not authorized to obtain maintenance or repair services from a private contractor unless it is to service their privately owned appliances (i.e. washer and dryer).

6.2 Annual Inspections/Preventative Maintenance

Community Manager will perform an annual preventive maintenance and safety inspection of the Home to ensure housing maintenance quality standards. All major building systems, both interior and exterior, are covered by this inspection including mechanical systems, appliances, fire extinguishers, and smoke detectors and carbon monoxide detectors (when they are present in the home).

Community Manager will schedule the annual inspection with Resident at least five (5) business days in advance of the date of the inspection. The inspection will be conducted during normal business hours with Resident or another adult Occupant present during the inspection.

6.3 BBQ Grills, Fire Pits and Bonfires

The use of charcoal barbecue grills, gas grills and self-contained fire pits is permitted; however, the following rules apply to these items:

- They may not be used under covered parking areas, covered patios or under any building overhang.
- They must be kept at a minimum distance of 15 feet from any building structure at all times.
- They may only be lit by adults.
- They must be supervised by adults at all times.
- After completion of use, you must water down hot coals/wood and allow them to cool completely (usually overnight) before leaving them unattended and/or discarding them.

Open fires such as bonfires or the burning of rubbish are prohibited.

6.4 Child Supervision Guidelines

Residents are required to comply with the applicable state, local, federal and Installation-specific youth supervision guidelines for the care of children.

Proper child supervision is a key factor in child safety. Childproofing your home can greatly reduce the risk of injury to children in the home. Though not all inclusive, a list of common considerations when childproofing your home is below.

- Furniture Stability and Decorations
 - Anchor furniture, move glass and breakable items to higher shelves
- Chemical burns and Poison
 - Keep household chemicals, insecticides, and medications in a locked cabinet out of a child's reach
- Sharp Edges
 - Keep sharp tools and kitchen utensils out of reach of children
 - Pad or remove furniture with sharp edges or corners
- Choking Hazards
 - Remove small toys, low hanging blind cords, plastic shopping bags, etc. from a child's reach
- Trip and Fall Hazards
 - Keep wires, toys, furniture, etc. from common area walk ways and stairs.
- Gates and Safety Lock
 - Use baby gates, cabinet locks, door handle safety devices, and similar equipment in and around your home
- Window Safety
 - Limit window openings to four inches or less
 - Do not leave children unattended near open or unlocked windows
 - Window screens are not effective for preventing children from falling out of windows

Many other factors can pose risk of injury in the home such as burns from a stove or hot bath water. As many factors should be considered in childproofing the home, it is recommended that you seek more information on how to childproof your home and reduce risk of injury to all of your family members. There are many websites, books, brochures, and public safety information available regarding home safety. Below are two links for your information.

<http://www.cpsc.gov/en/Safety-Education/Safety-Guides/Kids-and-Babies/Childproofing-Your-Home--12-Safety-Devices-To-Protect-Your-Children/>

<http://www.veteransunited.com/family/8-ways-for-military-spouses-to-childproof-a-home/>

Individuals who provide childcare in privatized housing for more than 10 hours per week on a regular basis are required to become certified Family Child Care (FCC) providers. Both the "10-hour" and "regular basis" conditions must be met for this requirement. Contact the Installation Family Child Care Office or your Community Office for more information.

In addition to the foregoing, any Resident or Occupant conducting an FCC business must enter a Home Based Business Addendum with Community Manager which will address, among other things, the rules applicable to the Home Based Business and any modifications to the Home.

6.5 Collections Policy

The following sections outline the Owner's policies and procedures relating to the collection of delinquent rent payments and, if necessary, eviction of residents from family housing.

6.5(a) Notification to Residents

The Community Manager will send a **Balance Due Collections Letter** to any Resident with a past due account by the fifth day of the month. This letter will include the following:

1. That payment of all monies due must be made immediately upon receipt of the letter;
2. That if the Resident fails to pay the amount due in full or make payment arrangements with the Community Manager within five (5) days of the date on the letter, or in accordance with Applicable Law, Owner will pursue legal action including filing in state, local or federal court for failure to pay rent, repossession of the Home, and any other available administrative or judicial remedies.

Community Manager or Owner will serve the Balance Due Collection Letter in a sealed envelope hand delivered to an adult Occupant of the Home and/or will also mail a copy to the Resident (at their last known address, if necessary).

Community Manager will provide the Housing Management Office a courtesy list of residents to whom a Balance Due Collections Letter has been served.

6.5(b) Repayment Plans

Specific requirements concerning any repayment plans include, but are not limited to, the following:

1. All repayment plans will be made in writing with the Resident or an individual possessing valid power of attorney for the Resident.
2. The total balance due must be paid within 90 days of the repayment plan date. Payment arrangements for periods in excess of 90 days must receive written approval from the Community Manager.
3. Failure to adhere to the written and signed repayment plan, missing a payment or any other default of the repayment plan will result in the full amount owed being due and payable immediately. In addition, any rent concessions granted upon move-in will be charged back to the Resident and will also be due and payable immediately. The Owner may terminate the ROA and direct the Resident to move from the Home, as well as pursue any other remedies available under the ROA or Applicable Law.

6.5(c) Court Filing

In the event that the measures outlined above fail to resolve the delinquency, the Owner may file suit in state, local or federal court for repossession of the Home and for distress of rent.

Once the complaint has been filed and served on the Resident, court proceedings will commence.

6.5(d) Involuntary Allotment (Military Members Only)

Upon obtaining a judgment for delinquent Rent, when available, Owner will apply to the Defense Finance and Accounting Service (DFAS) for an involuntary allotment from the Resident's pay account. This process, as outlined in 32 Code of Federal Regulations (CFR) Part 112, provides for an involuntary collection of up to 25 percent of the Resident's disposable pay per month until the debt is satisfied.

6.5(e) ROA Termination

In addition to the foregoing remedies, Owner has the right to terminate the ROA when a Resident has failed to pay rent, if allowed under Applicable Law.

6.6 Conduct, Breach of ROA, Illegal Drug and Other Unlawful Activity

The Resident is responsible for the conduct of Occupants, family members and guests. Any conduct that violates the ROA or RRG, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident advising that corrective action must be taken. If the Resident, Occupants, family members, or guests fail to comply with the written notice, the Resident's chain of command will be notified. Repeated violations of the ROA or RRG, as well as behaviors that jeopardize the health, safety and welfare of residents, may result in the termination of the ROA and immediate eviction. Actions which could be considered as violations of good order and discipline can be grounds for a request to the Installation Commander for the Resident to be barred from housing on the Installation.

6.7 Fences

Some homes may have a fence that was installed by the Community Manager or by the Air Force. For all other homes/fences, the Community Manager must approve all fence installation requests via an Alteration Addendum. Detailed fence installation specifications are available at the Community Office.

No Resident-installed fencing shall be placed in the front or side yard; fences may only be installed at the rear of the Home. Fences cannot encroach into a shared backyard. A four-foot wide swinging gate must be provided. The Community Manager will not approve a fencing request that has an electrical device installed or that does not match other existing fences at the Installation.

Residents are responsible for the installation, maintenance and removal of fences that Residents install or have installed. Once a fence has been installed, the Resident should inspect it for damage periodically.

6.8 Flower Gardening

While Community Manager will provide lawn mowing and general grounds maintenance services, Residents may beautify the area immediately adjoining their Homes with annuals and perennials. Vegetables and herbs may be grown only in pots. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves.

Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Community Manager in the form of an Alteration Addendum. Upon move-out, Residents must restore any such areas to the condition that they were upon move-in. If the area is not restored, the Resident will be charged for the cost to have the area restored.

6.9 Guest Policy

Social visits are limited to thirty (30) days, except that social visits by anyone residing within a twenty (20) mile or sixty (60) minute commuting area of the Installation (whichever is longer) is limited to no more than two (2) days. Resident must register and obtain written approval in the form of a Request for Guest from Community Manager for guests staying at the Home longer than thirty (30) days.

6.10 Holiday Decorations

Tasteful holiday decorations and holiday lighting may be placed outside the Home no more than thirty (30) days prior to the holiday. Other than at Eielson Air Force Base, all decorations and lighting must be

removed within fifteen (15) days after the holiday. The Community Manager, in conjunction with Air Force representatives, will determine the appropriateness of all decorations.

Notwithstanding the previous paragraph, for safety and climatic reasons, residents at Eielson may install holiday lights starting on September 1st. All such lights must be removed no later than April 30th. However, the lights may only be illuminated for thirty (30) days prior to the holiday and fifteen (15) days after the holiday.

All tree ornaments and decorations must be noncombustible. Lights and lighting sets used for trees must bear the label of Underwriters Laboratories, Inc. (UL) and must be in good condition. Never use electric lights on a metallic tree.

If you buy a fresh Christmas tree please note that, for safety reasons, it is recommended that trees be removed from the Home when they become dry, which is a potential fire hazard. When buying natural trees, we encourage you to:

- Check for freshness. A fresh tree is less of a fire hazard. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break.
- Cut a few inches off the bottom of the trunk to expose fresh wood.
- Place it in a stable container that will hold at least one, and preferably two, gallons of water.
- Keep the trunk base covered with water and check the water level each day.
- Keep the tree away from heat sources such as hot air ducts and television sets. Remember, heat will dry your tree out.

If you use outdoor lights, make sure they have been certified for outdoor use. To hold them in place, string them through plastic holders. Nails, hooks, staples, tape or tacks cannot be used to secure holiday decorations as they may damage the Home. Lights must be turned off by 10 p.m. each night. Turn off all holiday lights when you leave the Home, as the lights could short and start a fire.

No decorations of any kind may be placed on the roofs of homes, as this can be a significant safety hazard, as well as potentially damaging to the roof and can result in a roof leak and damage to the structure of the home, as well as personal effects of the residents in that home.

Residents who place lawn decorations out for a holiday must remove the decorations on the scheduled day for the ground maintenance. If the Resident does not remove the decorations, he or she will be responsible for mowing and edging their yard while the holiday decorations are displayed.

If you have any questions or concerns regarding holiday decorations, contact your Community Office.

6.11 Home/Commercial Businesses

Home-based businesses and other commercial enterprises may only be conducted at the Home in accordance with the following:

- The Resident must request, in writing, approval from the Community Manager to operate a home-based business. The approval will apply to any Resident or adult Occupant of the Home conducting a private business including, but not limited to, providing child care (see Child Supervision Guidelines), selling or attempting to sell goods or services, cosmetics, household products, cleaning products, tailoring, tax preparations, or any computer based businesses, dressmaking, etc. No businesses considered as competition for AAFES are permitted. Businesses

wherein customers routinely conduct business at the Home are inappropriate and will not be approved.

- Home-based businesses must be appropriate to, and contribute to, the family environment of the community.
- Signage of any kind is explicitly prohibited.
- Any business that uses or produces hazardous materials is not permitted. Violation of this provision is cause for immediate eviction and recovery of damages by Owner.
- Uninvited solicitation, including charitable solicitations, is prohibited unless Community Manager has granted specific authorization in support of a request from the Installation Commander.
- The breeding or raising of animals, birds, fish, rabbits etc., is not permitted.
- Pyramid sales are prohibited.

All approved businesses must comply with federal, state and local laws regarding licensing, registration, taxes and insurance, as well as the terms in the Home Based Business Addendum, the ROA and this RRG. Once approved, the Resident will be required to bring appropriate licensing and insurance information to the Community Manager prior to operating the business from the Home. The Resident is responsible for any damages to the Home arising from the conduct of the home based business.

6.12 Hot Tubs and Spas

No hot tub or spa of any kind is authorized inside or outside of homes.

6.13 Keys & Locks

The Community Manager team will securely control keys to each Home in the Community Office. These keys are used to gain access to the Home for routine and emergency maintenance service, and to assist in the event of an accidental lockout.

The Resident will not change or add locks without prior permission from the Community Manager and will provide a copy of the key(s) for any new locks to the Community Manager, if such permission is granted.

6.14 Laundry

Residents shall not hang or place laundry on the exterior of the Home, any building or on a lawn. Clothes lines are not permitted.

6.15 Live-In Care Providers

Permission for live-in care providers or nannies staying for longer than 30 consecutive days must be requested in writing from the Community Manager in the form of a Live In Care Addendum. 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, or as part of a military member's Family Care Plan.

The Community Manager will assist in obtaining a larger home, if necessary and when available, to accommodate an approved live-in care provider. The live-in care provider may reside in the current home until such time as a larger home is available. All costs relative to the move are the responsibility of the Resident.

Residents are responsible for ensuring that the live-in care provider and/or nanny comply with all rules and regulations of the ROA, this RRG and any applicable addenda, including the Live In Care Addendum.

6.16 Lockouts

During normal business hours, an Occupant who is accidentally locked out of their Home should notify the Community Manager in order to gain entry to the Home. Upon providing proper identification, the Occupant will be provided access to the Home, provided that their name is on the ROA or currently on a key release log maintained by Community Manager.

In the event an Occupant is locked out of a Home outside of normal business hours, the Occupant should call the Community Manager and request assistance from the 24-hour on-call service specialist. One of the management or maintenance team members will respond and confirm the Occupant's identity and key release log status. Once confirmed, the Occupant will be given access to the Home.

If proper identification cannot be provided, the Occupant and Community Manager's staff will have to use alternative means to determine the Occupant's identity, which for military members could include contacting the duty office of the Resident's chain of command.

Lockouts during normal working hours: Residents will be charged a \$50 lockout fee after the third occurrence in a calendar year.

Lockouts after normal working hours: Residents will be charged a \$50 lockout fee for each occurrence.

6.17 Noise/Quiet Hours

The Resident and other Occupants may not disturb the peaceful enjoyment of the Community. Residents shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle at a reasonable volume at all times so as not to disturb other residents. Residents with pets will ensure that barking, whining or other nuisance noise does not disrupt the quiet enjoyment of the community. Please use extra discretion between the hours of 10p.m. and 8a.m. The Resident shall not conduct or permit vocal or instrumental practice or instruction at the Home without prior written consent of the Community Manager.

The Installations' Security Forces Squadron has policing authority over all Installation housing areas.

6.18 Outdoor Furniture/Storage in Outdoor Areas

Only furniture intended for outdoor use can be used outdoors in family housing areas.

Indoor furniture may not be stored in carports, driveways, patios, walkways, stairwells or around the exterior of the Home. Furthermore, items such as strollers, oil or gas containers, boxes, shoes or clothing, and other miscellaneous items should not be stored in the carports, patios, driveways, walkways, stairwells or around the exterior of the Home. Each Home has either a storage closet or garage depending on the Home. Items stored on the entrance walkway, patios, and stairwells or around the exterior of homes pose potential risks as obstacles in an emergency as well as a haven for pests to enter homes. All flammable materials stored on the exterior of homes pose a fire hazard and could jeopardize the safety of your Home and those that live around you. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in an approved container in a secure location outside of the living space of the home (i.e. the garage or shed) or disposed of promptly and properly.

6.19 Outdoor Play and Recreational Equipment

Skateboards and in-line roller skates are permitted, but may only be used on sidewalks or other approved locations and not on any roadways. Helmets are required for those using skateboards, skates, bikes, scooters and other similar equipment. All such users will always yield to pedestrians and vehicular traffic.

Any motorized form of skateboard, scooter or go-kart is not permitted. All-terrain vehicles (ATVs) and snowmobiles are also not permitted in housing areas, other than at Eielson Air Force Base, where they may be used in compliance with base regulations (including, but not limited to Air Force Publication *“Use and Control of Off-Road Vehicles,”* or any other Installation regulation relating to the use, operation or possession of any such vehicles). Use of other unlicensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Community Manager and the Installation’s Security Forces Squadron.

Trampolines pose a very serious safety and liability issue to residents and guests. The installation and use of trampolines is strongly discouraged. Residents who choose to install and/or use such equipment do so at their own risk and assume all liability for personal and property damage that may result. Any trampoline installed by Resident must incorporate the manufacturer’s recommended safety net and spring padding/skirting, and must be used in accordance with the manufacturer’s specifications. Trampolines must be installed in the back yard on a grassy area, and only within fenced backyards. Further, trampolines must be anchored. Resident will be responsible to repair any damages to the Home, including grassy areas, caused by the installation or use of a trampoline, at their sole cost and expense.

Swing sets and other similar types of children’s outdoor recreational equipment manufactured to American Standards for Tests and Measurements (“ASTM”) standards are permitted in housing communities. Such equipment must be whole and without defect so that it does not present a health and safety risk. Equipment cannot be placed in the yard until an Alteration Addendum is signed. Residents must also provide the Community Manager with a picture or description of proposed equipment before it is installed. The Resident is responsible for the safety, supervision, and upkeep of equipment, as well as for restoring all damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment.

Play equipment is restricted to a fenced backyard, unless approved by the Community Manager in advance. All portable play equipment, including basketball goals designed for any age group, must be stored in the rear of the Home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways.

Play equipment must be removed by the Resident when vacating the Home or it will be removed by the Community Manager at the Resident’s expense.

6.20 Package Delivery and Acceptance

Resident may authorize the Community Manager to accept packages shipped to the Resident or Occupants by completing the Package Delivery Waiver Form. This service is offered as a convenience to residents and is optional. Community Manager assumes no responsibility for any packages by accepting them on the Resident’s behalf. Residents must retrieve a package within 48 hours of delivery. Failure to retrieve a package will result in the Community Manager returning the package to the delivery service.

Community Manager representatives cannot accept delivery of firearms, firearm components, firearm supplies or ammunition.

6.21 Parking

Parking by the Resident, family, Occupants and guests is authorized in the following areas:

- Resident's driveway and other designated parking spaces.
- On streets where the sidewalk exists on only one side of the street, residents may park on the side of the street where there is no sidewalk.
- On cul-de-sacs where sidewalks exist on both sides of the street, residents may park on the right side of the street.
- On streets where traffic lanes are marked and one lane is wider than the other, parking is permitted with the flow of traffic on the wider side of the street only.
- On all other streets, parking is authorized in designated parking areas only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- On a sidewalk
- In front of a driveway other than the Resident's
- In a garage/carport/driveway of another resident
- Within an intersection
- Within 15 feet of a fire hydrant
- On a crosswalk or within 20 feet of a crosswalk at an intersection
- On lawns or grassy areas, with the exception of Eielson Air Force Base where residents may park vehicles once a hard pack snow has been established and, only then in the space next to their garage
- At any place where official signs prohibit parking

Any violations of the above policies may result in the vehicle being towed at the vehicle owner's expense as allowed by Applicable Law, which may be without notice.

Vehicles parked within the family housing areas are required to have a current Installation registration (if available) and a valid state license registration. A notice will be placed on vehicles that do not display proper registration. If proper registration is not displayed after notice has been given, the vehicle may be towed and impounded at the vehicle owner's expense.

A notice will be placed on vehicles parked in areas other than a garage that appear to be inoperable or otherwise disabled. If an inoperable or disabled car remains parked in an area other than a garage after notice has been given, the vehicle may be towed and impounded at the vehicle owner's expense.

A vehicle may be towed and impounded without prior notice and at the vehicle owner's expense if it is parked in a space assigned to another resident.

Assigned parking areas, carports and parking bays may be used for parking personally owned vehicles only; they may not be used for storage of recreational vehicles, household goods or other personal belongings.

The following types of vehicles and equipment may not be permanently parked, left for more than 48 hours, stored on the streets, in garages, in driveways, yards or parking lots in any housing area:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial vehicles
- Tractor trailers
- Boats
- Boat trailers
- Horse trailers
- Any other non-traditional forms of motorized transportation

The Installation may maintain a Recreation Vehicle (RV) Storage Lot which has been designated as the appropriate storage location for all such vehicles and equipment. Residents may contact the Installation RV storage lot or the Community Manager for more information.

Parking violations should be reported to your Community Office.

6.22 Pet Policy

Community Manager is sensitive to the relationships that exist between residents and their pets. The following pet regulations are designed to minimize health and safety issues and resident complaints.

- **No Resident may keep any pet in a Home without a signed Pet Addendum. Any violation of this provision may be grounds for immediate termination of the ROA.**
- A maximum of two (2) pets, in any combination is authorized per household.
- Only certain types of animals may be kept as pets:
 - The following breeds of dogs (and dogs that have any of the following breed lineage) are deemed aggressive or potentially aggressive and will not be permitted to be kept in the Home or allowed in the Neighborhood: Pit Bulls, Staffordshire Terriers, Rottweilers, Chow Chows, Doberman Pinschers, and wolf hybrids. Exceptions to this rule can be made only for (i) a certified military working dog that is being boarded by its handler/trainer or (ii) a specific dog that has been approved by the Installation Commander in writing. **Residents identified as owning and/or harboring a dog of one of those breeds will be immediately evicted without appeal.**
 - Exotic animals are prohibited including, but not limited to: monkeys, pot-bellied pigs, hedgehogs, skunks, raccoons, squirrels, ferrets, rodents (including mice and rats but excluding hamsters, gerbils and guinea pigs).
 - Reptiles (excluding desert tortoises kept in accordance with the Desert Tortoise Adoption Program), arachnids, insects, farm animals, ranch animals, and wild animals are prohibited.
 - Caged birds, fish and authorized rodents (hamsters, gerbils and guinea pigs) in cages may be boarded in the Home in addition to the two (2) authorized pets, and do not require a Pet

Addendum or pet fee/deposit. However, no fish aquariums or tanks over 30 gallons may be kept on the second floor of the home.

- The prohibition on aggressive or potentially aggressive breeds also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:
 - Unprovoked barking, growling, or snarling at people approaching the animal
 - Aggressively running along fence lines when people are present
 - Biting or scratching people
 - Escaping confinement or inclination to chase people

Any applicable pet fee/pet deposit (as outlined in the Pet Addendum) is due and payable in full to Owner before a Resident moves into their Home. If a Resident acquires a pet(s) after moving into family housing, the pet fee(s) and pet deposit, as applicable, must be paid in full before the Resident begins maintaining the pet(s) at the Home.

The Pet Deposit is not a limit of Resident's liability. Resident will be liable for all damages caused by the pet, including but not limited to, all cleaning, de-fleaing, deodorizing, as well as all damage to carpet, flooring, doors, walls, shades, blinds, windows, screens, appliances, cabinets or any other property damages to either the Home or the community, including landscaping. If items cannot be cleaned or repaired to Owner's satisfaction, Resident will be responsible for replacing them completely. Payment for all damages, repairs, cleaning, replacements, etc. are due immediately upon demand of Owner. For details regarding potential damage costs, please refer to the list of cleaning and damage charges in the Move-In/Move-Out Inspection and Inventory Report.

Pets that assist Residents or Occupants with special needs may be excluded from prohibitions in this Pet Policy. Residents must certify, and Community Manager will verify, the following:

- The Resident or Occupant has a special need;
- The pet has been specifically trained to assist persons with that specific need; and
- The pet actually assists the Resident or Occupant with that special need.

If Resident requests an exception to policy based on the foregoing, Resident agrees to supply Community Manager with any and all supporting documentation necessary for evaluation of the Resident's request.

All residents with pets must comply with all terms of the Pet Addendum.

6.23 Relocation Requests

The Community Manager will work with any Resident that wishes to transfer due to promotion, change in family size, medical and other reasons a Resident may need to transfer to another Home. In cases such as these, the Resident will be solely responsible for the relocation and will pay for any relocation expenses. Please see a member of your Community Office if you qualify for an on-site relocation.

6.24 Reporting Injuries in the Home

In the event that any person using the Home suffers an injury, the Resident will report to the Community Manager the date, time, place and conditions of such occurrence and the names of all

persons who witnessed the incident. The report will be given not later than the next business day after the event has occurred, unless special circumstances exist.

6.25 Satellite Dish/Antenna Policy

If allowed at the Installation, Residents may install a satellite dish per applicable Federal regulations. Residents living in Homes that can receive satellite signals who wish to install a satellite dish must have a signed Satellite Addendum, approved by Community Manager, prior to installing any satellite dish. In addition, if required, residents must also obtain Installation approval prior to installing any satellite and antenna. The Satellite Dish Addendum includes details regarding the following:

1. Number of satellite dishes allowed and size
2. Installation Location
3. Installation Safety and Non-Interference guidelines
4. Connection guidelines for exterior satellite dishes
5. Satellite operational safety
6. Resident Maintenance and responsibilities
7. Removal and Damages
8. Resident Indemnity
9. When installation may begin

Any Satellite Dish or Antenna installation beyond the guidelines of the Satellite Dish Addendum may require an Alterations Addendum and Community Manager approval prior to installation.

6.26 Storage Sheds

Installation of privately owned storage sheds must be pre-approved by the Community Manager. The need for additional storage space must be documented in such a way that clearly and accurately defines the proposed location in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Storage sheds may be prohibited in some housing areas.

Additionally:

1. Sheds may not exceed 120 square feet in floor area.
2. The construction of storage sheds will be permitted only on the land area behind the Home and may not be fastened or attached to the Home.
3. Resident must provide Community Manager with a copy of an approved dig permit (utilities locate) if any excavations required.
4. All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning from forces such as wind or rain.
5. The color must be compatible with the exterior color of the Home.
6. All storage sheds must have a metal or plywood floor.
7. Prior to moving out of the Home, the Resident will be responsible for dismantling and removing the shed, removing residual debris from the site, and restoring grassed areas.
8. Storage sheds left by the Resident after vacating the Home become property of Owner.

6.27 Swimming Pools/Other Water-Related Recreational Items

Only small, well-maintained wading pools are permitted. Wading pools must be 12 inches or less in height and no more than 10-feet wide. Wading pools may be positioned in the backyard on grassy areas, but must be emptied daily and removed when not in use. An adult must supervise wading pools at all times when in use. Residents assume all liability for the installation, operation and supervision of

such pools. Residents will repair any damages to property, including grass areas, caused by swimming pools at their sole cost and expense.

Slip n' Slide and similar water-related recreational items are prohibited.

6.28 Vehicle Repairs and Maintenance

Automobile repairs of any kind are not authorized in the family housing areas. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. Residents will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.). Residents should use the Installation's Automotive Skills Development Center or Automobile Hobby Shop, if available, or other non-family housing location for repairs.

6.29 Violations of Policy

Normally, minor acts of misconduct or minor violations of the RRG, ROA, addenda or other policies will result in a written notice to the Resident by Community Manager. The notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In egregious cases, emergency situations or where a persistent pattern of misconduct occurs, or violation of the state, local or any applicable federal laws, any applicable military rules, regulations, or guidelines, the Community Manager will give the Resident written notice of intent to immediately terminate occupancy. Eviction action, if necessary, will be enforced in accordance with Applicable Law.

6.30 Waterbeds

Use of waterbeds is authorized; however, Resident will be liable for any damages caused by the use of a waterbed, damage caused to the any area of the Home (interior or exterior), or related structure due to the weight of the waterbed or damage due to leaks, over flow, any means of water extrusion or any other damage resulting from the use of a waterbed. If a resident has a waterbed, the resident must obtain insurance to cover any damage resulting from the possession and use of the waterbed.

6.31 Weapons and Ordnance

Residents must adhere to the Installation's Weapons and Firearm Registration requirements. Residents will notify the Security Forces Squadron immediately upon loss, theft, trade, or sale of privately owned firearms, or change in residence or location of firearms.

Other than weapons properly registered with the Installation, and ammunition for those weapons, Residents may not have any other explosives, fireworks or other pyrotechnic devices in their Homes.

Discharge of any firearm, air rifle, paint gun, BB or pellet gun, or bow and arrow is prohibited in the family housing areas on the Installation.

Community Manager reserves the right to report any violations of this section to the Installation's Security Forces Squadron, which may result in confiscation of the weapons(s), among other consequences.

Visitors to the Installation who will be staying as a guest must follow all of the Installation's Weapons and Firearms requirements.

6.32 Window Air Conditioning Units and Other Privately Owned Equipment

Resident-owned air conditioners are not permitted.

All homes have centrally installed heating and air conditioning units (with the exception of Eielson AFB). Further, all homes come fully equipped with a stove, range hood, refrigerator, and dishwasher. Homes on Eielson AFB may also have a trash compactor, washer and dryer. The above listed appliances supplied in the home may not be removed or replaced with privately owned appliances.

Resident may utilize a freezer, second refrigerator, washer, dryer (if not installed in the Home), etc., to accommodate their household needs when the appropriate power supply is available. Resident should be aware that additional appliances increase the consumption of utilities, which may result in the Resident incurring additional utility charges. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment. Community Manager does not provide parts or service for Resident's personal appliances. If a Resident desires to add an additional appliance, it is Resident's responsibility to determine if the Home has the appropriate electrical connections to support such an appliance.

6.33 Window Coverings

Community Manager will supply appropriate window coverings for all windows in the Home. Please contact the Community Manager if shades or blinds are broken, missing or otherwise need replacement. The Community Manager will make the necessary repairs or replacements. Only proper window decorations and coverings may be used to cover windows. Flags, sheets, blankets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

6.34 Yard of the Month Program

The Yard of the Month Program is an Installation program, supported by the Installation leadership and Community Manager, and is implemented in the spring and summer months. The program boosts curb appeal of the Community and rewards those who make a special effort to improve their yard and beautify their Homes, while staying in compliance with housing and Installation regulations. Monthly recognition of the winners may be defined collaboratively between the Installation leadership and Community Manager. The details of your specific Yard of the Month Program will be announced in the monthly online Community newsletter prior to the start of each season's program.

6.35 Yard Sales

Community sales and private yard sales are permitted and must comply with the following rules:

- Days/Hours for Yard Sales: 0700 to 1600 on Saturdays only.
- No soliciting or special advertising is allowed through off-Installation media outlets.
- Only one sign may be posted, and only on the property where the sale is taking place. No other signs may be posted anywhere on the Installation or in the housing areas.
- Any community sale or yard sale may be held solely for the purpose of disposing of personal household items. The resale of new items (as in a business) is not permitted.
- Only one (1) yard sale is allowed per Home, per quarter.

Prior to holding any yard sale, residents must receive permission from the Community Manager.

Chapter 7: Disputes and Policy Exceptions

7.1 Dispute Resolution

If the Resident has a particular dispute pertaining to the Home that has not been resolved by discussion with the Community Manager team, then the Resident will submit a written request for resolution (a “Request”) to Owner through the Community Manager. Upon receipt of a Request, the Request will be reviewed in accordance with the ROA and the Community Manager will advise the Resident within five (5) business days whether Owner agrees to resolve the dispute per the Resident’s request.

If Owner and an active duty military resident (or the dependents of such active duty resident who also live in privatized family housing) cannot reach a mutually agreeable resolution, then the Resident may submit a complaint to the installation’s Housing Management Office (HMO). The HMO or designated representative may evaluate and facilitate the Resident’s complaint with Owner. It is important to note that the HMO or designated representative are only facilitating on behalf of the Resident and do not represent a decision-making body. The HMO or designated representative can advise the Resident, however they cannot represent the Resident in his/her dispute.

After the HMO or designated representative has discussed the Resident’s complaint with Owner, the request will again be reviewed and a decision made. If a mutually agreeable resolution between Owner and the Resident still is not reached, then the Resident would have to seek independent legal counsel.

7.2 Exceptions to Policy (ETP)

Exception to Policy (Non-Medical)

Owner is dedicated to improving the quality-of-life and well-being for military families. Owner recognizes the need to establish a consistent policy for resident requests for exceptions to policy that would fulfill a need that is outside the normal boundaries allowed for occupancy within family housing. The goal of Owner is to accommodate all requests for housing in a thoughtful manner that permits a resolution to the particular circumstance presented while considering the rights of all other existing and potential residents.

The Resident or representative with a valid Power of Attorney (POA) may submit a completed Request for Exception to Policy Form and supporting documents indicated on the form to the Community Manager. Please visit or contact your Community Office to obtain forms and details for submitting a Request for Exception to Policy.

Exception to Policy (Medical)

To meet the needs of people with disabilities and special needs, Community Manager has established a procedure for resident requests for exceptions to policy for reasonable accommodation or reasonable modification known as Exception to Policy (Medical). The intent of the policy is to provide residents in challenging circumstances the option to request exceptional accommodations or modifications to meet the needs of people with disabilities and help resolve, or at least lessen, the stress of their circumstance and improve quality of life.

The goal is to accommodate all requests for exception to policy in a thoughtful manner that permits a resolution to the particular circumstance presented while considering the rights of all other existing and potential residents and the law.



The Resident or representative with a valid Power of Attorney (POA) may submit a completed Request for Exception to Policy (Medical) Form and supporting documents indicated on the form to the Community Manager. The request form should include a completed Medical Verification Form. Please visit or contact your community office to obtain forms and details for submitting a request for Exception to Policy (Medical).

Chapter 8: Emergency Weather Conditions

It is important to identify possible weather emergencies which may affect you and your family and to plan accordingly. The Federal Emergency Management Agency (FEMA) suggests that you have a plan for weather emergencies and ensure that your family is well informed of the potential hazards in your area. You should consider and practice escape routes, family communications, sheltering options, assembling supplies, protecting property and caring for pets. FEMA's website (<http://www.fema.gov/>) offers information on planning and preparing for a variety of weather emergencies.

Your local emergency management agency or Readiness and Emergency Management Flight agency may provide useful information as well.

The following information is intended to serve as a guide only. It provides you with information to consider for common weather emergencies. For a complete list of potential hazards you should consult FEMA and your local emergency management agency.

8.1 Extreme Temperatures

Extremes in temperatures can cause challenges in housing areas from rolling brown-outs and water curtailment to ice and snow. Each area of the country has its own set of geographic climatic occurrences.

8.2 Excessive Heat

Excessive heat in an area may result in the local utility provider cutting back (brown-out) or curtailing (black-out) the supply of electrical power during peak usage times. Electricity is provided by a local utility provider, not Owner or Community Manager, who makes the decision due to lack of available generation or if system reliability is threatened.

Residents will be notified of any potential brown-out or black-out by Resident flyer, Corvias website (www.CorviasMilitaryLiving.com), Installation television station or other means available as soon as the Community Manager receives the information. In some instances, the notification may come directly from the utility provider. Upon notification, residents must discontinue the use of the utility and turn off all unnecessary energy-consuming devices.

Residents should ensure that they have a supply of water (bottled or tap), limit physical activity and keep well hydrated. Residents should stay indoors if weather is extremely hot and limit exposure to the sun, and never leave children or pets in closed vehicles.

The Community Office will maintain a list of area cooling centers, if available.

8.3 Extreme Cold

When temperatures drop below 32 degrees Fahrenheit, residents must maintain a temperature of at least 55 degrees in their Home at all times in order to prevent, among other things, frozen pipes.

Even areas that normally experience mild winters can be hit with a major snowstorm or extreme cold. Winter storms can result in flooding, storm surge, closed highways, blocked roads, downed power lines and hypothermia. Residents may be required to occupy their Home for a period of time without heat and/or electricity. It is advisable to keep an emergency supply kit and a half tank of fuel, at a minimum,

in your automobile during the winter months. Additionally, the following list includes some items which are recommended for Home emergency kits:

- Sleeping bags for all members of your family (survival blankets)
- Extra warm clothing (hooded sweatshirts, sweatpants, polar fleece, etc.)
- Extra socks, gloves and knit caps
- Chemical hand/foot warmer packets
- Auxiliary light source (flashlight with batteries, battery powered lanterns, light sticks)

8.4 Snow and Ice

SEYMOUR JOHNSON AND MCCONNELL AIR FORCE BASES:

- Community Manager will remove snow from streets, sidewalks, all resident walkways (from driveways to the home) and driveways.
- During snow events, if the Resident has not removed all vehicles from the driveway by the designated time (which will be established by Community Manager prior to each snow event), the Resident will be responsible for clearing the driveway of all snow.
- It is imperative that all vehicles be removed from the streets to allow for efficient snow management efforts. Any vehicle parked in the street during a snow event is subject to towing at vehicle owner’s expense.

EIELSON AIR FORCE BASE:

- Community Manager will manage snow on streets and sidewalks.
- Hard pack will be managed on an as needed basis on the streets and removed from the streets and sidewalks annually by Community Manager near the end of the season.
- Other than service members who are deployed, all residents at Eielson are responsible for removing snow from resident walkways (from driveways to the home) and driveways during all snow events, regardless of the amount of accumulation.
- It is imperative that all vehicles be removed from the streets to allow for efficient snow management efforts. Any vehicle parked in the street during a snow event is subject to towing at vehicle owner’s expense.

8.5 Tornado

Tornados or water spouts can occur in many parts of the country, often with little or no warning. Most areas utilize a tornado siren system and on Installations where the “Giant Voice” exists, this may also be utilized as an early warning system. When a tornado warning is issued, take it seriously and act accordingly.

Be alert to changing weather conditions and listen to a National Oceanic and Atmospheric Administration (NOAA) weather radio or local television/radio broadcasts for the latest information. Be aware of dark skies, large hail, low-lying clouds and roaring, freight-train noises, and prepare to take shelter.

During A Tornado

If you are in:	Then:
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A structure (e.g. residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building)	Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.
A vehicle, trailer, or mobile home	Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes.
Outside with no shelter	Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

8.6 Hurricane

Hurricanes form over warm ocean waters, like those found in the Gulf of Mexico. The hurricane season starts June 1st and ends November 30th. Major damage can also be caused by a storm surge, which is a large dome of water that sweeps across the coastline. The surge is greatest along and to the right of where the eye makes landfall and occurs generally where the highest wind speeds are located in the eye wall. A storm surge poses the greatest threat to life and property for coastal communities.

If a hurricane is likely in your area, you should:

- Listen frequently to radio, TV, or NOAA weather radio for bulletins and forecasts on the storm’s progress.
- Double check items in your emergency supply kit.
- Fuel and service your vehicles.
- Make sure you have supplies and food to survive on your own for at least one week if you plan on staying.
- Store lawn furniture and other loose, light weight objects such as garbage cans, toys, bikes, etc.
- Get extra cash in case power goes out and ATMs do not work.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.
- Moor your boat if time permits.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator and freezer thermostat to its coldest setting and keep the door closed. If the electrical power goes out, do not open your refrigerator or freezer so that the temperature is maintained.
- Turn off any propane tanks. Unplug small appliances if ordered to evacuate or if you experience flooding in your home.

You should evacuate under the following conditions:

- If you are directed by local authorities or Installation Commander to do so. Be sure to follow their instructions. An order to evacuate is mandatory.
- Take your pets with you. Be sure to take enough pet food to last at least one week.

- If ordered to evacuate, lock your Home securely and proceed to the evacuation shelter. The location of evacuation shelters will be provided in advance of the evacuation order.

If you are unable to evacuate, go to your safe room. If you do not have one, follow these guidelines:

- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors. Secure and brace external doors.
- Follow instructions from emergency officials and be prepared to turn off utilities if ordered to do so.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm – winds will pick up again.
- Take refuge in a small interior room, closet, hallway or bathroom on the lowest level.
- Do not expect emergency responders to be of any assistance during a land falling hurricane.

8.7 Flood

Floods are one of the most common hazards in the United States and can occur at anytime. They are most commonly associated with another major weather event such as a hurricane, tropical storm or spring or fall rainy season. There may or may not be advance warning of a flooding situation, so residents should maintain awareness of local weather conditions. Residents who live in low-lying areas, near water, or downstream from a dam should be especially aware of potential flooding. Even very small streams, gullies, creeks, culverts, dry streambeds, or low-lying ground that appears harmless in dry weather can flood. Every state is at risk of flooding.

Practical ways to protect you and your family in the event of a flood:

- Protect your personal documents and special items.
 - Store valuables in plastic tubs with locking tops. In case of evacuation, you should be able to secure and move all your valuables within 15 minutes.
- Take steps to minimize flood damage.
 - Shut off the main circuit breaker to prevent short circuiting and eliminate the threat of electrocution.
 - Store rarely used or expensive items in the attic or on high shelves.
- Develop a family flood plan.
 - Develop a plan of action to keep from panicking during an emergency.
 - Have an evacuation route and alternatives planned in the event you are asked to evacuate. Owner will work alongside the Installation Commander and Security Forces to distribute and announce evacuation routes and destinations if an evacuation is ordered.

Guidelines to follow after a flood:

- Ensure that water is safe to drink.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
- Avoid moving water.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines, and report them to the power company.
- Return home only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters.

- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

8.8 Earthquake

Earthquakes can occur in any part of the country and strike suddenly, violently and without warning. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place, and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges or ramps that might have been damaged by the earthquake.

If trapped under debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort – shouting can cause you to inhale dangerous amounts of dust.

Other precautions:

- Expect aftershocks after an earthquake, and if you live in a coastal area be aware of a possible tsunami. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures, and they can occur in the first hours, days, weeks, or even months after the quake. Also, be aware that gas, electrical, water and sewer utilities may be damaged during an earthquake.
- If you smell gas or hear blowing or hissing noise, open a window and quickly leave your home. If you have access to the main gas valve outside your home, turn it off and call the Community Office and the gas provider immediately from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- If you see sparks in your home or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, request assistance from your Community Maintenance Staff first before attempting to do so by yourself.

- If you suspect sewage lines are damaged, avoid using the toilets and call your Community Office for assistance. If water pipes are damaged, request assistance and avoid using water from the tap. You can obtain safe water by melting ice cubes.

Appendix A: Guide for Operation of Appliances, Smoke Detectors and Instructions for Testing Ground Fault Interrupters (GFIs)

Operations of Appliances (Do's and Don'ts)

A. GARBAGE DISPOSALS

- **Do** keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
- **Do** grind food waste with a strong flow of cold water.
- **Do** flush disposal for self-cleaning by running the disposal for a few minutes after grinding waste or draining dishwasher.
- **Don't** use lye or other chemicals for cleaning.
- **Don't** turn off water while grinding.
- **Don't** grind fibrous food waste, i.e., cornhusks, pea pods, lettuce, celery, artichoke leaves, chicken skin, etc.

NOTE: When disposal does not operate, take the following steps:

STEP 1. Check the circuit breaker.

STEP 2. Turn off switch and water, and allow garbage disposal unit to cool.

STEP 3. Push reset button located on bottom or side until a click is heard.

STEP 4. Turn on switch and water.

STEP 5. If not operational, call your Community Office to report a work order.

B. STOVES

Ovens, grills and burners must be kept free of grease and food spills to prevent fires and to avoid build-up, which is difficult to remove and could result in a cleaning charge at move-out.

C. DISHWASHERS

Dishes, pots and pans should be scraped of food and rinsed before being placed in the dishwasher.

D. INSTRUCTIONS FOR TESTING GROUND FAULT INTERRUPTERS

The ground fault interrupter receptacles (GFI) installed in your Home is designed to protect people from the hazards of line to ground electric faults.

Do not overload the circuit.

Should your receptacle or the outlet in your adjacent bathroom fail to work, perform the following steps to test the receptacle before calling in a work order:

1. Push the "test" button – the "reset" button should pop up, showing a red line, which indicates that power to the protected circuit has been discontinued.
2. If the "reset" button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use the outlet and call in a work order.
3. To restore power, push the "reset" button.

E. SMOKE DETECTORS

Each home is equipped with at least one electrically powered smoke detector. Some homes may also include a carbon monoxide detector. These units have been installed for your safety and are very sensitive.

Smoke detector alarms sound when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

1. If your smoke detector has been accidentally activated, make sure that the area around the detector has been cleared of steam, smoke from cooking, etc.
2. If your smoke detector activates during the night, assume a fire situation exists until you know for certain what has occurred. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.

If the carbon monoxide detector goes off:

1. Turn off appliances (furnaces and water heaters) and vehicles if in the garage, or other sources of combustion at once.
2. Immediately get fresh air into the home by opening doors and windows.
3. If anyone is experiencing symptoms of carbon monoxide poisoning (headaches, dizziness, vomiting), call the fire department and immediately move to a location that has fresh air.
4. Do not re-enter the home until it has been aired out and the problem corrected.

If your smoke detector or carbon monoxide detector malfunctions, contact your Community Office. **Do not attempt to repair it yourself.**

The Fire Department is available to assist with any fire prevention information or questions.

Appendix B: Transfers On-Site (TOS)

The purpose of this appendix is to provide guidance and to help clarify the process for housing transfers on-site. Reasons for consideration may include, but are not limited to, medical or non-medical exceptions to policy or promotion/change in family size.

A. Exception to Policy (ETP).

Exceptions to Policy to transfer on site must follow the Community Manager's guidelines, which can be provided by your Community Office. The ETP to transfer is a request to transfer for reasons other than for change in rank (i.e. promotion) or change in family size. ETPs for on-site transfers must follow the same approval processes as any other ETP. Submission of an ETP does not guarantee a TOS, and can be subject to a 30-45 day waiting period for approval.

B. Application for Transfer (AFT).

Applications for Transfer are to be used for "traditional military transfers," which are typically classified as Change in Rank (Promotion) or Change in Family Size.

Procedures for Submitting AFT

1. The Community Manager will determine if the resident qualifies for a transfer and will explain the transfer process and documentation that will be required. This documentation can include, but is not limited to:
 - Army – DEERS form
 - Navy – Page 2
 - Air Force – On orders or DEERS form
 - Marine Corp. – DD1751 form
 - Coast Guard – CG4170
 - Marriage Certificate
 - Birth Certificate
 - Doctor's statement for proof of pregnancy (must indicate due date and gestation period). While transfer request can be placed early and added to the wait list, home will not be offered until pregnancy is within 28 weeks of due date.
 - Promotion Transfer Request – A copy of the actual promotion orders must be provided to show that the resident is now at a different rank. (If a resident is going to be promoted in the future, they can provide a copy of their line number and can be placed on a wait list and request a transfer. They will not be offered a move until they are actually promoted and can provide the promotion orders.)
2. The Resident will complete an **Application to Transfer Form** and attach any required documentation. Other than pregnancy documentation, no medical documents can be accepted.

3. The Resident will need to schedule a pre-inspection of their current Home with the Community Manager. Once the inspection is completed, it will be noted on the Application to Transfer Form.
4. Once the Resident has completed the application, it will be sent to the Community Manager for approval. The approval process can take up to 30 days. Once a determination has been made, the Resident will be notified.
5. If the application for transfer is approved, the Resident will be notified by the Community Manager. The Community Manager will inform the Resident of their current waitlist position and projected wait time, if possible. The Resident can check their waitlist status at any time by visiting www.CorviasMilitaryLiving.com and selecting the appropriate Installation. All rules for housing assignment and priority placement apply to the application for transfer process.

All moving costs for Transfers on Site that are requested and approved in accordance with this Appendix B are the responsibility of the resident.