

EXHIBIT A
Resident Guide

Welcome To Your New Home

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Malmstrom Air Force Base (“Installation”) family housing community.

Enclosed are policies and procedures regarding your residency that are part of your Lease. We believe you will find it informative and helpful in becoming acquainted with your new Home (referred to as the “Premises” in the Lease) and your new community. If, by chance, you have a particular question not covered in this Resident Guide, please do not hesitate to contact our Community Management Office. Our management personnel are trained professionals who are committed to your satisfaction.

Sincerely,

Western Group Housing LP
Landlord

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GENERAL INFORMATION

PRIVATIZATION

The Air Force has entered into a 50-year ground lease with Western Group Housing LP (“Landlord”) for the land and improvements comprising the single-family housing on the Installation. The Landlord is the owner of family housing at the Installation and is responsible for its maintenance and operation. Landlord’s property manager, BBC AF Management/Development, LLC (an affiliate of Balfour Beatty Communities, LLC) manages the family housing.

Western Group Housing LP is proud to take care of Residents’ family housing needs at the Installation. Our goal is to provide quality, affordable housing for qualified residents and their families living at the Installation.

COMMUNITY MANAGEMENT

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

Community Management Hours are Monday through Friday from 8:00 am to 5:00 pm, except Wednesday 8:00 am to 7:00 pm. Holiday hours will be posted on the community website and Facebook page. The community website may be found at www.malmstromfamilyhousing.com. Our Facebook page is www.facebook.com/MalmstromHomes. Please see **Attachment 6** for phone numbers.

Within the Community Management Office is a Facility Maintenance Center with Maintenance Technicians working for a Facilities Manager. The Facility Maintenance Center maintains the housing units, landscaping and common grounds in the housing communities. A Service Request Desk and a Self-Help Store are part of the Facility Maintenance Center.

RENTER'S INSURANCE

Unless Landlord or Landlord's agent caused the damage, neither Landlord nor the Community Manager has any liability for any loss or damage to a Resident's personal property or leasehold improvements.

Renter's insurance is provided through the Landlord only to active duty military Residents.

Landlord's renter's insurance will provide active duty military Residents with \$20,000 personal property coverage with a \$250 deductible and \$100,000 liability coverage. Residents should augment the insurance provided by Landlord to ensure that adequate coverage is provided for all Resident's personal property.

If a loss is sustained and a claim needs to be filed on the Landlord provided insurance, Resident should notify the Community Management Office by the next business day. Resident is responsible for the payment of the deductible for any claims made.

MOVE-IN PROCEDURES

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

The move-in orientation will also consist of an explanation of the terms of the Lease, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the **Property Condition Report**. The Property Condition Report documents the condition of the Home at move-in. Property Condition Reports are to be completed on the day of move-in and should be filled out with the Community Manager or Resident Specialist. UltraViolet (UV) light devices may be requested by the Resident to identify hidden damages. (*Note:* This is recommended because the Community Management Office may use UltraViolet (UV) light devices to assess damages in the move-out inspection.) Resident will have seven (7) business days after the move-in to notify the Community Management Office of any additional items that they may need to add to the Property Condition Report.

The Resident will be given the option of signing an **Authorization to Enter** form which will authorize service requests to be performed without the Resident or a designated representative being at their Home for the requested work and further agreeing to isolate any pets to a room in the Home that will not be accessed by the maintenance personnel. A copy of the **Authorization**

to Enter form is at **Figure A**. If Resident elects to not sign this authorization, then responses to maintenance service requests will be scheduled by the Service Request Desk.

Bulk pick-up of packing and moving materials can be scheduled through Facility Management within 72 hours of whole house delivery.

USE AND RESIDENCY

Only the listed Residents and occupants on the Lease shall personally use and occupy the Home and will do so solely as a private dwelling. The Resident agrees that the number of occupants will not exceed the number and names shown on the Lease. Residents must notify the Community Management Office as soon as reasonably possible if Resident's military pay grade changes or Resident's family increases or decreases in size due to an event such as the birth or adoption of a child or the addition of a government recognized dependent. The Community Management Office will update their records to reflect the correct family size.

COMMUNITY POLICIES ENFORCEMENT

By signing the Lease, Residents have agreed to abide by its terms and to be responsible for compliance by all occupants and guests, to include the provisions in this Resident Guide. Residents, all occupants and guests are also required to comply with all applicable laws, regulations, policy letters and the Installation Commander's orders. Any changes to the Resident Guide will be effective only after thirty (30) days' written notice is given to Residents of such changes.

If there are any conflicts between the Lease and this Resident Guide, the Lease (as amended by any addenda) will prevail and take precedence.

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

Notice of Violations

Community Management may issue notices for violations of obligations under the Lease or Resident Guide. For more serious violations, a termination of the Lease may occur without previously issuing notices of violations. Serious violations will be reported to the Installation Commander and active duty military Resident's chain of command.

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

Community policy enforcement is as follows:

- A Discrepancy Notice (see **Figure B**) will be issued for minor violations such as failing to cut back yard, place trash in proper areas, parking violations, etc. These types of violations require correction within two (2) business days of receipt of the notice. Failure to do so will result in a formal letter of Caution.
- A Letter of Caution (see **Figure C**) will be issued for a Resident's first major violation such as disturbing neighbors, damaging property, etc. Resident will have two (2) business days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) business days, a Letter of Warning will be issued.
- A Letter of Warning (see **Figure D**) will be issued for a Resident's second violation of any nature. Resident will have two (2) business days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) business days, a Letter of Termination may be issued to the Resident.
- A Letter of Termination of Lease Agreement (see **Figure E**) will be issued for a Resident's third offense of any nature. Resident will have thirty (30) days in which to vacate the Home at Resident's expense.

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

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

Should a Resident wish to appeal a notice of violation, the conflict resolution process may be utilized.

RIGHT OF ENTRY

The Community Management Office has immediate right of entry to the Home if, in the Community Manager's sole discretion, emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. The Community Management Office shall notify Resident as soon as possible after an emergency entry, explaining the need for the entry and the corrective action

taken. The Community Management Office may also enter, with notice as provided in the Lease, to make inspections and/or repairs. See the appropriate sections under Maintenance for details.

CONFLICT RESOLUTION

In the event of a dispute over terms in your Lease or community policy enforcement, including Letters of Caution, Warning or Termination of Lease, the Resident may request an appeal to the Community Manager. The Community Manager will review the situation and make every attempt to respond within 24 hours. Should the Community Manager decide to uphold the enforcement, he or she will cite the section of your Lease or appropriate addendum that has been violated. The Community Manager will also notify the Government's Housing Management Office ("HMO") of the matter.

The Resident may also submit a complaint to the HMO. The HMO and/or Installation Commander or designated representative may evaluate and facilitate Resident's complaint with the Community Manager. It is important to note that the HMO and/or Installation Commander or designated representative are only facilitating on behalf of Resident and do not represent a decision-making body. The HMO and/or Installation Commander or designated representative can advise Resident, however they cannot represent Resident in his/her dispute.

Whether the HMO and/or Installation Commander or designated representative get involved in the process or not, should Resident not reach a resolution with the Community Manager, then the Resident may request a review of the dispute with the Area Community Manager. The Area Community Manager will render a decision. If the Resident is not satisfied with the outcome of this decision, he or she may request a review by the Regional Vice President. The Regional Vice President will review and render a final decision.

In the event that Resident has paid any additional money to Landlord in regard to the issue in conflict, and either the Community Manager, Area Community Manager or Regional Vice President decides in favor of Resident, then Landlord will refund the money paid by Resident within five (5) business days.

ABSENCE FROM HOME

At any time the Home is going to be vacant for a period of three (3) days or longer for any reason, Resident must notify the Community Management Office prior to the absence. In the notice, Resident will provide the Community Management Office with the name(s) and phone number(s) of a responsible party(s) that the Resident will assign to look after the Home. If Resident is absent from the Home for more than thirty (30) days without notification to Community Management, the

Home may be deemed abandoned in accordance with the terms of the Lease and the Move-Out Procedures below.

TERMINATION OF THE LEASE BY LANDLORD

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

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

MOVE-OUT PROCEDURES

Move-out Conditions

Move-out will occur under the following conditions:

- a. At retirement or separation of the Resident.
- b. At Permanent Change of Station (PCS) of the Resident.
- c. As directed by the Installation Commander.
- d. If the Resident becomes ineligible to remain in housing, the Home will be vacated within a thirty (30) day period.
- e. Resident requests to vacate housing and move, provided their initial Lease term has been fulfilled and they have given thirty (30) days written notice to Community Management Office.
- f. If prior to the expiration of their initial Lease term, the Resident will provide thirty (30) days notice, remit rental payments through that thirty (30) day notice period and pay a fee equal to one month rent to cover the landlord's costs to re-let the Home.
- g. Resident becomes eligible for a home in a different Housing Category due to a change in their military status or in the size of their family. In those cases, the Resident may submit a new application for appropriate housing in accordance with assignment policies at the HMO. The move will be at the Residents' expense.

Move-out Inspections

The Resident will schedule a pre move-out inspection. An appointment for a pre move-out inspection must be scheduled no later than fourteen (14) days prior to the date of move-out. The purpose of this inspection is to make the Resident aware of any items that will not meet standards prior to moving. The Property Condition Report that was completed at move-in will be used to compare to the condition of the House when performing the pre move-out inspection.

The minimum standards of cleanliness and conditions that are required when returning the Home are provided at **Attachment 1**. Resident must have the Home ready to meet the inspection standards at the time of move-out, whether Resident does the work themselves or hires someone to do it for them. In the event the Resident elects to have the Home cleaned by a third party service approved by the Community Manager, the Resident may contract with Community Management Office to do so. The estimated cost for cleaning is provided at the end of **Attachment 2**.

Move-out Damages

Charges will be assessed for any damaged items that are not listed on the Property Condition Report and are not the result of normal wear and tear. UltraViolet (UV) light devices may be used to identify damages. The Resident will be made aware at the *pre move-out inspection* of the amount of charges that will be assessed if the damages are not repaired. Carpet damage due to pets, burns, or non-removable stains may require replacement of carpet, padding, and/or sub-flooring on a whole room basis. The estimated cost for repair of damages is provided at **Attachment 2**. All forms of payment, except cash, is acceptable.

A *move-out inspection* will be conducted by the Community Management Office on the date of move-out. If there are damages to the Home, the Resident may elect to pay for the damages or correct them to standards of acceptable quality within twenty-four (24) hours. A *final move-out inspection* (the third and final inspection) will be performed twenty-four (24) hours after the move-out inspection. If damages are not corrected at that time, payment will be due immediately.

Abandonment

If the Community Manager is informed of or discovers a Home that has been abandoned by the Resident, the Community Manager will contact the HMO and request a determination of the status of the Resident. If it is determined that the Home is indeed abandoned, the Community Manager will take appropriate action in accordance with applicable law. The Community Manager will remove any of Resident's personal property and dispose of it in accordance with applicable law. The Community Manager will contract for cleaning and maintenance of the Home in order to return it to service. The abandoning Resident will be charged for this cleaning, any unpaid rent, termination fee and damages to the Home over and above normal wear and tear. The Community Manager will seek reimbursement through normal collection procedures which commence with demand letters and escalate to placing the account with a collection agency.

MAINTENANCE

OFFICE HOURS

The Service Request Desk is open Monday through Friday from 6:00 am to 6:00 pm, except Wednesday when the office is open until 7:00 pm, and is manned after hours for the reporting of emergency maintenance requests. The Self-Help Store is open Monday through Friday from 8:00 am to 4:30 pm and on Saturdays from 8:00 am to 12:00 pm. The Community Manager is available Monday through Friday from 6:00 am to 6:00 pm and Saturday by appointment.

SERVICE REQUEST RESPONSE TIMES

Maintenance Type	Response Times/Completion Goals
Emergency	<ul style="list-style-type: none"> Respond within 1 hour Complete within 24 hours
Urgent	<ul style="list-style-type: none"> Respond within 4 hours Complete within 48 hours
Routine	<ul style="list-style-type: none"> Respond within 24 hours Complete within 5 business days

MAINTENANCE EMERGENCY

Maintenance emergencies are problems that constitute an immediate danger to life, health, mission, security, or community. Emergencies will be handled immediately. Contact the Facility Maintenance Center's Service Request Desk immediately for assistance when any emergency situations occur. The Service Request Desk is live 24/7.

Emergency situations consist of:

- Fire - immediately call 911**
- Lack of electricity
- Sparking or shocking electrical components
- Broken or non-working doors, locks, windows
- Lack of heat when outside temperature is below 50 degrees
- Lack of air conditioning when outside temperature is above 90 degrees.
- Lack of water
- Non-functioning toilet when only one exists in the Home
- Gas leak

- Roof leak
- Locked out of Home
- Flooding
- Broken pipes
- Overflowing drain or commode
- Water flowing from grass or street areas (possible underground pipe break)
- Overflowing manhole (possible sewer back-ups)

URGENT MAINTENANCE

Urgent maintenance situations are those that, left unattended, could develop into emergencies. Urgent Maintenance Requests will be responded to within four (4) hours. Contact the Facility Maintenance Center's Service Request Desk immediately for assistance when any urgent situations occur. The Service Request Desk is live 24/7.

Urgent situations include:

- HVAC unit inoperative
- Refrigerator inoperative
- Stove inoperative
- Clogged drains
- Non-functioning commode where there are at least two commodes in the home

ROUTINE MAINTENANCE

Routine maintenance consists of necessary repairs that are minor in nature and do not constitute an emergency or urgent service request. If a Resident requires routine maintenance, contact the Facility Maintenance Center's Service Request Desk or complete a Service Request on-line via the website at www.malmstromfamilyhousing.com.

Examples of routine maintenance include:

- Dishwasher not working properly
- Light inoperative
- Burner on stove inoperative
- Dripping faucet
- Door seal torn
- Shelf broken
- Window cracked

- Lock sticks
- Screen torn
- HVAC not cooling enough

MAINTENANCE RESPONSE

Upon submitting a service request, the Resident may track the progress of the service request at any time through the portal on Community Website. Responses to routine service requests will be scheduled to be completed on weekdays from 8:00 a.m. to 5:00 p.m.

If the Resident has an “Authorization to Enter” on file, the Maintenance Technician will knock or ring the doorbell several times prior to entrance of the home. If the Resident is not home, the Maintenance Technician will enter the Home, make necessary repairs and leave a copy of the completed Service Request. If the Resident is home, the Maintenance Technician will show identification, explain why he or she is there, and ask permission to enter to make the repair.

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

DAMAGES

There is a charge for the cost of repairs, labor and material for any damage to the Home, lawn, garage, and/or driveway and walkways caused by the abuse or negligence of the Resident and/or Resident’s family, occupants, pets or guests. All payments are due within thirty (30) days of the date the repair is completed by the Landlord.

PREVENTIVE MAINTENANCE

The Community Management Office will conduct a preventative maintenance program to maintain and assess Heating, Ventilation and Air Conditioning (HVAC) systems, appliances, range hood suppression system (if installed), smoke detectors, and carbon monoxide detectors. Annual inspections of homes for preventive maintenance will be conducted and HVAC filters will be replaced quarterly. Other preventive maintenance will include the cleaning of gutters and down spouts and pressure washing of exterior siding, walkways and driveways.

Residents will be notified via newsletter, Facebook, fliers and postings on the Community Management Office website at www.malmstromfamilyhousing.com as to which dates maintenance personnel will be scheduled to be at the Resident's Home to perform periodic inspections or preventative maintenance. If the Resident has an "**Authorization to Enter**" form on file, it will not be necessary for anyone to be home in order to have the inspection or work performed. If the Resident does not have this authorization on file, the Maintenance Technician will leave a door hanger note indicating their attempt to perform the inspection or work and asking that the Resident call to reschedule.

SELF-HELP SUPPLIES

The Community Management Office's Self-Help Store stocks complimentary self-help items for Resident's use in maintaining their Home, such as smoke/carbon monoxide detector batteries, shovels, rakes, lawn mowers, HVAC filters, and spring seed. Please contact the Service Request Desk for a list of items and hours of operation.

COMMUNITY POLICIES

APPLIANCES

All homes are fully equipped with a stove, refrigerator and dishwasher. These appliances may not be removed or replaced with privately owned appliances. Hood vents for the stove will be equipped with a Stovetop FireStop™ automatic fire extinguisher. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes without written permission from the Community Management Office. The care and cleaning of your Homes' appliances and fixtures are strictly your responsibility. Take a prudent homeowner's approach when you clean your appliances and do not use abrasive cleaners. ***Oven cleaner may NOT be used on continuous clean ovens.***

BASEMENTS

Mechanical areas in basements should be kept free of dust, dirt and clutter, particularly around the hot water heater and furnace. Items must not be stored within 36 inches around the hot water heater and furnace. Basements at Malmstrom AFB have been approved as living areas or sleeping space. Pets shall not be kenneled in the basement.

BOARDERS

Boarders or paying guests are prohibited.

BURNING AND BONFIRES

Burning rubbish or bonfires is prohibited.

CHILDCARE PROVIDERS

Childcare is permitted in licensed childcare homes only. To become licensed, representatives from the following agencies will inspect your homes for licensing and proper insurance: Security Forces, Mental Health, OSI, Base Housing, Medical Clinic, Family Advocacy, Substance Abuse, Public Health, and any others as required by Installation policy. If you are interested in becoming a licensed provider, contact the Installation's Family Child Care (FCC) office.

The child care provider must be approved per United States Air Force requirements and meet all state and local license requirements. The child care provider must abide by the United States Air Force requirements regarding number of children, unlicensed care, inspections and on-going monitoring provisions.

The only authorized recipients of child care in the Home are the dependents of military personnel, retired military, DoD civilians and DoD contractors working on the Installation.

Neither Landlord, nor the Community Manager, nor the Government shall assume responsibility or liability related to the child care being provided.

Childcare homes usually require minor modifications and equipment. Child care providers are required to have a smoke detector installed in the downstairs. A fire extinguisher in the Home is mandatory. See the child care coordinators in the FCC office regarding additional equipment requirements. The Community Management Office must approve modifications that require permanent installation. Also, to assure proper installation, the Community Management Office will arrange to install or supervise the installation of those modifications. Examples of additional equipment include safety latches, Ground Fault Interrupters (GFIs) and special fire extinguishers. Water heaters and furnaces must not be accessible to children.

Landlord will repair any health, safety and maintenance concerns discovered during the FCC pre-certification, through the regular maintenance and repair program. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the Installation's FCC program.

CHILD SUPERVISION GUIDELINES

Supervision and Control of Children

Your children should be closely supervised at all times. Children under 10 years of age should never be left home alone. Do not leave children under 12 years of age alone overnight. Your neighbor's yard and streets are not to be used as your child's playgrounds. There are playgrounds near the housing areas. No one is permitted to play in the parking lots. Climbing trees is prohibited.

Juvenile Curfew

Juvenile curfew is in effect from 10:00 pm – 5:30 am Sunday through Thursday and 12:00 am – 5:00 a.m. Friday and Saturday. The weekend schedule will apply on evenings preceding a legal holiday; i.e., Thanksgiving, Christmas, New Years, etc. During periods when school is not in session, the juvenile curfew will be 11:00 pm to 5:30 am Sunday through Thursday. This policy applies to all dependents/guests 18 years of age and under. Please refer to the Installation's guidelines for any additional information regarding juvenile policies.

COMMENT CARDS

Comment cards on maintenance and management performance will be distributed regularly to the residents and will always be available in the Community Manager's office. These comment cards should be used to report how the Community Management Office is satisfying resident needs and to note areas in which improvement is needed. All comment cards will be on a postage-paid return card which can be placed in the mail or deposited in a drop box at the Community Management Office.

COMMERCIAL BUSINESSES

Requests for permission to conduct a Home enterprise such as tailoring, tax preparation, dressmaking, cake decorating, hobby/crafts, manicures, taxidermy and selling products such as Avon, Tupperware, Longaberger Baskets, etc. should be made in writing to the Community Manager. All Local, State, and Federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through the Installation's officially sanctioned commerce. Utility payment requirements will be determined during the approval process. The Resident is expected to pay for excessive utility consumption used in operation of the business.

To operate Home businesses, other than child care, the following conditions apply:

1. Residents must have permission from the Community Management Office. Approval for a Home-based business is valid for one year.
2. To renew, submit a letter to the Community Management Office.
3. Provide Business registration tax identification number (if applicable) with a request for permission.

COMMON AREAS

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

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

COMMUNITY CENTERS AND SERVICES

The Community Management Office will offer a variety of programs to the residents. All communities will have use of a center for social events, classes, projects and other related events. These programs will be communicated through several advertising media outlets, including but not limited to website, resident newsletter, Facebook, office posting, email alerts, etc. The following policies are to be followed by the Resident:

- Resident, occupants and guests will comply with and obey all safety and posted regulations in the Community Centers.
- Resident shall immediately report any malfunctioning equipment in the Community Centers.
- Resident is solely responsible for the behavior and actions of its occupants and guests at the Community Centers.

COMMUNITY SPORTS AND RECREATIONAL AREAS

Sports and recreational facilities located within a Community Center will be open on days and hours posted. Residents are asked to limit their time and use of these facilities if others are waiting, so that they may be enjoyed by all. Residents may bring up to two (2) guests to accompany them while using the facilities. All persons under the age of twelve (12) in the sports and recreation areas must be accompanied and supervised by a parent, guardian, legal custodian, or suitable and responsible individual at all times. Upon availability, residents may check out recreational equipment from the Community Management Office during normal office hours with a valid driver's license or similar identification.

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

DECORATING AND ALTERATIONS

Residents may wish to add customized accents to make their Home feel more like a home. While the Community Management Office supports such projects, it requires Residents to secure the express written authorization for alterations from the Community Manager prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, borders, ceiling fans, portable air conditioning units, structural changes and remodeling. Also, attaching or removing fixtures requires management approval. Authorization may include a requirement to restore the alteration to its original condition.

- Only small nails, “J” hooks, or adhesive hooks that leave no mark should be used for hanging items on walls.
- No nails, screws or hooks should be used on doors or cabinets.
- Adhesive wall mirrors, corkboards, paneling, etc. are prohibited on the walls.
- Only removable shelf paper should be used in cabinets.
- Tub decals are prohibited.
- Removal of window blinds (if provided) is prohibited.
- Placing tinfoil in windows is prohibited.
- Awnings, signs, window tinting or screen doors are prohibited.
- Alterations to fences, garages, patios or balconies are prohibited.

All requests for alterations of any kind must be made by completing the Request to Make Alterations Form (see Figure F) and submitting it to the Community Manager.

DEPLOYED SPOUSE PROGRAM

Families of deployed service members may visit the Community Management Office to inquire about and enroll in the Deployed Spouse Program. This voluntary program will assist the spouses and families of those military members who have been deployed with certain tasks including, but not limited to, backyard lawn maintenance, snow removal, and toy and furniture assembly.

DOOR-TO-DOOR SOLICITING

Door-to-door solicitation is prohibited. Residents should notify the Community Management Office when peddlers or uninvited salespeople are encountered at the Home during normal business hours. After business hours, Residents should notify the Installation’s Security Forces. Fund raising, scout activities, school sales, etc., requires approval from the Community Management Office.

DRUG FREE POLICY

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

FENCING

In communities where fencing is not provided, fencing is allowed at Resident's expense with written authorization from the Community Management Office. Detailed instructions can be obtained at the Community Management Office. Provide detailed plans to the Community Management Office for approval. Residents are responsible for constructing the fence, maintaining the fence and taking the fence down upon vacating. Do not purchase material prior to approval. The Community Manager has the right to end or amend this privilege at any time.

All requests for fencing must be made by completing the Request to Make Alterations Form (see Figure F) and submitting it to the Community Manager.

FIRE PREVENTION

The majority of fires occur in the kitchen and can be extinguished quickly with a simple dry chemical device known as Stovetop FireStop™. This device is magnetically attached to the underside of the range hood and extinguishes stovetop fires when temperatures reach an elevated level or flames make contact with it.

Multiple use fire extinguishers (ABC multi-class rated) are provided in the living area of each Home for safety purposes. Fire extinguishers are provided and maintained by the Community Management Office. If requested, the Community Management Office will provide training to residents in the safe and proper operation of fire extinguishers either during the initial move-in orientation or at a later time at the Facility Maintenance Building.

Residents are strongly encouraged to plan for the safe escape of their Home in the event of a fire and to practice that plan quarterly during fire drills for various scenarios such as kitchen fires, first story fires and second story fires.

Residents must call 911 for the fire department/emergency response in the event of an actual fire.

FIREPITS AND CHIMINEAS

Firepits and/or chimineas are prohibited.

FIREWORKS

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

FLAMMABLE LIQUID STORAGE

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

Petroleum or petroleum by-products necessary to operate lawn mowers or other small-motor maintenance equipment and recreational vehicles may be maintained by Residents in quantities of five (5) gallons or less provided that they are kept in approved Underwriter Laboratory (UL) containers and stored as provided above. In the event of a leak from a vehicle or a spill of oil, gasoline, other petroleum or hazardous product, the Resident must contact the Community Management Office who will ensure that the proper authorities are notified and that the contaminated area is appropriately restored.

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

FLAGS

Each housing unit is permitted to fly a United States flag. It is not mandatory that you fly the flag; however, if you do, you must make sure it is displayed with dignity and honor. Title 36, U.S.C., Section 174a permits the display of the flag for 24 hours a day if the flag is properly illuminated during the hours of darkness. Your porch light is not proper illumination. Do not permit the flag to touch anything beneath it, and do not fly a flag that has been torn, soiled, or damaged in any way.

FOSTER CARE

Resident must submit a request for approval to the Community Management Office and receive a written approval increasing the number of occupants in the Home prior to becoming a foster parent. All applicable State and Federal rules and regulations regarding foster care will apply.

GUESTS AND SOCIAL VISITORS

Social visitors and guests are welcome, but are subject to all rules contained in the Lease and this Resident Guide. In order to be considered a social visitor or guest, the Resident must be present and the guest or social visitor does not contribute directly or indirectly to any of the household or other expenses that the host must bear because of such visits. Visitors have to abide by the Installation policy concerning visitors passes at the visitor reception center. For more information, or to coordinate visitor passes, please call the Installation Visitor's Center.

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

HEATERS

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

HOLIDAY DECORATIONS

Exterior holiday decorations may be lit between the hours of 1800-2300 only from the week after Thanksgiving through New Year's Day. Do not keep them lit all night or in daylight hours. Seasonal decorations must be removed no later than the third week of January; they may not remain on the Home year-round. Outdoor decorations for other holidays (Easter, Fourth of July, etc.) must be removed no later than the third week after the holiday has passed. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.

- All lights and fixtures must be listed or labeled by a nationally recognized testing agent for indoor or outdoor use as applicable.
- Do not line sidewalks with lights.
- Do not use indoor extension cords for outside decorations.
- Candle luminaries or other open flame decorations are prohibited.

HOT TUBS/WHIRLPOOLS/SPAS

Hot tubs, whirlpools and spas are prohibited.

HOUSEHOLD HAZARDOUS WASTE DISPOSAL GUIDELINES

For complimentary household hazardous waste pick-up, Residents should contact the Community Management Office.

Paint: Latex or oil-based paint that is still usable can be recycled by dropping off at the Facilities Management building or contact the Community Management Office for complimentary household hazardous waste pick-up. For minimal amounts left in cans, add kitty litter to the can to soak up all of the paint and place in regular garbage.

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

Motor Oil: No motor oil may be disposed of in the housing area. However, the Pollution Prevention at Building 410, on-base auto hobby shop and off-base automobile maintenance shops have collection points for motor oil.

Drugs: Prescription drugs should not be thrown in the trash or flushed down the commode. Expired or unused prescription drugs should be taken to any health care clinic, pharmacy or hospital for disposal.

Lamps: Incandescent light bulbs can be disposed of with regular trash. ***Do not dispose of florescent bulbs with the regular trash.*** Please contact the Service Request Desk for replacement and disposal of florescent bulbs.

Batteries: Contact the Facility Management Office for complimentary household hazardous waste pick-up or visit the Self-Help Store for battery disposal.

ILLEGAL OR UNAUTHORIZED ACTIVITY

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

LANDSCAPING

Common Areas

The Community Management Office will maintain all common areas to neat in appearance to ensure residents and their families can be proud of their community.

Yard Maintenance

The Community Management Office will provide complete yard service for all unfenced yard areas, including the unfenced front and sides of the Home, provided that Resident has removed any personal items that would prevent mowing. Residents are responsible for yard maintenance within the fenced area of their backyards. Shrubs in the fenced area must be trimmed to the proper height so as not to block windows for safety reasons and be neat in appearance. Residents are required to repair any damage to lawns caused by swings, pools, furniture, decorations, pets, etc. Should Residents fail to make repairs by the time indicated on a yard discrepancy notice or prior to final move-out inspection, the lawn will be repaired by the Community Management Office and the actual cost of repairs will be billed to the Resident.

Watering of Lawn, Trees and Shrubs

Resident must adhere to the existing Installation watering policy. It is recommended that you limit watering to no more than 20-30 minutes on any one area. Optimal watering times are between 1700-2200 hrs to prevent rapid water evaporation in the hot afternoon sun. We ask that you not water on the day your lawncare is scheduled. The lawncare schedule will be made available through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com.

Flower Gardens

Residents may plant annual and/or perennial flower gardens in beds in front, rear and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office along with the **Request to Make Alterations** form (see **Figure F**). Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. Special care should be taken to maintain the slope of the ground, particularly around the house foundation, so that water does not seep into the basement. Residents in newly constructed areas that remove landscaping plants will be charged for those plants.

Vegetable Gardens

Residents may plant small vegetable gardens within back yards only. Areas used for gardening will be returned to original condition with grass prior to vacating and will be at the Resident's expense.

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

Tree Structures

Platforms or structures in trees (including birdhouses, etc.), attaching swings or chains to tree limbs, and driving nails anywhere into a tree is prohibited. The chaining of dogs to trees is also prohibited.

Additional Landscape Services

Any additional service request or special needs for landscaping such as tree pruning, erosion control, and trimming may be requested by the Resident as a routine service request.

All requests for landscaping alterations of any kind, including the planting of trees, must be made by completing the Request to Make Alterations Form (see Figure F) and submitting it to the Community Management Office.

LAW ENFORCEMENT & FIRE PROTECTION

Fire and Police Services will be provided by the Installation Fire Department and Security Forces. Place the phone numbers for the fire department and law enforcement in a handy location that is easily accessible.

All life-threatening emergencies such as fire or break-ins should be reported by calling 911. Non-life threatening security concerns can be reported 24 hours a day by calling Security Forces at 406-731-3895.

Please report any suspicious persons and any strange or unusual vehicles around your Home immediately to Crime Stop at 406-731-3895 and then to the Community Management Office.

LIFEWORKS

Landlord specially tailors the LifeWorks@Balfour Beatty Communities® program for each military community. Residents find a variety of activities, seminars, and events to help get fit, challenge the mind, interact positively with others, and enrich their lives through holiday-themed events, life learning seminars, classes of all types, exercise sessions, arts and crafts workshops and community-wide events. A dedicated LifeWorks Coordinator ensures that a balanced program of events and activities is scheduled and conducted. The seven categories of wellness that are the focus of the program include the following: 1) Physical Health, 2) Life Management, 3) Environmental Awareness, 4) Personal Safety, 5) Community Service, 6) Mind Building, and 7) Social Activity.

LITTER CONTROL

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

- Using tightly covered trashcans. Bag and tie all garbage and trash bags. Do not leave trash sitting out for pets, wild animals, or the wind to ravage.
- Placing litterbags in cars and being sure to utilize them.
- Picking up trash when seen.
- Coordinating and supporting community cleanup projects. Community cleanup projects will be announced through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com.

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his/her part to keep the community litter-free.

LIVE- IN CARE PROVIDERS

Permission for live-in care providers or nannies staying for longer than the maximum number of days for social visitors must be requested in writing to the Community Management Office. Requests will be evaluated on a case-by-case basis and should be submitted with documentation for the need for live-in assistance. Approval of a live-in care provider is predicated on specific child-care or health-care issues shown to require full-time, live-in assistance.

The Community Management Office will assist in obtaining a larger Home, if necessary and when available, to accommodate the 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 to make sure the live-in care provider and/or nanny comply with all rules and regulations of your Lease, the Resident Guide and any addenda.

LOCKS & KEYS

Residents may only alter existing locks or install additional locks with prior written permission of the Community Management Office. Permission may be obtained through submission of a **Request to Make Alterations Form at Figure F**. Any replacement lock must be of the same manufacturer as the existing lock and Resident must provide a copy of the new key to the Community Management Office within 24 hours of changing the lock.

Should keys become lost, immediately notify the Community Management Office. Only a Resident or occupant listed on the Lease who provides valid identification will be issued keys to the Home. The lock will be changed, and the Resident will be assessed a \$50 replacement fee for each lock.

Failure of Resident to return the keys to the Community Management Office at move-out will result in a \$50.00 charge.

LOCK-OUTS

The Community Management Office provides 24-hour lockout service. If a Resident requests the Community Management's Office to unlock the door of a Home, the following charges will be incurred:

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

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

NEIGHBOR RELATIONS

Resident is reminded that living in close proximity to other families poses certain challenges and opportunities to build lifelong relationships.

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

- Keep household noise to a minimum and maintain quiet hours (quiet hours are between 2200 hours and 0600 hours, seven days a week). Please remember neighbors often work different shifts.
- Keep the Home, including the yard, clean and free of any unsightly refuse.
- Know where occupants and guests are at all times.
- Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or excessive or above normal noise.
- Difficulties with a neighbor must be settled peaceably. If all efforts meet with failure, file a complaint **in writing** with the Community Management Office. The Community Management Office will investigate and attempt to resolve the problem. The complaint,

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

NUISANCE (DISTURBANCES AND NOISE)

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

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

PACKAGES

Residents may authorize the Community Management Office to accept mail/UPS/Federal Express, etc. packages on a Resident's behalf. Residents must fill out a form at the Community Management Office. This service is provided as a convenience. Packages are to be picked up within forty eight (48) hours of notice of arrival. Failure to do so will result in the Community Manager returning the package to the delivery service.

PARKING, VEHICLES & GARAGES

Vehicles must be registered with the Community Management Office.

Vehicles are to be parked in the garage, driveway or in authorized parking areas, in that priority. At no time will motor vehicles be parked or driven on the grass or curb. Any violation of this regulation will result in the vehicle being towed at the Resident's expense.

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

Motorcycles or mopeds may not be parked on patios, sidewalks or grassy areas and are not to be stored or worked on inside the Home.

Pocket Bikes/ATVs are not allowed to be ridden or stored in housing areas. To report violations, contact Security Forces.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community, except twenty-four (24) hours before or after use for the purpose of loading, unloading or cleaning. Storage for RVs is available to active duty military members at the Installation's Outdoor Recreation.

Repairs of any nature to vehicles are prohibited in the community, except for emergency repairs such as fixing a flat tire. The Auto Hobby Shop may be utilized by active duty military members to perform auto repairs.

Washing of vehicles is not permitted at the Premises or anywhere within the community. It is recommended washing of vehicles be accomplished at the appropriate facilities designed to support this activity. It is not permitted within the community because the water containing soap and detergent, residues from exhaust fumes, brake pads, gasoline and motor oil washes off the vehicles, flows off the pavement and into nearby storm drains, which can have an adverse environmental impact.

Inoperable, unlicensed, or abandoned vehicles will be towed away at the Resident's expense. At no time will vehicles be permitted to be on jacks.

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

Driveways must be neatly maintained. Driveways must not be used as storage for grills, bicycles, furnishings, equipment and boxes. Oil spots should be removed promptly with a good concrete cleaner. Do not use any product that will damage the concrete.

Any personal property stored within the garage or in the driveway shall be done at the Resident's sole risk and, therefore, it is recommended that the Resident obtain additional renter's insurance at the Resident's expense.

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

PEST CONTROL

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

Resident will:

- Maintain the Home in a manner to deny access, harborage, and sustenance to household pests
- Ensure windows and doors are screened and fit properly
- Request that Maintenance repair air leaks into or from the Home
- Request that Maintenance seal or caulk minor cracks or holes inside the Home
- Regularly remove excessive clutter in and around the Home; debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods
- Promptly clean up spilled foods, crumbs, drinks, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and cat litter box daily and clean pet feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly

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

A licensed pest control vendor will visit on a regular basis. A schedule will be made available through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com. Requests for treatment may be made by contacting the Service Request Desk. Depending on the type and severity of pest problem, the Resident may be charged for the service if Resident was at fault for causing the problem.

- If a Resident is allergic to common pesticides or has any reaction at all, notify the Community Management Office.
- Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

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

Problems involving wasps, bees, hornets, bats, houseflies, snakes, spiders, rodents, wood destroying pests, and pests of stored food products should be reported to the Service Request Desk.

PETS

All pets must be registered with the Community Management Office by completing the **Pet Addendum** when signing the Lease. If additional pet(s) are acquired after move-in, the Resident must update the Pet Addendum within ten (10) days.

All pets are also required to be checked by a local veterinarian within five (5) days of arrival or after taking ownership of the animal. Proof of the veterinarian visit must be presented to the Community Management Office within five (5) days after registration.

All pets *must* be kept current with vaccinations, testing, and/or treatments. All dogs and cats must wear their current Rabies vaccination tag on their collar or harness.

The term "pet owner" will include any person owning, keeping, or harboring an animal. Resident shall be deemed the pet owner of any pet owned, kept, or harbored within the Home.

Owners will be held responsible for compliance with current directives and for any damage caused by their pets.

Residents are responsible for removing their pets' solid wastes throughout all areas.

Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are moving out will not abandon any animal. Unwanted pets should be placed up for adoption.

The privilege of keeping a pet in the Home may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. Below are other examples of why an animal may be deemed a nuisance:

- Habitually or repeated barks in such a manner or to such an extent that it disturbs others.
- Interferes or obstructs persons engaging in exercise or physical activity.
- Defecates on the lawn of a Home not occupied by its owner.

- If the owner habitually violates the leash law.

Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

Control of Pets

Dogs, cats or any other pets will not be permitted to run loose. When pets are not penned, they will be leashed at all times. A Letter of Caution may be issued and the privilege of having a pet may be revoked if a Resident or guest routinely allows their pet to run loose. Pets may be left in fenced-in-yards for short periods of time not to exceed four (4) hours with proper food, water, and shelter, except for dogs as specified below. If a pet is confined outdoors, it may not create a nuisance to others.

Dogs may not be unattended unless confined indoors, or outdoors in a securely enclosed and locked pen, or other approved structure designed to completely restrain the animal. The Community Manager, or a representative of the Community Manager, will determine if the structure used to restrain the dog is sufficient. If a **Request to Make Alterations Form** (see **Figure F**) is properly submitted to the Community Management Office and approved by the Community Manager, doghouses are allowed in homes with fenced-in backyards. In addition, doghouses shall conform to the size of the dog, standards of good taste, and shall not detract from the appearance of the property. The color of the doghouse must be white, neutral or match the exterior paint of the Home and be kept to the rear of the Home at all times. If at any time the doghouse becomes a nuisance or detracts from the appearance of the property, the Community Manager reserves the right to request immediate remedy or removal of the structure. Residents are required to remove the doghouse and return the area to original condition when vacating the Home with grass seeding at the Resident's expense. Anytime a dog is outside the above confined secured areas, it must, at all times, be securely hand leashed and under the control of the owner or his representative. Dogs may not be tethered or staked on a chain or leash outside of the confined secured area.

Animal Bites

All humans bitten or injured by an animal are considered to be potentially exposed to Rabies and should report to a medical facility for treatment. The animal must be transported to the nearest veterinary facility for examination. The Community Manager must also be notified. When an incident occurs, attempt to obtain a detailed description of the animal (domestic or stray), attempt to identify the owner and also notify Security Forces. A Letter of Caution may be issued and the privilege of having a pet in family housing may be revoked as a result of a pet biting a person or another animal.

Owners of pets are encouraged to maintain additional liability insurance in the event that their animal bites another person or animal.

Pet Violations

Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office.

PLAYGROUNDS

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

Children under the age of six (6) years are not permitted on playgrounds without adult supervision. Animals are not permitted in playground areas at any time.

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

PLUMBING FIXTURES/EQUIPMENT

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

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, non-food in disposal or sink. Residents will be responsible for all damages resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and, once hardened, thrown in the trash and not disposed of in a sink. Misuse may result in sewer line back-ups that present unsanitary conditions that could overflow in to the yards. Furthermore, such back-ups could potentially result in damage to your household goods and the inconvenience of water outages while repairs are undertaken. Your assistance in keeping our sewer lines operable is appreciated.

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

Garden Hose Bibs

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

REFUSE AND RECYCLING

Household Refuse

Refuse containers are provided for each Home. All regular refuse must be on the curb before 7:00 a.m. on the day of pickup and empty garbage cans must be removed from the curb no later than 7:00 p.m. The pickup schedule will be made available through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com.

Overflow refuse should be placed in a separate durable refuse container. Do not leave containers at the pickup sites overnight as this may attract stray and wild animals. All trash in containers needs to be in bags (no loose trash in refuse containers). Refuse containers will not be placed in public view except on scheduled pick up days. The Community Management Office will post schedules for the pickup of yard debris in the same manner as for bulk refuse below.

Bulk Refuse

Bulk refuse collection at curbside will include appliances, furniture, large items such as tires, and miscellaneous debris. The bulk refuse pickup schedule will be made available through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com.

The following items WILL NOT be picked up as part of bulk refuse: refrigerators, batteries, paint, oils, household cleaners, chemicals or similar items that fall under the Environmental Protective Agency regulations. It is the Resident's responsibility to dispose of these items properly. Please refer to the section on disposal of household hazardous waste.

Recycling

The Community Management Office supports recycling of waste products. Place all recyclable items in a container(s) and place the container(s) curbside adjacent to the street no later than 7:00am the day of pick-up. The recycling schedule will be made available through the community newsletter and posted on the Community Management Office website at www.malmstromfamilyhousing.com.

SAFETY

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

Bicycle/Skating/Skateboard

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

Children's Safety

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

Disaster

Residents should familiarize themselves with the area local shelters and evacuation routes and plans. Should severe weather conditions ever arise, please listen to local radio or television stations for shelter designations and instructions set forth by Civil Defense and your local law enforcement agency.

Fire Protection

Resident is responsible for ensuring his/her Home is in compliance with all applicable fire and life safety standards. For further information regarding questions on fire and fire prevention, please contact the local Fire Department.

Garage Doors

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to the Service Request Desk so qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect family and friends from potential harm. Please take a minute to read the following safety tips:

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

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

Personal Safety Reminders

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

Window Safety

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards: (i) beds, tables, chairs and other furniture should not be placed in close proximity to windows, (ii) windows should be locked when not in use, and (iii) do not leave young children unsupervised in rooms with open windows.

Reporting Hazards

Residents are encouraged to report any safety hazards or dangerous conditions or concerns to the Community Management Office for correction. These requests can be made by utilizing the service request process or by any means the individual would prefer.

SATELLITE SYSTEMS (TV)

Where satellite systems are permitted, they must be installed in the backyards of the Home and not in common areas, and they will not be larger than thirty-nine (39) inches in diameter. In order

to ensure installation does not damage homes or detract from the appearance of the homes or the community, the Resident must agree to the terms of the **Satellite Dish Addendum** and execute such addendum which will become a binding part of their Lease. With respect to homes classified as historic units, the installation of satellite systems may be prohibited.

Television and radio antennas are prohibited.

A Satellite Dish Addendum must be executed prior to installing this equipment.

SIDEWALKS, DRIVEWAYS, YARDS, PORCHES, PATIOS & BALCONIES

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

Back yards must be well-maintained and neat in appearance.

Bikes, toys, patio furniture and lawn equipment, when not in use, should be moved to the back yard or garage. These items may not be stored in the driveway. Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance.

Patio furniture, used daily, properly maintained and in good taste (as determined by the Community Manager) may remain on the patio/balcony or in the yard area when not in use.

Couches, chairs or other furniture not built or intended for outdoor use is prohibited.

The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is not in the best interest of all Residents and is prohibited.

Platforms or structures in trees, attaching swings or chains to tree limbs, and driving nails anywhere into a tree is prohibited.

Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited.

Skateboard ramps are prohibited.

Storage on patios or balconies is prohibited.

Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from the Community Manager prior to installation. The Resident must submit a **Request to Make Alterations Form** (see **Figure F**) to the Community Management Office. Equipment must be whole and without defect so that it does not present a

health and safety risk. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by use of said equipment.

The use of portable barbecues is permitted as long as they are five (5) feet away from any building or structure.

Residents are not allowed to attach any athletic devices or basketball backstops to any portion of the Home. Freestanding basketball goals/hoops are not authorized.

No new clothes lines are allowed, but pre-existing ones may remain and be used.

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

SMOKE & CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Landlord shall test and install new batteries for all smoke and carbon monoxide detectors upon move-in at no cost to Resident; thereafter, Resident is responsible for replacing smoke and carbon monoxide detector batteries, if any, as needed. Batteries for these devices may be obtained at the Self-Help Store.

Any questions about operation or performance of smoke or carbon monoxide detectors can be directed to the Community Management Office. Residents agree to immediately report a malfunctioning device to the Community Management Office. Any smoke or carbon monoxide detectors damaged by the Resident will be repaired or replaced by the Community Management Office and Resident will be charged the actual cost of repairing or replacing the device.

SNOW AND ICE REMOVAL

Common areas, sidewalks in common areas, and sidewalks in front of the Home parallel to the street will be cleared and treated by Landlord during ice and snow occurrences as soon as all major roads and side streets have been cleared for use (or sooner if snow/ice conditions create a public safety concern).

Residents are required to remove their vehicles from the streets and into their respective driveways to facilitate snow removal. Residents are responsible for clearing their driveways and walkways from the driveways to the Home.

SPEED LIMIT

You are required to abide by all traffic regulations set forth on the Installation, including speed limits.

If children are in or around the street or poor weather conditions exist, the posted speed limit may be too fast and you are expected to reduce your speed accordingly. There are too many children in the community and the risk is too high for the speed limit not to be ***STRICTLY ENFORCED. DO NOT SPEED.***

STORAGE BUILDINGS

Landlord does not supply storage buildings, but may grant the Residents the right to install one. Residents may submit a **Request to Make Alterations** form (see **Figure F**) for a storage building through the Community Management Office that will approve requests on a case-by-case basis. Damage to turf caused by a storage building must be repaired prior to vacating the home.

SWIMMING & WADING POOLS

The use of swimming and wading pools is prohibited with the following exception:

Residents may have one (1) small wading pool up to six (6) feet in diameter and one (1) foot in depth in the backyard only. When the wading pool is in use by children, adult supervision is required. When the wading pool is not in use, it must be emptied and stored. This will help to prevent wading pools from becoming a potential hazard to children or a breeding ground for mosquitoes. Damage to yard caused by a wading pool must be repaired prior to vacating the Home.

TRAMPOLINES

Trampolines are prohibited.

WATERBEDS

The use of waterbeds is authorized on first floor bedrooms only.

Residents will be held liable for any damages caused by the use of a waterbed.

WEAPONS POLICY

Residents and family members residing in the Home may possess and store privately owned weapons, which include firearms, crossbows, BB guns and pellet guns. All privately owned permitted weapons must be registered with the Installation's Security Forces prior to bringing them into the Home. Use or firing of any weapons in the housing community is strictly prohibited. For information on firearms in family housing, contact the Installation's Security Forces during duty hours.

Residents may also reload ammunition and store ammunition and ammunition supplies in the Home for personal use. For information on storage and reloading of ammunition, contact the Installation's Fire Department.

Maintaining an unregistered weapon in the Home may be grounds for termination of the Lease.

WINDOW COVERING

All window blinds that have been provided must remain in place and should always be maintained in good condition.

YARD, LAWN & GARAGE SALES

Yard sales are normally approved as a service to both sellers and buyers who reside on, or have unrestricted access to, the Installation. Personnel not otherwise authorized access to the Installation will not be permitted on to the Installation solely to participate in a yard sale. To conduct a yard sale, the Resident must obtain permission from the Community Management Office and the Resident may have one 2 day sale per calendar year. The following general rules apply:

- The appearance of the Home must be maintained in a neat and orderly fashion.
- Items to be sold will be displayed within the driveway area. During inclement weather, the sale may be held in basements.
- Purchased items must be picked up on the day of the sale. Unsold items must be returned to storage or disposed of immediately following the sale.
- Signs advertising sales are available at the Community Management Office and are the only signs authorized. No other signs are to be placed in the yard and no signs are to be attached to the house, structure, trees, utility poles or street signs. One sign will be issued and is to be returned no later than **2 days** following the sale. Any writing, tape,

etc., must be removed before the sign is returned. Signs may only be posted at designated areas located at most entrances to housing areas.

Figure A

Authorization to Enter Form

Western Group Housing LP Authorization to Enter
DATE: _____
RESIDENTS: _____
HOUSE ADDRESS: _____
<p>I hereby authorize the property manager, BBC AF Management/Development LLC, and its personnel to enter my home for maintenance service requests and routine inspections provided prior notification was delivered to my home. Also, I agree that at any time an emergency occurs, staff may enter my home to make necessary repairs.</p> <p><i>I further agree any pet in my home will be confined to an area that will not require maintenance.</i></p>
_____ Resident Signature _____
_____ Resident Signature _____
_____ Management Signature ***** <p>I do not authorize BBC AF Management/Development LLC personnel to enter my home for maintenance service requests and routine inspections even if prior notification was delivered to my home. However, I understand that BBC AF Management/Development LLC, as agent to the Landlord, has immediate right of entry to my home if emergency conditions are presumed to exist.</p> _____ Resident Signature _____
_____ Resident Signature _____
_____ Management Signature

Figure B

Discrepancy Notice

**Western Group Housing LP
Discrepancy Notice**

FROM: Community Manager

TO: _____

RE: **DISCREPANCY NOTICE**

DATE: _____

During an on-site inspection of your home, conducted on _____, it was noted that you are in violation of one of the below infractions:

- _____ Refuse has been left out
- _____ Grass needs to be cut
- _____ Vehicle not licensed/registered
- _____ Recreational vehicle needs to be properly stored
- _____ Yard in disarray
- _____ Vehicle was not removed from the street for street cleaning
- _____ Holiday decorations still up
- _____ Recycling bins and/or totes need to be put away
- _____ Other

The appearance of your house not only reflects upon you, but also the entire community. You owe consideration to your neighbors by doing your part to maintain the attractiveness of the whole community. You have 2 business days from receipt of this letter to correct the violation. Failure to do so will result in a formal letter of Caution/Warning/Termination of Lease Agreement. If you have any questions concerning this issue, please contact the Community Manager.

Figure C

Letter of Caution

Western Group Housing LP Letter Of Caution
FROM: Community Manager
TO: _____
RE: LETTER OF CAUTION
DATE: _____
<p>This is a Letter of Caution.</p> <p>_____ was involved in <i>verbal assaults and/or physical violence towards other Residents</i> within community housing.</p> <p>The Resident Guide states, "In egregious cases, or due to serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, Resident's actions may result in an immediate termination of the Lease." _____ conduct is not in keeping with good order and discipline of a military family community.</p> <p>A Letter of Caution is issued for a Resident's first offense. A Letter of Warning will be issued for the Resident's second offense of any nature. A Letter of Eviction will be issued for a Resident's third offense of any nature. Due to the severity of this offense, the Community Manager may forgo a Letter of Warning and issue a Termination of Lease Agreement in the event of similar occurrences in which _____ is directly or indirectly involved with.</p> <p>You must immediately remedy this situation so that no further incidents occur.</p> <p>Sincerely,</p> <p>Community Manager Authorized Landlord Agent</p>

Figure D

Letter of Warning

**Western Group Housing LP
Letter Of Warning**

FROM: Community Manager

TO: _____

RE: **LETTER OF WARNING**

DATE: _____

This is a Letter of Warning.

You were previously notified in a Letter of Caution dated _____.

_____ has been involved with *verbal assaults and/or physical violence towards other Residents* within community housing. This behavior still persists as evidenced in the incident on _____ where _____.

The Resident Guide Covenants state, "In egregious cases, or due to serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, Resident's actions may result in an immediate termination of the Lease." _____ conduct is not in keeping with good order and discipline of a military family community.

This Letter of Warning is the final notice that you will receive. If this behavior does not cease immediately, a Termination of Lease Agreement will be issued.

Sincerely,

Community Manager
Authorized Landlord Agent

Figure E

Letter of Termination of Lease

**Western Group Housing LP
Termination of Lease**

FROM: Community Manager

TO: _____

RE: **TERMINATION OF LEASE**

DATE: _____

This is a letter terminating your Lease. Reference _____, described in the Resident Guide. Your chain of command has been informed.

On _____, [INCIDENT] within community housing. This incident is similar to other incident(s) involving _____.

On _____, a Letter of Warning was issued for the _____ incident involving _____ . You have failed to _____.

Your Lease is terminated as of this date. You and your family must vacate housing 30 days from the date of this letter _____. The Community Management Office will schedule preliminary and final housing inspections.

Should you disagree with this directive, you have ten (10) days to complete an appeal using the conflict resolution procedure in the Resident Guide.

Sincerely,

Community Manager
Authorized Landlord Agent

Figure F

Request to Make Alterations Form

<p>Western Group Housing LP Request to Make Alterations</p>
--

Request Date: _____ Day: _____ Time: _____

Resident Name: _____

Home Address: _____

Alteration Requested: _____

(each request must be submitted on a separate form for approval)

Please describe the nature of the alteration and the plan for returning the home or area affected to the original condition prior to vacating the home.

Alteration Description:

Resident Signature: _____

Resident Name (Please Print) _____

Management Signature: _____

Date: _____ Request Approved: _____ Request Denied: _____

Attachment 1

Inspection Standards of Conditions at Move-Out

In order to avoid any delays in the clearing of your housing and to prevent you from incurring charges, the following guidelines should be followed prior to the final inspection of your home:

Walls and Ceilings

- Remove all nails, picture holders, molly bolts, anchor bolts, etc. Spackling of holes less than one-fourth inch is not required. Holes larger than one-fourth inch or wall damage will be spackled neatly by the resident.
- Remove all self-adhesive hooks.
- Spot painting is discouraged, as different paint batches do not match, thus creating an unsightly condition.
- Remove all scuffmarks, wallpaper, borders, decals, and restore any wall damage.
- Repaint rooms painted with non-standard colors back to the standard BBC AF Management/Development approved interior color.

Windows, Doors, Medicine Cabinets and Wall Cabinets

- Be sure that all window coverings that were provided at move-in are not damaged and are affixed properly to the windows.
- All storm windows, doors, and screens must be in place.
- Remove all contact paper and shelf paper.
- Be sure to remove all items from medicine cabinet, closets, kitchen cabinets and closets.

Floors

- Carpets shall be vacuumed and free of dirt and stains.
- Resident with pets will be required to have the carpets cleaned professionally.
- Tile and wood floors must be swept and damp-mopped

Appliances

- Ensure all the shelves are in place in refrigerator.
- Ensure all broiler pans and oven racks are in place in range.
- Ranges and refrigerators must be in kitchen, not basement or stored elsewhere.
- Be sure that all items are removed from refrigerator and freezer, and that it is wiped clean and left on the lowest setting.
- Be sure that dishwasher is empty and wiped clean.
- Be sure that oven and range top, including drip pans are thoroughly cleaned. **DO NOT USE OVEN CLEANER.**

Exterior

- Remove dirt, mud, chalk, crayon, oil, grease or other substances off sidewalks, patio slabs, and driveways.
- All trash cans (regular and recyclables) must be empty and rinsed clean.

Grounds

- Remove all trash, debris and animal waste.
- Repair yard damage and ensure grass is growing in areas destroyed by pets or children.

Garages (If Applicable)

- Remove all personal property and thoroughly sweep out area.
- Remove all nails and hooks.
- Remove dirt, spilled paint, and grease stains from shelves and floors.

Unauthorized Construction

- Any unauthorized construction must be removed.

Miscellaneous

- Home must be free of all offensive odors.
- Residents must turn in their house, garage, and their cluster mailbox keys to the Resident Specialist.
- All personal property (such as carpets, wallpaper, yard fences, swings, etc.) must be removed.

Attachment 2

Damage and Cleaning Charges at Move-Out

Damage Charges/Replacement

A. KITCHEN

1.	Dishwasher	\$300
2.	Broiler Pan	\$22
3.	Gas Range Grate	\$13 and up
4.	Freezer Bars	\$17
5.	Freezer Door Ends	\$17
6.	Range Hood	\$65
7.	Range Hood Filter	\$5
8.	Range Hood Lens	\$5
9.	Refrigerator	\$610
10.	Side-by-Side Refrigerator	\$720
11.	Gas Stove	\$530
12.	Electric Stove	\$485
13.	Burner Elements	\$22
14.	Oven Rack	\$26
15.	Stove Knob	\$4
16.	Crisper Drawer	\$95
17.	Countertop Replacement	\$400 and up
18.	Countertop Repair	\$65 and up
19.	Faucet	\$95
20.	Refrigerator Door Handle	\$38
21.	Light Fixtures	\$25 and up
22.	Cabinet Door/Drawer	\$75 and up
23.	Microwave	\$295
24.	Refrigerator Glass Shelf	\$72
25.	Under Cabinet Light Fixture	\$25
26.	Kitchen Lens Cover	\$60
27.	Glass Stove Door	\$220
28.	Kitchen Sink	\$75
29.	Closet Shelving	\$45

B. BATH

1.	Toilet Bowl/Tank Replacement	\$145
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2.	Faucet Replacement	\$95
3.	Tub Surround Replacement	\$135 and up
4.	Fan Cover/Lens	\$15
5.	Shower Head	\$15
6.	Shower Rod	\$10
7.	Toilet Paper Holder	\$6
8.	Medicine Cabinet	\$126
9.	Towel Bars	\$16
10.	Vanity Top	\$155 and up
11.	Vanity	\$175 and up
12.	Laundry Tub	\$65
13.	Toilet Seat	\$15

C. FLOORS

1.	Tile Replacement	\$225
2.	Carpet Replacement	\$1,450 and up
3.	Hardwood Floor	\$300
4.	Carpet Cleaning	\$250 and up
5.	Carpet Deodorizing	\$55
6.	Carpet Re-dye	\$220
7.	Stain Removal	\$65 and up
8.	Carpet Patch	\$65 and up
9.	Register/Grill Replacement	\$16

D. WINDOW COVERINGS

1.	Mini Blind Replacement	\$20
2.	Vertical Blind Replacement	\$85
3.	Individual Slat Replacement	\$5

E. WALLS & CEILINGS

1.	Outlet Covers	\$3
2.	Drywall Repair	\$35 and up
3.	Ceiling Fans	\$95

F. DOORS

1.	Door Trim	\$35
2.	Door Closure	\$38

3.	Patio Door Handles	\$15
4.	Screen Door	\$115
5.	Storm Door	\$120
6.	Patio Glass Door	\$220
7.	Replace Patio Door Screen	\$45
8.	Bi-Fold Door	\$78
9.	Interior Door	\$110
10.	6-Panel Door	\$135
11.	Exterior Door	\$285
12.	Screen Door Reframing	\$50
13.	Sliding Mirrored Door	\$135
14.	Door Handle Replacement	\$18
15.	Door Stop	\$3

G. EXTERIOR - LAWN, GARAGE, PATIO, OUTSIDE STORAGE ROOM, TRASH REMOVAL

1.	Trash Removal	\$150/truckload
2.	Mow Yard	\$35 and up
3.	Turf Restoration	\$100
4.	Garage Door Panel	\$220
5.	Pet Waste Removal	\$55 and up
6.	Replace Siding	\$100 and up

H. WINDOWS & SILLS

1.	Rescreen	\$35
2.	Window Glass Replacement	Market Rate

I. KEYS & LOCKS

1.	Garage Door Opener	\$50
2.	Garage T-lock Handle	\$45
3.	Key Replacement	\$5
4.	Lock Change/Replacement	\$65 and up

J. MISCELLANEOUS EQUIPMENT

1.	Hot Water Heater	\$340
2.	Washer Pan	\$20
3.	Fireplace Glass	\$265
4.	Dual CO ² /Smoke Detector	\$55

5. Smoke Detector \$35

K. CLEANING AND REPAIR SERVICES

Whole Unit Cleaning	\$350
Extra Cleaning	\$45 and up
Whole Unit Paint	\$700
Extra Painting per Room	\$150
Smoke Damage & Odor Elimination	\$150

NOTE: Any repairs not considered to be routine maintenance will be charged at \$15 per hour. Any replacement/repair not on this list will be priced at the time of service. Prices are subject to change in accordance with the change procedure given in the section on Community Policies Enforcement. Excessive damage may alter above prices.

Attachment 3

Tips for Preventing Mold and Mildew

A Guide for Residents of Our Community

- Do not block or cover any heating, ventilation, or air conditioning ducts.
- Whenever possible, maintain a temperature in your Home between 70 and 75 degrees in the air conditioning season and 65 to 74 degrees Fahrenheit during the heating season.
- To allow an exchange of air and permit sunlight to enter your Home, air out your Home when weather is warm and humidity is low. Run the fan on your furnace to help circulate fresh air.
- In damp, humid, or rainy weather, keep windows and doors closed.
- Clean and dust your Home on a regular basis. Use environmentally safe household cleaners.
- Regular vacuuming and mopping removes household dirt and debris that contribute to mold growth. A vacuum cleaner with a HEPA filter will help remove mold spores.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, such as countertops, windows, and windowsills.
- Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom.
- Use the exhaust fan in your kitchen when cooking and while the dishwasher is running. Allow the fan to run until all excess moisture has been vented from the kitchen.
- If you have a clothes dryer in your Home, clean the lint filter after each use and promptly report any damage to the vent connection. If condensation forms within the laundry area, wipe it dry. Dry damp clothing as quickly as possible.
- Limit houseplants to a reasonable number to limit excess humidity in your Home and limit molds that could grow on the solid surface. Avoid over watering.
- If you clean up a spill on your carpeting, blot the area dry.

- Do not overfill closets or storage areas. Overcrowding restricts airflow.

What to report to the Communities Management Office:

1. Any leak or water damage
2. Any malfunction in your heating, ventilation, or air conditioning system
3. Windows or doors that don't open or close properly
4. Any areas of visible mold (except very small areas that respond to routine cleaning)
5. Musty or moldy odors
6. Health issues which you think are linked to the air quality within your Home.

Thank you for your cooperation!

Attachment 4

Energy and Conservation

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

- Limit thermostat settings to no higher than 68 degrees for heating and no lower than 75 degrees for cooling.
- Turn off or restrict the use of lighting for porches, patios, and entrances, except when required for safety or security.
- Turn off or curtail the use of decorative lighting inside and outside.
- Do not operate portable electric heaters.
- Adjust thermostat settings of water heaters to reduce temperature to 105 degrees, except where dishwashers are in use.
- Use drapes, blinds and shades to allow entry of sunlight in the heating season and provide shade during hot weather.
- Close doors and registers to unused rooms.
- Turn off air-conditioning systems, reduce heating to 50 degrees, and close windows when away for an extended period of time (weekends, holidays or vacations).
- Operate dishwashers, clothes washers, and dryers only when fully loaded.
- Delay operation of heat-producing appliances to cooler periods of the day during the summer months.
- Use the lowest wattage lamp consistent with needs and turn off lights in unoccupied rooms.
- Operate kitchen exhaust fans to reduce cooling loads imposed by cooking appliances during the summer months.
- Ensure that HVAC filters are changed by the Maintenance Technician during scheduled Preventative Maintenance inspections or sooner, if necessary.
- Do not obstruct duct outlet registers.
- Lower heating thermostats 5-10 degrees at bedtime.
- Use the shower in lieu of the tub for bathing.

- Self-cleaning ovens use large amounts of energy; consequently this feature should be used sparingly.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed by Landlord to conserve water such as faucet aspirators and low flow showerheads.

Attachment 5

Itemization of Fees and Charges

Late Payment Fee	\$25
Insufficient Funds Fee (or returned check)	\$25
Lock Change	\$50
Lock Outs	
First Lock Out During Office Hours	Free
Second and Subsequent Lock Out During Office Hours	\$25
Lock Out After Hours	\$50
Failure to Return Keys at Move-out	\$50
Transfer Fee (Voluntary Move)	\$300

Attachment 6

Phone Numbers

Emergency (Ambulance, Fire, Police)	911
Security Forces:	
Law Enforcement Desk:	731-4498
Fire Department:	
Non-emergency:	731-4100
Community Management Office	315-2262
Facility Maintenance Office	315-2265
Service Request Desk	315-2263
Child Development Center	731-2417