

Corvias®

# RESIDENT RESPONSIBILITY GUIDE

.....ERROR! BOOKMARK NOT DEFINED.

<b>CHAPTER 1: GENERAL .....</b>	<b>4</b>
1-1 INTRODUCTION .....	4
1-2 GENERAL POLICIES.....	4
1-3 RESIDENT OCCUPANCY AGREEMENT (LEASE) .....	4
1-4 BASIC ALLOWANCE FOR HOUSING (BAH).....	4
1-5 MOVE-IN INSPECTION .....	5
1-6 ANNUAL INSPECTIONS .....	5
1-7 ACCESS.....	5
1-8 CONDUCT, BREACH OF ROA, ILLEGAL DRUG AND OTHER UNLAWFUL ACTIVITY .....	6
1-9 NOISE/QUIET HOURS.....	6
1-10 EVICTION .....	6
1-11 FIRE PREVENTION .....	7
1-12 PEST CONTROL.....	7
1-13 WEAPONS AND ORDNANCE .....	8
1-14 UTILITIES.....	8
1-15 CHANGES IN POLICY .....	9
<b>CHAPTER 2: CARE OF HOMES.....</b>	<b>10</b>
2-1 SATELLITE DISH/ANTENNA .....	10
2-2 ALTERATIONS.....	11
2-3 STORAGE SHEDS.....	11
2-4 PATIO COVERS .....	12
2-5 SWIMMING POOLS/HOT-TUBS .....	12
2-6 SKATEBOARDS, IN-LINE ROLLER SKATES AND SMALL MOTORIZED TRANSPORTATION DEVICES .....	12
2-7 TRAMPOLINES/SWING SETS/INFLATABLES/OTHER PLAY EQUIPMENT .....	12
2-8 OUTDOOR FURNITURE/ STORAGE IN OUTDOOR AREAS.....	13
2-9 FENCING/RAILINGS.....	13
2-10 WINDOW COVERINGS .....	14
2-11 INSTALLATION OF AIR CONDITIONERS AND OTHER PRIVATELY OWNED EQUIPMENT.....	14
2-12 LAUNDRY .....	14
2-13 BBQ GRILLS, FIRE PITS, AND BONFIRES .....	14
2-14 HOLIDAY DECORATIONS.....	15
<b>CHAPTER 3: MAINTENANCE AND REPAIR.....</b>	<b>16</b>
3-1 LEAD BASED PAINT .....	16
3-2 WORK ORDER PROCEDURES .....	16
3-3 WORK ORDER PRIORITIES .....	16
3-4 RUBBISH/REFUSE/RECYCLING.....	17
3-5 PLUMBING .....	18
3-6 ELECTRIC/ELECTRICAL PANEL BOX/LIGHT BULBS.....	19
3-7 SMOKE/CARBON MONOXIDE (CO) DETECTORS .....	19
3-8 HVAC FILTERS.....	19
<b>CHAPTER 4: MISCELLANEOUS.....</b>	<b>20</b>
4-1 USE AND RESIDENCY .....	20
4-2 GUESTS .....	20
4-3 SUBLETTING/ASSIGNMENT .....	20
4-4 HOME/COMMERCIAL BUSINESSES .....	20
4-5 CARE OF CHILDREN .....	20
4-6 FAMILY CHILD CARE .....	21
4-7 PET POLICY.....	21
4-8 PARKING.....	25

4-9	VEHICLE REPAIRS AND MAINTENANCE .....	26
4-10	LANDSCAPING .....	26
4-11	FLOWER GARDENING .....	28
4-12	SIGNS/POSTERS/BANNERS .....	28
4-13	TELEPHONE AND CABLE SERVICE.....	28
4-14	YARD SALES.....	28
4-15	LOCKOUTS.....	28
4-16	RESIDENT’S POTENTIAL LIABILITIES.....	29
4-17	ENERGY CONSERVATION .....	29
<b>CHAPTER 5: MOVE-OUT .....</b>		<b>31</b>
5-1	POLICY .....	31
5-2	TERMINATION/VACATE NOTICE.....	31
5-3	MOVE-OUT INSPECTIONS .....	31
5-4	ABANDONMENT .....	32
5-5	SURFACE-CLEAN CONCEPT .....	32
5-6	CONFLICT RESOLUTION FOR DAMAGES TO THE HOME.....	32
<b>RRG APPENDIX A: GUIDE FOR OPERATION OF APPLIANCES, THERMOSTAT, SMOKE DETECTOR AND INSTRUCTIONS FOR TESTING GROUND FAULT INTERRUPTERS .....</b>		<b>33</b>
<b>RRG APPENDIX B: GUIDELINE FOR SURFACE-CLEAN CONDITION.....</b>		<b>35</b>
<b>RRG APPENDIX C: DAMAGE COST SHEET.....</b>		<b>36</b>
<b>RRG APPENDIX D: HOUSEKEEPING TO CONTROL MILDEW AND MOLD .....</b>		<b>38</b>
<b>RRG APPENDIX E: COMMUNITY CENTER RULES, POOL RULES .....</b>		<b>40</b>

## CHAPTER 1: GENERAL

### 1-1 INTRODUCTION

**Scope:** The policies and procedures in this Resident Responsibility Guide (Guide) are a supplement to and incorporated into the Resident Occupancy Agreement (the Lease) signed by residents living at Fort Polk. This RRG provides information and guidance that applies to all residents, permitted occupants, guests and visitors at Fort Polk Family Housing (collectively, the Resident). Fort Polk family housing is owned by Picerne-Fort Polk Funding, LLC (the “Owner”). The Owner’s representative for the family housing at Fort Polk is Corvias Management- Army, LLC (the “Property Manager,” and collectively with Owner, “Corvias”).

**Goal:** The goal of the Owner and the Property Manager (collectively, “Corvias”) is to provide quality housing, at the best value, to military families living at Fort Polk. Corvias will interpret and apply all policies contained herein with this goal in mind.

### 1-2 GENERAL POLICIES

Corvias Community Management Offices will assist current residents with all housing needs concerning their current home.

For new move-in’s, on the date of occupancy, the Resident must have a minimum of six months remaining on the current duty assignment.

### 1-3 RESIDENT OCCUPANCY AGREEMENT (LEASE)

The Lease outlines the basic responsibilities of the Resident and the Owner and establishes rental payment to the Owner.

**Resident’s Potential Liabilities:** The Resident is responsible and may be held liable for damage to assigned housing or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

### 1-4 BASIC ALLOWANCE FOR HOUSING (BAH)

The Lease signed by the Resident gives authorization to initiate and maintain an allotment equal to the appropriate BAH rate payable for the term of occupancy. BAH allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, both members will receive the appropriate BAH. Rent charged to service member will be based on an equivalent BAH for their rank and assignment location, at the with-dependent rate, at the installation that the privatized housing supports. The only exceptions to this policy are service members without dependents, designated as key and essential at the installation that the privatized housing supports, whose rent will be based on their housing allowance at the without dependents rate. The BAH is based on the zip code of the service member’s duty assignment, and the BAH of the individual service member may differ from the installation where the member seeks housing. It is possible that a Resident may pay more or less for rent than his BAH. If rent is different than duty station BAH, the resident(s) understands the difference and acknowledges acceptance by signing this document. The BAH allotment to the Owner will equal the senior grade member’s BAH at the with-dependent rate, if applicable. The Resident will only sign one set of start-up paperwork for living in on-post housing. Resident is encouraged to contact their Community Management Office for assistance in understanding the BAH change to the Leave and Earnings Statement (LES).

Foreign Service Officers will be required to sign a modified Rental Occupancy Agreement and will be required to pay rent directly to Picerne-Fort Polk Funding, LLC, at a rate of their corresponding rank in the US military.

Resident is required to provide the Community Management Office a copy of promotions, demotions and other actions which affect their BAH. If the Army's allotment management vendor transfers an amount less than the Resident's current actual BAH, as itemized on the LES, the Resident assumes responsibility for the deficiency and will do so until it is paid in full. Corvias will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from Fort Polk Family Housing for non-payment of rent as a lease violation. Picerne-Fort Polk Funding, LLC, may initiate early termination of the lease and notify credit agencies of non-payment.

## 1-5 MOVE-IN INSPECTION

Corvias will thoroughly inspect each home for quality before a Resident moves in. A Community Management Office representative will also complete a move-in inspection with each Resident before that family takes residence in a Fort Polk home. Corvias will provide "rent-ready" homes that consistently meet stringent quality standards for Fort Polk Family Housing.

Every military family will receive a custom home orientation to orient the family with their new home, familiarize family members with the locations of community amenities, and provide a thorough demonstration of the home's equipment and features. The Resident and the Community Management Office will note existing wear and tear on a move-in inspection sheet, which will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs. Resident assumes liability for damages beyond normal (fair) wear and tear if no documentation is available to confirm that damages existed at the time of move-in.

## 1-6 ANNUAL INSPECTIONS

Corvias may conduct an annual inspection of Residents' homes. Permission to conduct an annual inspection will be coordinated with the Resident; however, Corvias has the right to conduct an inspection even if permission is not granted by the Resident or the Resident is not available.

## 1-7 ACCESS

Community Management Offices will retain keys to each home in their respective areas of responsibility under secure control of Corvias staff members at all times. These keys are used to provide access for routine and emergency maintenance service to your home, to assist the Resident in the event of an accidental lockout, and to gain entry to the Home for routine maintenance after appropriate notification of the Resident.

The Corvias staff generally requires permission from the Resident to enter your Home for routine maintenance services, the signing of the lease generally grants such permission when necessary an attempt to provide reasonable advance notice to the Resident of the need to enter the Home. The resident may request appointment times or stipulate certain hours when a Corvias staff member may enter the Home and under what conditions. The Resident may desire to be present during a visit, or may waive that condition; Corvias will maintain this information as part of each Resident file and refer to it when necessary to provide the most efficient and convenient service possible. The Resident may change the conditions relating to access to your Home by submitting a written request to your Community Management Office. These normal maintenance actions will be done at a "reasonable" time, recognizing that "reasonable" may depend on the Resident's and Corvias' work schedule. If a Corvias staff member enters a home after appropriate notification to the Resident to perform maintenance while the Resident is absent,

Corvias will leave a notice stating the purpose of the maintenance call and the name of the Corvias staff member who performed the work.

The Resident may not change or add locks without prior permission from Corvias and will provide a key copy to the Community Management office, if Corvias grants such permission.

For non-emergencies, such as normal maintenance or pest control treatments, PMH will inform Resident as soon as possible of any need to access the home. Corvias policy is to give each family reasonable advance notice (the goal is at least one day or 24 hours' notice) of the need to enter, and only then at reasonable times. Corvias also recognizes that "reasonable" may depend on the Residents' and Corvias' work schedule. If Owner must enter a home while the Resident is absent to perform normal maintenance or emergency work, Owner will leave a notice stating the purpose of the call and the name of the Corvias team member who performed the work.

## 1-8 CONDUCT, BREACH OF ROA, ILLEGAL DRUG AND OTHER UNLAWFUL ACTIVITY

The Resident is responsible for the conduct of family members and guests. Any conduct that violates the Lease or Guide, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident that corrective action must be taken. If a Resident, family members, or guests fail to comply with any written notice, the Resident's chain of command will be notified. Repeated violations of the Lease or Guide may result in the termination of the Lease and immediate eviction.

## 1-9 NOISE/QUIET HOURS

Resident, other authorized occupants and guests will not disturb the peaceful enjoyment of the community. Resident shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle sufficiently reduced at all times so as not to disturb other Residents. Residents shall not conduct or permit vocal or instrumental practice or instruction at the home without prior written consent of the Neighborhood Office. As per Command Policy Memorandum DES-02 – Noise Abatement; quiet hours are from 2200 to 0500 Sunday evening – Friday morning and 2400 to 0600 Friday evening - Sunday morning and should be observed by all residents and their guests that reside or visit homes at Fort Polk. Residents are required to control their pets to avoid disturbance during the quiet hours as defined above as well as from becoming a nuisance due to prolonged or frequent barking.

## 1-10 EVICTION

The Community Management Director will be the approving authority on all terminations of the Lease for misconduct or policy violations by the Resident, family members and guests.

Non-payment, minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Community Office. Notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In extreme cases, or where a persistent pattern of misconduct occurs, Corvias will give the Resident written notice of the intent to terminate the Lease and will consider the service member's written response, if any. If the Resident and Corvias are unable to resolve the matter, Corvias will forward the request for termination of the Lease to the Garrison Commander, via the Residential Communities Initiative (RCI) Office, for final decision. Families being evicted are required to clear all of their personal property from our home. Failure to comply with clearing the home can result in additional charges for the removal and possible disposal of their property if unclaimed within 30 days.

## 1-11 FIRE PREVENTION

A portable, dry-chemical fire extinguisher and a smoke detector has been supplied in a convenient location in each home. The following items should be immediately reported to the Neighborhood Office:

- Discharged fire extinguisher
- Damaged, missing or malfunctioning fire extinguisher
- Damaged, missing or malfunctioning smoke detector

The Neighborhood Office will conduct routine inspections of fire extinguishers and smoke detectors as part of the Preventative Maintenance Program. In the event that a fire extinguisher or smoke detector is missing, damaged or misused, the resident bears financial responsibility for its replacement. Please see the Damage Cost Sheet on page 32 and 33 for details concerning the cost for replacement. Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for fire prevention include: not leaving children unattended, not smoking in bed, and not emptying ashtrays into trash cans without first running under water. Never leave cooking unattended in the kitchen. If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. Do not attempt to move the burning pan and never put water on a grease fire. Kitchen stove exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter. Always clean the lint filters on the clothes dryers before and after each use. Never use flammable liquids for cleaning purposes; only use nonflammable solvents. A portable, multi-purpose fire extinguisher should be kept in a convenient spot in each home. Last, but not least, familiarize your family and the babysitter, with your household fire plan.

Resident will be held liable for damages to a Home caused by violation (whether by yourself or your guests) of the above precautionary measures, negligence, or any other misconduct. If a fire occurs, Resident must call (first) the fire department and (second) the Community Management Office immediately. All fires must be investigated by the Installation fire department, Command involvement may be required. Residents found liable for fire damages to their home or the premises will be required to reimburse Owner / Picerne-Fort Polk Funding, LLC for the repair cost. In addition, a letter of warning for the offense will be sent by Corvias to the Resident with a copy to the Command. If any type of fire violation continues, Corvias will forward the notice for termination of the Lease to the Garrison or Installation Commander.

### **Gas and charcoal grills may only be used in accordance with local safety codes and regulations:**

Louisiana Fire Code, Section 307.5 Open-flame cooking devices. Charcoal burners and other open-flame cooking devices shall not be operated on combustible balconies or within 10 feet (3048 mm) of combustible construction.

Louisiana Fire Code, Section 307.5.1 Liquefied-petroleum-gas-fueled cooking devices.

LP-gas burners having a LP-gas container with a water capacity greater than 2.5 pounds (1.14 kg) [nominal 1 pound (0.454 kg) LP-gas capacity] shall not be located on combustible balconies or within 10 feet (3048 mm) of combustible construction.

Grills and barbeques are not permitted on patios or decks and may only be used in well-ventilated areas away from overhanging structures. Open fires, fire pits or chimineas are not authorized for use.

## 1-12 PEST CONTROL

Resident acknowledges that good housekeeping assists in the elimination of pests and agrees to keep the home in a clean and sanitary condition at all times. Residents shall immediately notify their Community Management Office of the presence of any pests or vermin in the premises or common areas. Resident preparations to receive these

services are critical and should be followed per instructions from the Community Management Office in order to ensure effective treatment, comfort and safety. The Community Management Office will keep documentation and log all services rendered to ensure routine and satisfactory service. A resident can be held liable for the cost of pest control service and treatments if they fail to promptly notify their neighborhood office of pest infestations or fail to follow instruction and requirements provided from the pest control service or Owner.

Residents with pets will be required to resolve any pet related pest problems such as fleas and ticks in their home or yard at their own expense. Residents with pets can request Corvias to initiate the pest control services, utilizing the on-site pest control contractor to treat for fleas and ticks in their home and yard at their expense.

## 1-13 WEAPONS AND ORDNANCE

**No unregistered firearms or any ordnance, i.e., smoke grenades, paint balls, projectiles of any sort, bows, explosives, etc., are permitted in Fort Polk Family Housing. Residents will register their privately owned firearms with the Provost Marshal Office immediately upon arrival at Fort Polk.** Proof of ownership is required for registration; however, firearms need not be present at time of registration. With the exception of immediate registration as noted above, Fort Polk (as applies) shall govern the storage, transportation and registration of privately owned firearms and ammunition in Fort Polk Family Housing. Both firearms and ammunition must be stored in a secured locked container. Individuals storing privately owned firearms and ammunition in Fort Polk Family Housing are to ensure that all reasonable precautions are taken to make certain firearms and ammunition is inaccessible to unauthorized persons and minors.

If the Resident purchases, acquires or legally disposes of the firearm(s), it must be reported to the Provost Marshal Office within five working days of the change. Guests of Residents must store their firearms with the Military Police. Violations of the above policies will result in confiscation of the firearm(s) and may subject the Resident to judicial, non-judicial or administrative action detailed in JRTC & FP Reg. 190-3.

## 1-14 UTILITIES

Electricity, gas, trash collection, water and sewer services will be provided by Picerne-Fort Polk Funding, LLC, as part of the rental rate which will match the BAH rate. There is the possibility that additional charges for electricity and gas consumption may occur if residents are not following established resident responsibility guidelines concerning energy consumption as defined in the Live Army Green Program. Picerne-Fort Polk Funding, LLC shall not be responsible for any other utility services including telephone (local, long distance, or cellular), Internet access (high speed or dial-up) or cable TV (basic or expanded / satellite TV service).

There shall be no change in the Resident's or Picerne-Fort Polk Funding, LLC's respective responsibilities for payment of said utilities pursuant to this Agreement without the Picerne-Fort Polk Funding, LLC providing the Resident at least three (3) months prior written notice. Notwithstanding the forgoing, following the implementation of the Army's Resident Direct Pay Program (and without any requirement for three months prior notice to the Resident), the Resident shall be responsible for the payment of either some or all utilities servicing the home. This includes the payment for all electric consumption (at the prevailing utility rates) in excess of the established "baseline" consumption for the home. The methodology for calculation of the "baseline" consumption for the home will be provided to resident upon the resident's request.



## 1-15 CHANGES IN POLICY

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

## CHAPTER 2: CARE OF HOMES

### 2-1 SATELLITE DISH/ANTENNA

Under a Federal Communications Commission (FCC) order, Resident has the right to install or have installed a satellite dish or receiving antenna on the Home. Owner is allowed to impose reasonable restrictions relating to such installation. Resident and/or the person installing such equipment are required to comply with these restrictions as a condition of installing such equipment, and the restrictions are as follows:

- 1) **Number and size.** Resident may be allowed to install one (1) satellite dish or antenna per dwelling. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by CFR §1.4000 are prohibited.
- 2) **Location.** Resident's satellite dish or antenna must be located: (1) inside the Home; or (2) in an area outside of the Home such as a balcony, patio, yard, etc. of which the Resident has exclusive use under their Residential Occupancy Agreement. Installation is not permitted on any parking area, roof, exterior wall, window, window sill, fence, or common area, or in an area that other residents are allowed to use. A satellite dish or antenna may not protrude beyond the vertical and horizontal space that is leased to Resident for his or her exclusive use.
- 3) **Safety and non-interference.** The installation: (1) must comply with all applicable ordinances, laws, and post regulations and all reasonable safety standards; (2) may not interfere with Owner's cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to Owner's telecommunication systems; and (4) may not be connected to Owner's electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of three methods: (1) securely attached to a portable, heavy object such as a small slab of concrete; (2) clamping it to a part of the Home's exterior that lies within Resident's leased premises (such as balcony or patio railing); or (3) any other method approved by Owner or Property Manager in writing. No other methods are allowed. Owner may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.
- 4) **Signal transmission from exterior dish or antenna to interior of Home.** Under the FCC order, Resident may not damage or alter the Home for the installation. If Resident's satellite dish or antenna is installed outside of Resident's dwelling (on a balcony, patio, etc.), the signals received by it may be transmitted to the interior of the Home only by the following methods: (1) running cable through exterior wall using an exterior cable bushing and install interior wall plate at each location; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables "through the window pane," similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window—without drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by Owner in writing.
- 5) **Safety in Installation/Compliance with Requirements.** In order to assure safety, the strength and type of materials used for installation must be approved by Owner. Installation must be done by a qualified person or company approved by Owner. Owner's approval will not be unreasonably withheld. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified. By signing below, Resident and the installer hereby agree that he or she will comply with the requirements and restrictions set forth in this Satellite Dish Addendum.
- 6) **Maintenance.** The Resident will have the sole responsibility for maintaining his or her satellite dish, antenna, wiring, and all related equipment. Owner will not be responsible for any alterations or damages to satellite dish or antenna equipment installed at the ground level by lawn or landscaping crews, maintenance

technicians, or utility service companies. This shall include items such as cut wiring, bumping into or altering the alignment of satellite dish or antenna, and removing or disconnection of equipment for maintenance related issues.

- 7) **Removal and damages.** The Resident must remove the satellite dish or antenna and all related equipment when they move out of the Home. Resident agrees to pay for any damages and for the cost of repairs or repainting caused by negligence, carelessness, accident or abuse which may be reasonably necessary to restore the Home and premises to its condition prior to the installation of Resident's satellite dish, antenna, or related equipment. Resident will not be responsible for normal wear.
- 8) **Indemnity.** Resident takes full responsibility for the satellite dish, antenna, and all related equipment. The installer and Resident agree to hold Owner, Property Manager and their affiliates harmless and indemnify them against any claims by others for personal injury and property damage to others, related to Resident's satellite dish, antenna, and all related equipment.

## 2-2 ALTERATIONS

Corvias will clean, paint and perform routine maintenance in each home prior to a new family moving in. Resident may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. These alterations are generally permitted, however, it is required that the Resident restore the wall or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. Resident should remove wallpaper and use white primer on dark wall paints.

While Corvias supports such projects, Owner requires the Resident to secure prior authorization for alterations other than those mentioned above from the Community Management Office prior to work being performed. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include any form of structural change or remodeling. Attaching or removing fixtures or appliances requires Community Management Office approval. Authorization will usually include a requirement to restore the alteration to original condition.

## 2-3 STORAGE SHEDS

Requests for storage sheds must be addressed to the Community Management Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the need, proposed location in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Each residence is authorized one (1) shed. Additionally:

- a. Sheds will not exceed 120 square feet in floor area;
- b. The construction of storage sheds will be permitted only on the land area behind the home and will not be fastened or attached to the house, fence or any other existing structure present at the home;
- c. All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning or becoming a hazard to other property, homes or residents from forces such as wind or rain;
- d. The color must be compatible with the exterior color of the home;
- e. All storage sheds must have a metal or plywood floor;
- f. Prior to moving out of the Home, Resident will be responsible for dismantling and removing shed, removing residual from the site, and restoring grassed areas.

## 2-4 PATIO COVERS

Construction of commercial-type patio covers and window awnings is not authorized. Shade and screen tents are not meant to be used as long term structures and should be taken down daily or when not being used as they pose as a safety hazard to people and property in strong winds. Shade and screen tents cannot be attached to the homes, carports, garages or fences and should be securely anchored when in use. Shade and screen tents if erected for use more than one day require an approved alteration agreement from the neighborhood office, prior to their use and are restricted to private fenced in yards.

## 2-5 SWIMMING POOLS/HOT-TUBS

Only small, well-maintained wading pools are authorized. Resident assumes all liability for the installation, operation and supervision of such equipment. An adult must supervise wading pools at all times. Wading pools 12" or less in height and no more than 10 feet wide may be positioned in the back yard on grass areas but must be emptied daily and removed when not in use. Resident will repair any damages to property, including grass areas, at their own expense.

Hot-Tubs pose a very serious safety and liability issue to residents and guests. Installation and use of hot-tubs is prohibited without prior written permission. Residents who obtain written permission and install or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur.

## 2-6 SKATEBOARDS, IN-LINE ROLLER SKATES AND SMALL MOTORIZED TRANSPORTATION DEVICES

Skateboards/in-line roller skates are permitted. Skateboards/in-line roller skates must be ridden on sidewalks rather than on installation roadways. Skateboarders will wear helmets, also recommended for in-line roller skaters, and both will always yield to pedestrians and vehicular traffic. Any motorized form of skateboard is not permitted. Go-karts, golf carts, and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other un-licensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Community Management Office.

## 2-7 TRAMPOLINES/SWING SETS/INFLATABLES/OTHER PLAY EQUIPMENT

Trampolines pose a very serious safety and liability issue to residents and guests. The Fort Polk Safety Office supports this position. The installation and use of trampolines is strongly discouraged. Residents who install and/or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur. Any trampoline installed must incorporate appropriate safety nets to reduce potential injury. Any trampoline that does not have a safety net poses a significant safety risk and will be promptly removed by the resident. If the resident fails to follow this requirement and the safety issue persists Corvias will require the resident to remove the trampoline or Corvias may be able to provide assistance to the resident in removing the safety issue. The resident must submit written notification 24 hours in advance for assistance. Trampolines may be positioned in the back yard on grass areas as Residents will repair any damages to property, including grass areas, at their own expense.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing neighborhoods. Equipment must be whole and without defect so that it does not present a health and safety risk. Please provide the Community Office with a picture or description of proposed equipment. Equipment cannot be placed until written permission is granted. The Resident is responsible for the safety, supervision and upkeep of equipment and for restoring damaged areas of turf/landscape caused by use of equipment, and for injury occurring

on the equipment. This play equipment is only allowed within the confines of a fenced-in yard. Any exceptions to this policy must be granted in writing by the Neighborhood Office.

Inflatable play structures pose a very serious safety and liability issue to residents and guests. The installation and use of inflatable play structures is strongly discouraged. Residents who use such equipment must request permission prior to their use through an Alteration Agreement from their neighborhood office. Residents who do use inflatable play structures do so at their own risk and assume all liability for personal and property damage that may occur. Adult supervision is required at all times when an inflatable play structures is in use.

Play equipment is restricted to the backyard, unless approved by Corvias in advance. All portable play equipment, including basketball goals, hockey and soccer goals designed for any age group, must be stowed in the rear of the home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways. All play equipment that is authorized by Corvias to be placed anywhere other than in the back yard will be marked with the owner's full name and address. Storage will not be permitted on the streets, sidewalks, or medians. No court markings are to be painted on the ground or playing surface. The portable basketball goal and all associated equipment must be maintained in good condition at all times. Basketball backboards will not be attached to any housing structures such as homes, garages, utility poles, fences or trees; nor will backboards be affixed to permanent or semi-permanent freestanding poles. Portable units must be used in approved areas, areas that are safe, that do not threaten to damage houses, ancillary structures or grounds, and that do not create a nuisance or affect the quiet enjoyment of neighbors. All recreation equipment, including basketball, hockey and soccer goals and related equipment, must be returned to a proper storage area after use.

Residents are encouraged to use the basketball courts and playing fields that are provided throughout the housing areas and in the community recreation centers.

## 2-8 OUTDOOR FURNITURE/ STORAGE IN OUTDOOR AREAS

Only furniture intended for outdoor use is to be used outdoors in Fort Polk Family Housing. All non-decorative items must be in storage area, fenced yard or garage.

Indoor furniture may not be stored in carports, driveways, patios, walkways, stairwells or around the exterior of the Home. Furthermore, items such as strollers, oil or gas containers, boxes, bicycles, play equipment, shoes or clothing, and other miscellaneous items may not be stored in the carports, patios, driveways, walkways, stairwells or around the exterior of the Home. With the exception of carports, motorcycles, mopeds, ATVs and other motorized vehicles may not be stored or parked in these areas either. Each Home has a storage closet or garage depending on the Home that may be used for storage.

Items stored on the entrance walkway, patios, and stairwells or around the exterior of homes pose potential risks as obstacles in an emergency as well as a haven for pests to enter homes. All flammable materials stored on the exterior of homes pose a fire hazard and could jeopardize the safety of your Home and those that live around you. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in an approved container in a secure location outside of the living space of the home (i.e. the garage or shed) or disposed of promptly and properly.

## 2-9 FENCING/RAILINGS

Owner is responsible for the repair and maintenance of all fencing and railings within the Fort Polk neighborhoods. Fencing and railings cannot be altered or modified for any reason. It is not recommended that you hang or attach any items to the fence, railings or the vinyl partition. The vinyl partition and the vinyl coating on the fence can be cleaned by spraying with a water hose. A mild soap may be used on the vinyl partition as needed. No barbecue grill,

fire pit or open flame can be used within 10 feet of the vinyl partition, vinyl covered fence or vinyl siding as heat from these items can cause damage to these materials. Any damage to fencing, siding or structures owned by Corvias, caused by the use of a barbecue grill, fire pit, open flame or heat source by a resident or their guest will be charged to the resident. No materials may be attached to, hung from or otherwise used to modify a fences or railings without prior written approval from the Community Office. Please refer to section 2-13 on Barbecue Grills.

## 2-10 WINDOW COVERINGS

Corvias supplies appropriate window coverings for all windows in the Home. Window coverings must be in good visible condition when viewed from exterior of home. Contact your Community Management Office if shades or blinds are broken, missing or otherwise need replacement. Corvias will gladly make the necessary repairs or replacements due to normal wear and tear. There will be a charge to replace window coverings damaged by negligence or misuse. Only proper window decorations and coverings may be used to cover windows. Flags, sheets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

## 2-11 INSTALLATION OF AIR CONDITIONERS AND OTHER PRIVATELY OWNED EQUIPMENT

Resident-owned air conditioners are not permitted. All homes have centrally installed heating and air conditioning units.

All homes come fully equipped with a stove, range hood, refrigerator and dishwasher. The above listed appliances supplied to the Home may not be removed or replaced with privately owned appliances without permission from Community Management.

Resident may utilize a freezer, second refrigerator, washer, electric dryer (gas not permitted), etc., to accommodate their household needs when the appropriate power supply is available. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment.

Use of waterbeds is authorized. Resident will be liable for any damages caused by the use of a waterbed.

Resident's home is on an Army installation and all residents must adhere to AR 190-13. In addition, no cameras can be placed outside of the home, as a standalone or on the physical structure. Stationary cameras (like baby monitors) on the interior must not be in such a location as to record areas outside of the home.

## 2-12 LAUNDRY

Residents shall not hang or place laundry on the exterior of any building or hang on any fencing or lawn. Laundry room facilities will be available for your use in your Community Center. Resident will have access to the facility utilizing their electronic key pass during operational hours. (Please check with your Community Office for specific hours of operation). Residents can submit an Alteration Agreement to their neighborhood office to seek permission to install clothes lines within the confines of their fenced in yards. Residents may also utilize free standing drying rack on their patios or within the confines of their fenced in back yards. Free standing drying racks should be stored properly when not in use.

## 2-13 BBQ GRILLS, FIRE PITS, AND BONFIRES

Residents will not use Barbecue grills or fire pits within the confines of a garage, carport, covered patio, upstairs balconies or covered porch/walk ways. Barbecue grills, both gas and charcoal and fire pits, will be used in an open, uncovered space 10 feet from any combustible surface such as vinyl or wood fences/siding to prevent damage or the accidental ignition of these surfaces. Storage of these items will be in the fenced in area of the backyard.

- a. Operate charcoal grills only outdoors, never inside an enclosed area, even if you've finished grilling, and you assume all the coals are extinguished, they're still producing carbon monoxide, so keep your charcoal grills outside at all times.
- b. Any damage caused by the heat or open flame from a barbecue grill will be the responsibility and expense to repair.
- c. Charcoal briquettes will be thoroughly doused with water to ensure that they are not burning to avoid an accidental fire if a barbecue grill is left unattended or before storing.
- d. The ash from briquettes will be properly disposed of once they are completely checked to ensure that they are no longer combusting (burning).
- e. Do not bring your propane tank indoors, and do not store spare gas containers under or near your grill. Don't store other flammable liquids, such as gasoline, near propane tanks. Keep your barbecue covered when it's not in use to prevent hazardous situations.
- f. Firewood must be stored inside fenced yard but never against building exterior. This reduces likelihood of termites.

## 2-14 HOLIDAY DECORATIONS

Residents can decorate their yards and homes for holidays throughout the year. These decorations should not be offensive or distasteful. Decorations will not be put out more than 30 days prior to the holiday that they are intended and should be removed and stored as soon as possible after the holiday has passed or not longer than two weeks after the holiday.

- a. No decorations of any kind will be placed on the roofs of homes, as this can be a significant safety hazard as well as damaging the roof which can result in a roof leak and damage to the structure of the home as well as personal effects of the residents in that home.
- b. Any holiday lighting that is put out for display must be Underwriters Laboratories, Inc. (UL) approved for outdoor use. All holiday lighting will be turned off if the residents are not home or are asleep.
- c. To hold outdoor lights in place, string them through plastic holders. Never use nails, screws, hooks, staples or tacks.
- d. All Christmas tree ornaments and decorations must be noncombustible. Lighting and lighting sets for use with Christmas decoration will bear the label of Underwriters Laboratories, Inc. (UL) and will be in good condition.
- e. Residents who place lawn decorations out for a holiday will either remove the decorations on the scheduled day for the mowing service/mowing contractor or will be responsible for mowing and edging their yard while the holiday decorations are displayed.

## CHAPTER 3: MAINTENANCE AND REPAIR

### 3-1 LEAD BASED PAINT

For homes built before 1978, the Owner must provide full information on lead-based paint conditions and potential hazards. Some homes built at Fort Polk before 1978 had lead-based paint on the exterior of those homes, all exterior painted surfaces have been removed or covered with vinyl (structural beams that could not be removed).

### 3-2 WORK ORDER PROCEDURES

Corvias is committed to providing excellent maintenance service to residents. In order to resolve maintenance requests as efficiently as possible, Resident agrees to notify the Community Management Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note, or personal visit to the Community Management Office. Resident may grant permission for maintenance technicians to access the Home for the purpose of completing maintenance service while family members are not home, (while the signing of the Lease generally grants this permission), Permission to Enter forms are also kept on file at the Community Office. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present.

Corvias utilizes a dedicated answering service for work orders. The use of this service allows us to deliver a high level of customer service that is dependable and consistent. Residents can call 866-436-2047 at any time, 365 days a year, to speak to a live representative and submit a work order. Residents should note that all callers will be asked if they are on the lease. This is asked to verify the caller is eligible to submit a work order for the home. All family members and lease holders are eligible to submit a work order.

Corvias will provide 24-hour emergency maintenance service to residents. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines were created with resident safety in mind and to provide a clearer understanding of the work order process.

### 3-3 WORK ORDER PRIORITIES

Residents should call 911 and Corvias immediately in the event of any life-threatening emergency, such as fire, flood, gas leak, or medical emergency due to failure of mechanical equipment or housing components.

Work order priorities will be addressed according to the following priority system

#### **a. Emergency - Response Time 8 hours or less**

Emergency work orders take priority over all other work orders and require immediate action. Corvias will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

- No heat when the projected outdoor temperature is 55 degrees Fahrenheit or below
- No air conditioning when the projected outside temperature is 85 degrees Fahrenheit or above
- Natural gas leak
- Electrical short or fire
- Electrical fixtures—shorting or sparking



- Broken electrical components which may cause fire or shock
- Sewer back-up
- Inoperable commodes (when only one available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain, or faucet
- Stove, oven, or refrigerator inoperative
- Accidental lock-ins of small children
- Hot water supply outage
- Pest infestation

The response time for each work order emergency may differ depending on the type of emergency. Please note that an emergency work order will be downgraded as soon as the emergency situation is satisfied. The work order will remain open until all repairs are complete.

**b. Urgent – Response and Completion Time 2 working days or less**

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example would include heating and air conditioning systems malfunctions or failures when more moderate temperatures exist (see below).

- The following work may be classified as urgent (but not limited to):
- No air conditioning when outside temperature is 78 degrees Fahrenheit or less
- No heat when outside temperature is 60 degrees Fahrenheit or greater
- Broken window (cracked only) or single pane in a double pane window.
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink or exterior faucet drip
- Light fixtures, switches or receptacles not working
- Inoperable commode where another operable commode exists

**c. Routine - Completion Time 6 working days or less**

Residents are encouraged to contact their Community Management Office team or call 337-537-5050 if there are questions concerning any maintenance issues.

### 3-4 RUBBISH/REFUSE/RECYCLING

Corvias will make available suitable waste containers and instructions for their use to Resident. Resident agrees to maintain trash/recycling cans and not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by community. Recycling and trash may not be picked up on the same day. Residents can obtain a schedule of pick up days from the Community Office. Resident may not place trash or recycling containers at their designated pickup locations until 5PM the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup.

Service members and their families are responsible for keeping their yard and the area surrounding their yard (beside, behind and in front of) clean and free of debris and trash. (to include papers that have blown in their yard, cigarette butts, dog feces, etc.).

**\*\*\*If the trash canister is left out and disappears, the resident agrees to pay the replacement fee for the trash canister (starting at \$100.00 per canister)\*\*\***

Resident may not leave trash or rubbish when moving out of the Home. Bulk trash may not be left curbside at any time. Please notify the community office to arrange a pick-up time for bulk trash items. Items that might be included in the recycling program follow:

**Plastic:**

- Clean, rinsed out HPDE plastic bottles. Please remove caps and labels.
- Both #1 and #2 plastic bottles are acceptable.

**Aluminum:**

- Clean, rinsed out aluminum cans.
- Aluminum foil, pans, and pie tins are not able to be picked up and should be disposed of as regular trash.

**Tin Cans:**

- Only clean, rinsed out tin cans. Please remove labels.
- Any other tin material should be disposed of as regular trash.

**Paper:**

- Clean office paper needs to be bundled or bagged in a brown paper bag.

**Newspaper:**

- Clean newspaper with no inserts with “shiny” ink. Newspapers can be bagged in a brown paper bag.
- Please remove advertisement/coupon pages and dispose of as regular trash.

**Cardboard:**

- Clean cardboard must be broken down (flattened) and bundled. If cardboard has paper in the box this is considered trash also lots of tape on the boxes will cause the boxes to be trashed.

**Trash:**

Items that can NOT be recycled and are considered trash:

- Plastic bags, Plastic wrapping, Toys
- Advertisement Papers, Coupons, “Shiny” paper, etc.
- Magazines, Glass, Pots, Pans, etc
- Aluminum foil, pie tins, disposable pans, etc
- Ammunition: This should be turned into the guard buildings.

**Please Note:** Please keep the recycle items separated. This is due to the truck being set up as a two-sort vehicle.

Therefore:

- In one bin: Aluminum, tin cans, and plastic bottles/containers can be mixed together.
- In separate bin: Newspaper, office paper, and cardboard can be mixed together.

### 3-5 PLUMBING

The toilets and waste pipes shall not be used for any purpose other than those for which they were intended. No sweepings, rubbish, or any other improper articles will be thrown into them. The Resident shall be responsible for any damage to the building caused by the misuse of such equipment.

- a. Water shutoffs will be shown and explained to the Resident during the move-in inspection.

- b. If the Resident identifies a water leak he or she should shut off the water supply if it is safe to do so.
- c. It is the responsibility of the Resident not to cover the sewer clean-outs, which are located in different areas of the yard. They should be easily accessible to service staff in the event of an emergency.

### 3-6 ELECTRIC/ELECTRICAL PANEL BOX/LIGHT BULBS

Corvias will supply your home with electric light bulbs at the time of move-in. Residents agree to furnish replacement bulbs of the same type & wattage and install thereafter, with the exception of specialty bulbs.

All homes have Compact Florescent Light (CFL) bulbs installed in the lighting fixtures. CFL light bulbs require special disposal. Corvias offers disposal of the CFL bulbs, you will need to take them to your Community Management Office and we will send them to the recycling center for you.

If residents suspect an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for all residents as a part of their move-in inspection.

### 3-7 SMOKE/CARBON MONOXIDE (CO) DETECTORS

Smoke/CO detectors have been provided in the home to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Community Management Office. Resident agrees to immediately report a malfunctioning smoke detector to the Community Management Office.

### 3-8 HVAC FILTERS

It is the Resident's responsibility to change the HVAC filter monthly. Replacement filters are available at no cost to the resident from their community office. Maintenance Personnel will change HVAC filters and inspect the HVAC unit for proper operation prior to Resident move-in and per the established preventive maintenance schedule. However, a representative from the Community Management Office will replace the HVAC filter if the Resident so requests. It is the Resident's responsibility to maintain the regularly scheduled filter replacement and request assistance from the Community Office if necessary. Resident will be instructed on how to change the filter during the move-in inspection. Filters will be available at the Community Management Office.

## CHAPTER 4: MISCELLANEOUS

### 4-1 USE AND RESIDENCY

Only those Residents, and other authorized occupants listed on the Lease shall occupy the rental Home. Resident must notify the Community Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a spouse, parent or grandparent. Corvias will update its records to reflect the correct family size.

In the event that any person using the Home suffers injury, the Resident will report to the Community Management Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given not later than the next business day after the event has occurred.

### 4-2 GUESTS

All undocumented occupants are considered as guests. Resident may have guests visit for a period not to exceed 30 continuous days in a 12-month period or calendar year. Any questions regarding this regulation should be addressed to the Community Management Office. Resident agrees to register guests staying overnight more than seven (7) days with the Community Management Office. No house guest is allowed if that guest has been barred from the installation.

### 4-3 SUBLETTING/ASSIGNMENT

Subletting, subleasing or assignment of the Lease is prohibited.

### 4-4 HOME/COMMERCIAL BUSINESSES

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Neighborhood Office. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). Engaging in other commercial ventures is not permitted.

### 4-5 CARE OF CHILDREN

An individual who is charged with the care of children under age eighteen will provide supervision appropriate to the age and development of the child at all times, in accordance with the more restrictive JRTC& FP Reg 608-4 or Louisiana law.

Recommended guidance suggests that no child under 12 years of age should be allowed to supervise younger children. A child 12 years old, if adequately prepared, may supervise 1 infant (0-12 months old) only, for a brief period (30 minutes to 1 hour) but no longer period of care (over 1 hour). Children of this age group should not be responsible for the supervision of a group of more than three children nor should any of the children be under the age of five. Length of care of the group should not exceed 3 hours. It is recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.

13-14 Years: This age group is the same as the 12 year age group with the following exceptions: A child in this age group, if adequately prepared, may supervise 1 infant only for a period no longer than two to three hours or supervise a group of no more than four children ranging in age from 1-11 years for no more than four hours a day. It is also recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.

15-17 Years: This age group is the same as the 13-14 year age group with the following exceptions: A child in this age group, if adequately prepared, may supervise 1 infant only for no more than 10 hours a day or supervise a group of no more than 5 children ranging in age from 1-11 years for no more than 10 hours a day. It is also recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.

Teens between the ages of 13-17 must take the Certified Baby-sitting Course if they wish to be on the referral list for providing child care. The list is maintained at the CDC Supplemental Programs and Services office, Child Development Center. Children who are 12 years old are not placed on the list as certified teen baby sitters until they reach age 13.

A child at the appropriate age to provide self-care should be mature and competent in home alone skills and should be able to contact a parent or designated adult in case of emergency. Competence in home alone skills includes possessing the necessary physical, emotional, intellectual, and social skills to respond appropriately to a small crisis (such as being locked out of the house or losing electricity) or an emergency (fire, severe weather, accidents requiring first aid). It also includes possessing a level of maturity and discipline to follow rules or guidelines established by a parent.

All policies regarding supervision of children apply inside and around the home, in common areas, playgrounds, Community Centers, swimming pools, sidewalks, walkways, and parking lots unless otherwise specified in the installation specific guidelines.

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

## 4-6 FAMILY CHILD CARE

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

FCC homes usually require minor modifications and equipment, which are handled through the FCC coordinators. The Neighborhood Office must approve modifications that require permanent installation. Also, to assure proper installation, neighborhood maintenance staff will assist in the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Corvias will repair any health, safety and maintenance concerns discovered during the FCC pre-certification. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. The Army Risk Management Program (RIMP), a self-funded insurance program, provides liability coverage for FCC providers up to \$500,000 of liability coverage for registered FCC providers. To request to become an FCC provider, residents need to contact the FCC Coordinator.

## 4-7 PET POLICY

Corvias is sensitive to the relationships that exist between our residents and their pets. Corvias will enforce all installation regulations/policies and residents should familiarize themselves with Army Regulation 40-3, Veterinary Health Services 40-905, JRTC and Fort Polk 40-3, Fort Polk Garrison Policy #4, Department of the Army memo, Pet Policy for Privatized Housing, dated 01/05/09 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army,

Energy and Partnerships) and local laws regarding acceptable pets, animal restraint, abuse, sanitation, numbers and other issues. The following pet regulations are designed to minimize health and safety issues and resident complaints. This policy applies to Soldiers, family members and civilians.

Residents are allowed to have up to three dogs and/or cats per home. Keeping animals other than domestic dogs, cats, small caged rodents and birds, and fish on this installation without joint approval by the Post Veterinarian and Corvias is prohibited.

Dogs belonging to dangerous breeds as defined below are prohibited from Fort Polk privatized housing and installation common areas. No person is allowed to bring pets of the breeds listed below into Fort Polk privatized housing or installation common areas with the exception of authorized clients of the VTF to transport their animals to and from the facility for vet services. Residents identified as owning and/or harboring a dog of one of these breeds will be required to immediately remove the pet from the installation, and could result in eviction.

Prohibited breeds are defined as (full or mixed breed) Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids, or any other breed with dominant traits geared towards aggression. In cases of questionable mixed breeds and other disputes, a DNA test, at the resident's expense, will be required to prove the dominate breed. Dogs must be boarded in a kennel until the DNA results are presented to Corvias and the Garrison (RCI).

Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:

- Unprovoked barking, growling or snarling at people approaching the animal
- Aggressively running along fence lines when people are present
- Biting or scratching people
- Escaping confinement or restriction to chase people

Residents will pay a refundable pet deposit for each pet and a non-refundable fee for each pet as outlined in the pet addendum. The refundable deposit(s) and fee(s) will be due and payable in full to Picerne-Fort Polk Funding, LLC before a service member moves into Fort Polk family housing. If a resident acquires a pet(s) after moving into family housing, the deposit(s) and fee(s) must be paid in full as noted above, before the resident begins maintaining the pet(s) at the home.

**Complaints about animal.** You agree to immediately and permanently remove the animal from the premises if we receive a reasonable complaint from a neighbor or other resident if we, in our sole discretion, determine that the animal has disturbed neighbors or other residents.

**Violation of rules.** If you, your guest, or any occupant violates any rule or provision of this animal addendum (based upon our judgment) and we give you written notice, you must remove the animal immediately and permanently from the premises. We also have all other rights and remedies set forth in the Resident Occupancy Agreement and the Resident Responsibility Guide, including damages and eviction.

**Removal of animal.** In some circumstances, we may allow an animal control officer, humane society representative, on-post vet clinic or military police representative to enter the dwelling and remove the animal, if in our sole judgment, you have:

- Abandoned the animal;
- Left the animal in the dwelling unit for an extended period of time without food or water; or
- Failed to care for a sick animal; or

- Animal has become a public nuisance to the surrounding community.

**Liability for damages, injuries, cleaning, etc.** You will be liable for the entire amount of all damages caused by the animal, including all cleaning, de-fleaing, and deodorizing. This provision applies to all parts of the dwelling, including carpets, doors, walls, drapes / blinds, wallpaper, windows, screens, furniture, appliances, as well as landscaping and other outside improvements. If items cannot be cleaned or repaired to our satisfaction, you must pay us to replace them completely. Payment for damages, repairs, cleaning, replacements, etc. are due immediately upon demand. As the owner of the animal, you're liable for the entire amount of any injury that the animal causes to a person or anyone's property. You'll indemnify us for all costs of litigation and attorney's fees resulting from any such damage.

If you have violated our animal rules you will be subject to eviction and other remedies of the Resident Occupancy Agreement and Resident Responsibility Guide.

**REGISTRATION OF PETS**

All pets that will be kept in family housing must be registered with the Veterinary Services within 5 business days of arrival or acquisition.

The registration requirement does not apply to caged small animals, birds, or fish. Dogs and cats older than 90 days of age must be immunized per local statutes (Leesville and Vernon Parish). The pet will be provided with a registration or immunization tag. This tag will be attached to the animal's collar. The animal must wear the collar and tag at all times when the animal is outside the owner's/sponsor's home. Failure to register pets that will be kept in family housing will result in the immediate removal of the pet from the home.

All dogs and cats must be enrolled in the Veterinary Services microchip identification program. Concurrent with registration, pet owners will be required to show proof that their dog(s) or cat(s) is (are) enrolled. If the animal has not been micro chipped, the owner must do so within 5 business days of arrival on the installation for Soldier, or prior to residency for all other Residents. This can be done at either the installation's Veterinary Services facility or at a licensed civilian veterinary clinic. Proof of micro chipping must be provided to the installation Veterinary Services before the pet's registration is complete. Proof of proper registration, along with a photograph of the animal, must be submitted to Corvias. This proof can be submitted to the applicable Community Center staff.

Owners/sponsors must notify Veterinary Services and the applicable Community Center of animals that have died or that they no longer own so the records can be removed from the files. Persons who have animals registered on the installation and who are departing the installation must clear through Veterinary Services as well.

**RESPONSIBILITIES OF OWNERSHIP/SPONSORSHIP OF ANIMALS**

Pets are the responsibility of the Resident. As such, owners will be liable for all damages to include carpet, doors, walls, shades, blinds, screens, appliances, and other parts of the home or community including landscaping. Pets will be controlled at all times by their owners. Such control prevents pets from becoming a nuisance or menace to other persons, animals, or property. In addition, Resident is liable for the entire amount of any injury or damage caused by such pet. It is strongly recommended that pet owners acquire liability insurance coverage specifically naming their pet(s) as insured. This insurance coverage will mitigate the cost of injury to third parties and/or damage to real property.

- Pets will be housed indoors or may be secured outside home within a fenced area.
- Animals may not be tied to any fixed object anywhere outside the dwelling, except in fenced yards (if any) for your exclusive use. You may tether a pet in a fenced yard area only as a restraint to keep an animal from jumping over or digging under a fence. If you choose to tether an animal, the restraint must be a

minimum of 5 feet from the place of connection to the animal and within 3 feet of the fence. Water and shade must be provided. There must also be no objects in the path of the restraint that will limit the mobility of the animal or cause harm to the animal.

- Don't leave animal food or water outside the dwelling at any time, except in fenced yards (if any) for your exclusive use.
- Provide proper shelter from the weather whenever a pet is kept outdoors. This is especially important at times when the pet is outdoors during extreme weather (cold, rain, hot sun). Pets kept in sunny areas must have access to an area below a roof that provides continuous shade. Shelters for pets housed outdoors in inclement or cold weather will be moisture proof and wind proof. They will be of suitable size to accommodate the animal. Keep cages, pens, bowls, and holding areas clean at all times.
- Pets must receive sufficient wholesome food and adequate water in a tip-proof container. Water must be replenished several times during the day to prevent contamination and to keep the pet well hydrated.
- Dogs and cats are to be kept on a leash and under the owner's supervision and control at all times when outside the home or yard. Leashes will be either the retractable type, or if not retractable, no longer than 6 feet.
- Poop and scoop is mandatory and requires the immediate removal of pet waste from yards, common areas, and grounds in the community. The Resident will incur charges for failure to comply, and the expense will be commensurate with the cost for a third party to remove the pet waste.
- Birds, gerbils, hamsters, etc. must be caged at all times.
- It is recommended that all dogs and cats be spayed or neutered if you have no intention to breed your pet. A neutered animal is less likely to roam and more content to stay at home. These are safe procedures when performed by a qualified veterinary professional. Residents that decide to breed their pets must obtain alternative housing for the offspring after the weaning period of 8 weeks of age.
- Do not leave pets unattended in vehicles during warm weather. If an animal is left unattended in a vehicle, the Military Police will take the necessary action to preserve and protect life. This may include entering the vehicle and possibly breaking a window to save the animal.
- Pets are not permitted in any recreational areas such as swimming pools, recreation centers, tennis courts, playgrounds, or any other recreational facilities including laundry rooms, offices, and clubrooms at any time. Exceptions will be made for Service Animals.
- Make sure pets do not make excessive disturbing noises. These noises include, but are not limited to, continued and repeated howling, barking, whining, or other utterances that cause unreasonable annoyance, disturbance, or discomfort to neighbors or others in close proximity to the premises where the animal resides.
- Pet sitting another pet in your residence is strictly prohibited at all times. Residents should develop a plan of how to care for their pets while they are away that ensures the pet is well cared for and all other pet responsibilities are met.

#### **PROCEDURES FOR BITE INCIDENTS**

- a. Anyone seeing an animal bite or scratch incident will immediately report it to the Military Police, Veterinary Services, Corvias Community Office and the RCI Office.
- b. All animals that bite or scratch humans are subject to mandatory 10-day quarantine as rabies suspects. Quarantine may occur at the Fort Polk Veterinary Services Impound Facility or a private veterinary establishment (at the owner's expense). Proof of quarantine must be provided to the applicable Community Center Office.
- c. Animals involved in any biting incidents will either:
  - 1) Be removed from post.



- 2) Be humanely euthanized if determined to be a further danger.

Control of pets is the sole responsibility of the resident, therefore, minor children should not be entrusted with this control, whether on or off the leased premises. Biting incidents are considered very serious and removal of the offending pet from family housing areas is an immediate consequence of a biting incident.

**ACTION REQUIRED FOR DANGEROUS ANIMALS AND APPEAL PROCEDURES.**

If an animal is declared dangerous by Veterinary Services, the owner/sponsor will be directed by RCI/Corvias to remove the animal from the housing community's. This directive may be initially issued verbally and followed by a written directive within 24 hours.

Pets that are deemed recurring nuisances by Corvias will also be recommended to the Garrison or Installation Commander for immediate removal from the installation.

Owner/sponsor may request a reconsideration of the Garrison/Installation Commander's decision to remove the pet from the installation if they believe their situation would justify a modification or termination of the removal order. The Resident must submit a written Exception to Policy (ETP), within 3 working days from receipt of the Garrison Commander's order, through the chain of command to the Garrison Commander/Installation Commander for consideration. After 3 working days, owners should expect the original order to be executed without delay.

Residents should notify the Military Police concerning loose or stray animals or any animal which, by its conduct or temperament, reasonably constitutes a physical threat to people or other animals.

## 4-8 PARKING

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

- Resident's driveway and other designated parking spaces only.
- Parking is limited in family housing due to the limitations of available parking spaces.
- Residents are authorized to only utilize the designated parking spaces for their home and are limited to those parking spaces for use by their personally owned vehicles only.

All other parking areas in the housing areas are common parking areas and are designated for short term parking only for guests and visitors.

- On streets where the sidewalk exists on only one side of the street, parking (with the flow of traffic) is authorized only on the side of the street where there is no sidewalk.
- On streets where sidewalks exist on both sides of the street, and there is only one entrance onto the street, parking (with the flow of traffic) is authorized only on the right side of the street (as the driver enters the street).
- On those streets where sidewalks exist on both sides of the street, and there are two or more entrances onto the street, parking is authorized in designated "Parking" areas only.

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

- In a parking space assigned to another resident
- On a sidewalk or patio
- In front of a driveway other than the Resident's

- Within an intersection
- Within fifteen feet of a fire hydrant
- On a crosswalk or within twenty feet of a crosswalk at an intersection
- On lawns or grassed areas
- At any place where official signs prohibit parking.

Vehicles parked in appropriate locations must have current post and valid state license registration or risk being towed and impounded without prior notice at vehicle owner’s expense. Parking in space(s) allotted to another resident is strictly prohibited. A resident or visitor vehicle may be towed and impounded without prior notice, at vehicle owner’s expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Parking areas such as carports or parking bays may be used for parking personally owned vehicles only. They may not be used for storage of household goods or other personal belongings. Parking on lawns, planted areas, patios and sidewalks is strictly prohibited.

The following types of vehicles and equipment may not be permanently parked, left overnight, stored on the streets, in garages, in driveways, yards or parking lots in any neighborhood:

- Travel trailers
- Motor coaches
- Cargo trailers
- Motorcycle trailers
- Camper bodies or trailer
- Commercial vehicles
- Construction equipment
- Tractor trailers
- Boats
- Boat trailers
- Horse trailers

A Recreation Vehicle (RV) Storage Lot has been designated as the appropriate storage location for all such vehicles and equipment. Corvias provides a secure RV storage lot to all residents for the storage of their personal equipment as identified in the list above at no charge to the resident. Access to this RV storage area is available 24 hours a day, 365 days a year to any resident that has items stored at the site. Arrangements for assignment to a RV storage lot are to be coordinated by the Resident (owner) with their Community Office.

Parking violations and abandoned vehicles should be promptly reported to the MP Desk Sergeant at 531-2227 and your community office.

#### 4-9 VEHICLE REPAIRS AND MAINTENANCE

Automobile repairs are not authorized in Fort Polk Family Housing. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.).

#### 4-10 LANDSCAPING

All common areas of each community, including all lawn areas, will be maintained by Corvias through the use of an approved professional grounds maintenance contractor. All turf areas will be mowed, edged and clippings blown off to maintain a neat and orderly appearance. Bushes will be trimmed once per season. For example, shrubbery will

be trimmed to ensure proper flowering (if applicable) or during dormant months. Fallen limbs and trees will be removed when needed and leaves will be raked during the fall and spring clean-up process. Maintenance services will also include the portion of the lawn located inside the boundary of housing fences. However, those areas located inside the boundary of a housing fence must be fully accessible to receive services.

The lawn care services that Owner provides are a basic cut and trim, the intent is to improve the curb appeal of the neighborhoods and make the lives of our residents a little easier. Each street within Corvias communities has a lawn care schedule which is posted on your neighborhood calendar:

<http://polk.corviasmilitaryliving.com/residents/neighborhoods>

If a change to this schedule occurs, other than rain days, your Community Office will provide a flyer to notify you of the change. The frequency of mowing varies throughout the year in accordance with the growing season. During the winter months the frequency can be as low as once a month. During this slow growing season the lawn mowing service will initiate a tree and bush trimming program to again increase the appeal of our Neighborhood.

We request that you complete the following tasks to make certain that your yard is ready to receive the lawn mowing service.

- Pets - secure your pets in your home or in a kennel.
- Pet waste – please remove prior to the morning of the scheduled mowing service on your street.
- Children’s toys – please remove all toys in the lawn prior to the morning of the scheduled mowing service on your street.
- Lawn furniture or decorations – store all non-fixed furniture and décor prior to the morning of the scheduled mowing service on your street.

If any of these directions haven’t been followed the lawn mowing service will skip that part of your yard and leave a tag on your home explaining why. The crews are pressed throughout their day and have a very tight schedule in order to properly meet the requirements of maintaining our Communities. The crews progress through your area in 3 phases.

**First**, the mowers come through and mow your lawn.

**Second**, an individual or group then comes through and weed-eats around fixed objects such as fences, drains, etc.

**Third**, another group or individual comes through to do a follow-up with a blower to clean the grass clipping off of your patio, sidewalk and driveway.

Once the third step of this process is completed then the lawn mowers will either be moving on to another street or finishing up for the day. You as the resident should close or make certain that your gate is closed prior to releasing your children or pets into your yard.

We understand that our mowing service may not meet your expectations or needs. However, we do have a “No Mow” program. No mow requests can be submitted through your Community Office if you do not want the lawn mowing and trimming service provided. If you request that your yard not be mowed, you will be responsible to mow and trim your yard on the same scheduled day that your street receives this service.

Cigarette butts, newspapers, animal feces, and trash within the yard of the assigned address will be picked up by the Resident and maintained on a daily basis.

#### 4-11 FLOWER GARDENING

While Corvias will provide lawn mowing and general landscape maintenance services, Residents may beautify the area immediately adjoining the front and rear of their homes with annuals and perennials. Vegetables and herbs may be grown in Fort Polk Housing areas only in pots or raised beds at the rear of the home. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Community Management Office.

#### 4-12 SIGNS/POSTERS/BANNERS

Residents may post personal signs, posters, banners and similar displays such as “welcome home” banners, birthday party identifiers or congratulatory signs in their yards, front doors, entryways and garage door. Homecoming displays should be removed within ten days of redeployment. Event or celebration signs should be removed at the conclusion of the event. In accordance with DOD Directive 1344.10, displaying political signs, posters, banners or similar displays in areas of the home visible to the public, such as the yard or in a window, is not permitted in Fort Polk Housing.

#### 4-13 TELEPHONE AND CABLE SERVICE

The Resident is responsible for telephone instruments, services and additional equipment. Cable Television will be the responsibility of the Resident.

#### 4-14 YARD SALES

Community sales may be permitted with prior written approval, at a designated location at dates and times to be determined by Corvias. Private yard sales are limited to the first Saturday of each month. Individual sales are solely for the disposal of household items, which have become excess to the needs of the family. The resale of new items (as in a business) is not permitted. Residents may request authorization to have a yard sale outside of the normally identified first Saturday to dispose of household items for any move by visiting their Neighborhood Office which will provide instructions for locations and methods of posting and removal of signs. All yard sale signs are to be removed by the resident holding the yard sale immediately after the yard sale is completed. Yard sale signs will not be attached to bus stop shelters, mailboxes, road signs or fences.

#### 4-15 LOCKOUTS

During normal business hours, a Resident who is accidentally locked out of their Home should notify the Community Management Office in order to gain entry to the residence. Upon providing proper identification, the Resident will be provided access to the Home providing that their name is on the Lease or currently on the key release log.

In the event a Resident is locked out of a Home outside of normal business hours, the Resident should call the Community Management Office and request assistance from the 24-hour on-call service specialist. One of the community management / maintenance team members will respond and confirm the Resident’s identity and key release log status. Once confirmed, the Resident will be given access to the Home. If proper identification cannot be provided, the Resident and management staff will have to use alternative means to determine the resident’s identity such as contacting the duty office of the Resident’s chain of command.

Frequent lockouts inconvenience everyone; Any Resident who locks themselves out of their home will be subject to a \$25.00 lockout fee on the second occurrence in a calendar year.

## 4-16 RESIDENT'S POTENTIAL LIABILITIES

Resident is responsible for and may be held liable for damage to leased housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

## 4-17 ENERGY CONSERVATION

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

Thermostat should be set at a comfortable setting without fluctuation to maintain consistent climate control.

Doors and windows should be kept closed whenever air conditioning or heating is in operation.

Check toilets for leaks, make sure faucets are shut off properly, run the dishwasher only when fully loaded. Take short showers instead of baths. Do full loads of laundry and make sure the water level is right for the size of the load.

During daylight hours turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

- Cooling Tip: A thermostat set at 78 degrees is recommended in the summer. Your kilowatt-hour usage for cooling increases approximately 3% for each degree of temperature setting below 78 degrees.
- Cooling Tip: In summer, keep the sun out by closing draperies, blinds or shades. This helps reduce the energy required to cool your home.
- Refrigerator Tip: As your food budget permits, keep your freezer and refrigerator full-but not so full that air can't circulate. The mass of cold items inside will help your refrigerator recover each time the door is opened. Here's a hint: If your refrigerator is nearly empty, store water-filled containers inside.
- Refrigerator Tip: For food safety keep your refrigerator between 36° and 40° F and your freezer between 0° and 5° F. A refrigerator that is colder than safety dictates uses up to 25 percent more energy, and will freeze your milk and lettuce.
- Refrigerator Tip: Move your extra refrigerator from the garage indoors or do not use it. Appliances have to work harder to stay cool in warm temperatures.
- Cooking Tips: Microwave ovens use around 50 percent less energy than conventional ovens; they are most efficient for small portions or defrosting. For large meals, stovetop cooking is usually more efficient.
- Cooking Tips: Don't open the oven door too often when checking your food, especially if it's your prize recipe for a baking contest. Each time you open the door the oven temperature drops by 25°. Watch the clock or use a timer instead.
- Heating Tip: In winter, a thermostat set at 68 degrees or lower during the day when the home is occupied is recommended. Your kilowatt-hour usage for heating increases approximately 3% for each degree of temperature setting above 68 degrees.
- Dishwasher Tip: According to researchers, a load of dishes cleaned in a dishwasher requires 37% less water than washing dishes by hand. However, if you fill the wash and rinse basins instead of letting the water run, you'll use half as much water as a dishwasher would.
- Dishwasher Tip: Use short wash cycles for everything but the dirtiest dishes. They use less energy and work just as well.
- Dishwasher Tip: If your dishwasher has an air-dry setting, choose it instead of heat-drying. You'll cut your dishwasher's energy use 15 to 50 percent. If there's no air-dry setting, turn the dishwasher off after its final rinse and open the door. The dishes will dry slowly, but without using any extra electricity!

- Clothes Washer Tip: Use the correct amount of detergent, too many bubbles make the machine work harder and uses more energy. Use cold water as up to 90% of the cost of washing clothes comes from heating water.
- Lighting Tip: Switch to compact fluorescent light bulbs. Each bulb can save up to \$50 in energy cost over the lifetime of the bulb.

## CHAPTER 5: MOVE-OUT

### 5-1 POLICY

The following moves may be granted at the Government’s expense:

- At retirement or separation of the Resident.
- At Permanent Change of Station (PCS) of the Resident unless PCS orders authorize retention under Deferred Travel or due to a dependent-restricted tour.

In each of these cases, the Resident must submit a request for housing retention to Corvias.

As directed by the Garrison or Installation Commander. The following moves may be at the Resident’s expense:

- If the Resident becomes ineligible to remain in housing, the Home will be vacated immediately.
- A Resident may request to move out of the Home and move off post. The movement of household goods will be at the expense of the Resident unless the move is directed for the convenience of the government.

A Resident who qualifies for a change in housing due to a change in military status or family size may submit a new application for appropriate housing in accordance with leasing policies.

### 5-2 TERMINATION/VACATE NOTICE

The occupancy period will be reduced if:

- a. the Resident/service member is required to move pursuant to PCS orders a distance of at least 50 miles based on duty station,
- b. if the Resident/service member is prematurely or involuntarily discharged from the service,
- c. if the Resident/service member retires.
- d. on a case-by-case basis with an approved Exception to Policy request

All residents must provide written notice to the Community Management Office staff at least 30 days prior to the desired date of departure from the home. PCS/ETS orders received with less than 30 days advance notice will authorize release of the Resident on a case-by-case basis with proof of orders.

Early termination of this Agreement, for other than PCS/ETS orders, may be authorized when the following conditions are satisfied:

- a. Resident delivers 30-day written notice of intent to vacate to Property Manager, and pays the BAH/rent during that 30-day period, and
- b. Pays an amount equal to one month’s BAH/rent as an Early Lease Termination Fee.

Non-Military residents, or Military residents who signed a Market Rate Addendum, should refer to their lease agreements for specifics on early terminations.

### 5-3 MOVE-OUT INSPECTIONS

A family preparing to move out may attend one of the weekly move-out informational sessions. These sessions will inform residents about the move-out process and expectations. The sessions are held at various locations and times throughout the week for resident’s convenience, and they may choose to attend whichever session best fits their schedule. Any specific questions or concerns can be brought up during the move-out informational session or by

contacting a member of the Community Management Office staff. Appendix C presents the Damage Cost Sheet which provides examples of damages and estimated cost.

Corvias will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the home. The identical form used to document the condition of the home at move-in will again be used at move-out to document the condition of the home upon departure. The two inspections will be compared with differences in conditions noted. After allowing for normal wear and tear, Corvias will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted. A member of the community management staff will conduct the inspection.

Resident is strongly encouraged to be present at the inspection to facilitate the “check-out” process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present.

Resident must pay Corvias all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Corvias (via U.S. mail or other recognized postal service) if not present at the inspection. All amounts owed must be remitted to the Community Management Office (made payable to Corvias) prior to clearing the Installation. Corvias will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances. A former Resident may suffer adverse credit consequences as a result of failure to pay monies due to Corvias.

#### 5-4 ABANDONMENT

If a Resident abandons a Home, Corvias will send a letter to their last known address stating that unless a reply is received from them within seven (7) days, Corvias will re-rent the Home. If a Resident vacates a Home without notice to Corvias, removes possessions from the Home and does not pay rent due, for more than fifteen days, abandonment has occurred.

#### 5-5 SURFACE-CLEAN CONCEPT

Corvias will require a surface-clean condition (see appendix B) at move-out. The surface-clean requirement is designed to ease the “check-out” process for military families. Surface-clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition, however additional cleaning may be required to return the home in an acceptable condition. A damage cost sheet (see appendix C) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact your Community Management Office if there are any questions.

#### 5-6 CONFLICT RESOLUTION FOR DAMAGES TO THE HOME

In the event of a dispute over compensation for damage charges, both parties agree that if a mutually acceptable solution cannot be reached, the Resident may choose to rectify the dispute by hiring the services of a licensed, bonded, and insured contractor in the specific discipline(s) involved, e.g., carpentry, plumbing, roofing, etc. Upon Resident request, the Community Management Office will provide a list of qualified contractors.



## RRG APPENDIX A: GUIDE FOR OPERATION OF APPLIANCES, THERMOSTAT, SMOKE DETECTOR AND INSTRUCTIONS FOR TESTING GROUND FAULT INTERRUPTERS

### OPERATION OF APPLIANCES (Do's and Don'ts)

#### A. Garbage Disposal Unit:

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

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

- STEP 1 Turn off switch and water, and allow garbage disposal unit to cool.
- STEP 2 Push the reset button located on bottom or side until a click is heard.
- STEP 3 Turn on switch and water.
- STEP 4 If garbage disposal is still not operational; call your Community Office to report a work order.

#### B. Stoves:

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

#### C. Dishwashers:

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

#### D. Instructions for Testing Ground Fault Interrupters:

The ground fault interrupter receptacles (GFI) installed in your home are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.** Should your receptacle or the outlet in your adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a service order:

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

#### E. Smoke Detectors:

1. Each home is equipped with at least one electrically powered smoke detector.

These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

- a. To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify your Community Office if it doesn't reset.
  - b. If your smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.
  - c. Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
2. If your detector malfunctions, contact your Neighborhood Management Office. Do not attempt to repair it yourself.

The Fort Polk Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Prevention Section at 531-7486 or 531-7247; South Fort Station at 531-2026/2296; or North Fort Station at 531-6154.

## RRG APPENDIX B: GUIDELINE FOR SURFACE-CLEAN CONDITION

Surface-clean condition implies that a home is left clean throughout. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. The below list is only meant to be a guide. It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters are exclusive of damages.

### **GENERAL**

- All personal items to be completely removed from the Home, storage area and garage.
- Any items requiring disposal are disposed of in an appropriate, proper, and approved manner.
- Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware) is returned intact and proper working order
- Wall color that was altered or changed should be primed with a color light enough and of the same paint finish used by Corvias.
- Carpeted surfaces are vacuumed and free of spots or stains.
- Baseboards throughout the home need to be dusted and wiped free of debris/dirt.
- All windows to be closed and locked with covering left in the “closed” position
- Garbage cans cleaned and placed in garage or storage area.
- All light bulbs should be operational and of the same energy efficient specification as was provided at move-in.

### **KITCHEN**

- All kitchen walls, countertops and cabinet surfaces to be wiped and free of grease build-up.
- Refrigerator to be wiped down inside and out, empty and free of mold/mildew.
- Range hood, stovetop, oven, drip pans and under burners to be wiped down and free of burned-on food and grease.
- Dishwasher exterior to be cleaned.
- Floor to be swept and cleaned.

### **BATH**

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

### **BEDROOM/LIVING ROOM/DINING ROOM**

- Flooring surfaces to be swept or vacuumed as appropriate to the surface.

### **GARAGE/SHED**

- Floors should be free of debris.
- Remove all trash, animal feces and other debris from all areas.
- Repair and fill holes made in yard.

## RRG APPENDIX C: DAMAGE COST SHEET

Repairs that result from normal wear and tear will be the responsibility of the Owner. Damage caused by Resident neglect misuse, abuse or negligent action will be charged to the Resident in accordance with the schedule listed below.

If one or more items need to be replaced or cleaned as a result of Resident damage and or neglect during your residency, the Community Management Office will issue an invoice with the appropriate itemized charges. If damages are noted at the time of move-out, the Community Management Office will prepare and send an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear post. **Listed below are minimum charges that might be expected if your home is damaged beyond normal wear and tear.**

Removal of Trash, Furniture, etc.	\$20.00/bag or item
Carpets not vacuumed	\$10.00 each room
Pet Damage	Cost plus labor
Damaged Countertop	\$225.00
Dirty Kitchen/Bath Linoleum	\$10.00 each room
Damaged Door Jamb	\$50.00
Dirty Oven/Range	\$20.00
Dirty Stove Top	\$20.00
Dirty Range Hood	\$20.00
Greasy Kitchen Cabinets	\$35.00
Dirty Countertops	\$20.00
Dirty Toilet	\$20.00 each
Dirty Medicine Cabinet	\$10.00 each
Damaged Cabinet Doors	\$60.00 each and up
Broken Garbage Disposal (result of resident neglect)	\$65.00 and up
Dirty Vanity	\$15.00 each
Repainting Walls/Doors/Ceiling (requiring a 2 <sup>nd</sup> coat)	\$75.00+ per room
Damaged Kitchen/Bath Linoleum	Cost plus labor
Broken Refrigerator Crisper/Shelf	\$45.00 and up
Broken Door Retaining Bar	\$20.00 each
Dirty Refrigerator	\$20.00
Damaged Walls from Holes large than 1"	\$25.00 and up
Damaged Bedroom Door	\$65.00 and up
Damaged Bi-fold Doors	\$65.00 and up
Damaged Closet Doors	\$65.00 and up
Damaged Appliances	\$25.00 minimum
Damaged Towel Bar	\$20.00 and up
Damaged Bath Sink	\$100.00 each and up
Damaged Medicine Cabinet	\$20.00 each and up
Missing Medicine Cabinet Shelf	\$15.00 each and up
Broken Mirror	\$50.00 and up
Damaged Tub/Shower	\$50.00 and up
Damaged Shower Rod	\$20.00 and up
Broken Shower Doors	\$80.00 and up
Replacement of Toilet Seat	\$25.00 each and up
Unstop Commode (resident neglect)	\$75.00 - \$125.00
Damaged Shade/Mini-Blind	\$25.00 and up
Damaged Vertical Blinds	\$65.00 and up

Damaged Smoke Detector	\$35.00 and up
Damaged Ceiling Fan	\$100.00 and up
Carpet Damage	Cost plus labor
Light Fixtures	\$25.00 and up
Light Globe	\$15.00 and up
Light Bulb	\$2.50 and up
Lost/Unreturned House Keys	\$10.00 each
Mailbox Key	\$15.00
Garage Door Key	\$10.00
Garage Door Opener	\$50.00
Community Key Fob	\$25.00
Community Pool Pas	\$25.00
Replacement of Lock/Deadbolt	\$60.00
Missing/Torn Screen Door	\$150.00
Missing/Torn Window screen	\$20.00 - \$65.00
Dirty Tub/Shower	\$30.00 each
Oil Stained Driveway	\$50.00
Trash Receptacle	\$100.00
Removal of Contact Paper from Cabinets	\$50.00 - \$100.00
Removal of Wallpaper or Border	\$100.00 per room
Satellite Shingle/Roof Damage	\$65.00
Lawn Damage Repair	Actual total cost
Broken Window	Actual total cost
Replace Exterior Door	\$350.00 each
Damaged Garage Door or Track	\$250.00 per section
Damaged Storm Door	\$150.00 each
Damaged Fencing	Actual total cost
Missing Fire Extinguisher	\$25.00

The information and prices above are provided as a reference only and are subject to change without advance notice.

## RRG APPENDIX D: HOUSEKEEPING TO CONTROL MILDEW AND MOLD

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the dwelling unit. In order to minimize the potential for mold growth within the dwelling unit, it is your (the Resident's) responsibility to do the following:
  - Keep your home clean – Especially the kitchen, the bathroom(s), carpets, floors, baseboards, and windows. Regular vacuuming, mopping, and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any cellular material including food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the dwelling unit. Resident shall clean their dwelling unit on a regular and consistent basis.
  - Remove visible moisture accumulation within or on the leased premises including (but not limited to) all windows, walls, floors, ceilings, and kitchen and bathroom fixtures as soon as reasonably possible. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
  - Turn on any exhaust fans in the bathroom or kitchen before you start showering, cooking, or using your dishwasher. When showering, be sure to keep the shower curtain inside the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors, and bathroom floor; leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls, and other surfaces has fully dissipated; and hang up your towels and bath mats so they will completely dry out.
  - Keep moisture within your home at a reasonable level – Ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
  - Inspect the drip pans in your air conditioner, refrigerator, and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the management office.
  - In homes with existing washer and dryer connections, dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to management immediately.
  
2. **Mildew and mold on non-porous surfaces.** If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on non-porous surfaces (such as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your home, general guidelines to follow are:
  - Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
  - Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). Please be sure to follow the instructions on the container and clean the

- affected area first. Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Community Management Office.
- Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
  - ***Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Community Management Office immediately.
3. **Mildew and mold on porous surfaces.** A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes. ***Do not clean or apply biocides to visible mildew and mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew and mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact your Community Management Office immediately.
4. **Notification of Community Management Office.** Resident shall immediately notify the Community Management Office of the presence of the following conditions:
- A water leak, excessive moisture, or standing water inside the Home.
  - Mildew or mold growth within or on Home that persists, reappears quickly, or spreads after the tenant has tried to clean and disinfect the affected area as described in sections 3 and 4 above.
  - A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the Home.
5. **Compliance.** Complying with these housekeeping guides will help prevent mildew and mold growth within or on your Home and aid in the protection of yourself, your neighbors, and the community as a whole.

## RRG APPENDIX E: COMMUNITY CENTER RULES, POOL RULES

RULES FOR COMMUNITY CENTERS**HOURS:**

The Computer Lab will only be open during these normal Community Management Office business hours.

- Fitness Center  
*Open 24 hours daily (Access will be through the use of the residents' issued key fobs.)*
- Pool Hours  
*Pool hours will be established and published in the community newsletter prior to the summer months. Life guards will be on-duty during all posted hours of operation; however, no drop-off childcare will be provided. Children under 14 years of age must be accompanied by a parent, guardian or sponsor, at least 18 years of age, while in the pool area.*

**ACCESS, AGE RESTRICTIONS AND RULES:****Access:**

- Access to each Community Center and Pool will be open to all Corvias residents at Fort Polk.
- Key fobs for access to the Fitness Center and Gymnasium for a specific Community Center will be issued to residents once they have signed the Community Center Rules Agreement. *One Key Fob will be issued per family.* A \$25 replacement fee will be charged for lost key fobs. *Key fob usage is electronically recorded and reviewed in the event of accident or misuse.*
- Key fobs will also be issued to the Military Police.
- Children under 14 years of age must be accompanied by a parent, guardian or sponsor, who is at least 18 years of age, while visiting the Community Center gymnasium, multi-purpose room, media/game room, computer lab or pool. No drop-off child-care is provided.
- Anyone accessing the Fitness Center must be at least 18 years of age.

**Overall Rules:**

- Residents and guests must comply with all posted signs and directions.
- No pets are allowed in the Community Center, pool or playground areas.
- No Smoking is allowed in the Community Center, including all air conditioned spaces, or the surrounding pool area (except in any specifically designated smoking area).
- No Food or Drinks are allowed in the Club Room, without prior management approval.
- No glass bottles are allowed in the pool, pool area, gymnasium, locker rooms or fitness center.
- Residents may not bring alcoholic beverages to the Community Center or any of the amenity areas, including the pool and playground areas. Intoxicated persons will be denied entry and/or asked to leave the Community Center and amenity areas.
- Any resident caught engaging in any illegal or illicit activity at the Community Center will not only face legal consequences, but will also permanently lose the privilege to use the Community Center.
- There is a 24-hour video surveillance system in place.



- No propping open of doors to any part of the Community Center is allowed by anyone other than management. Access by the residents is through the issued key fobs.
- Continued misuse of the facilities or violation of these rules may result in loss of use privileges
- No profanity or loud music. All music must be appropriate to a family environment.
- Proper attire (shoes and shirts) is required in the Community Center - no wet bathing suits are permitted beyond the locker rooms. No use of “rolling or wheelie shoes” is allowed in the Community Center.

**Locker Rooms:**

- No permanent locks may be kept on lockers. Please take your lock off of the locker that you use at the end of your visit to the Center each day. Management reserves the right to cut off locks that are not removed in accordance with this policy.
- Management is not responsible for lost or stolen items.

**Computer Lab:**

- When using the computer lab, please restrict your computer use to twenty (20) minutes or less if others are waiting. If no one else is waiting, use may continue beyond twenty minutes. Software is installed to ensure that only family friendly sites are visited. Any changes to this software or use of these computers to visit unauthorized Internet sites is strictly prohibited and will result in loss of use privileges.
- Residents must sign-in to use a computer in the computer lab. The sign-in sheet will denote which computer they used.

**Gymnasium:**

- When using the gymnasium, please restrict your use to thirty (30) minutes or less if others are waiting for their turn.

**Guests:**

- Residents are responsible for the behavior of their guests. No more than four (4) guests are allowed with a resident to use the recreational facilities at any time unless a private gathering or meeting has been scheduled and approved in advance.

**Private Reservations:**

- When the Community Center is used for private gatherings, premises must be delivered to Owner in the condition premises were in at the commencement of the agreement. Contact the Community Center Management Office for policies and scheduling for private gatherings. A refundable cleaning/damage deposit of \$100 is required to reserve the Center for private gatherings. This deposit may be waived for military organizations with management approval and the signature of an officer of the organization.
- Rooms may not be reserved for the purpose of running a business or holding a commercial venture (ie: Pampered Chef, Avon, Creative Memories, etc.).
- Owner reserves the right to restrict access and availability of these facilities.

**Game Room:**

- Residents may check out the game boards and TV remote controls from the management Office when using the Game Room.
- Videos and DVDs brought into the Community Center must be family friendly and Management reserves the right to discontinue any movies deemed inappropriate.

## FITNESS CENTER RULES

Resident and Landlord agree as follows:

1. **ADULT SUPERVISION:** Any resident under the age of eighteen (18) years is not permitted in the Fitness Center for any reason. This requirement is for health and safety reasons.
2. **GUESTS:** Resident shall not permit any guest to use the Fitness Center unless the guest is accompanied by the resident and resident has obtained authorization from management in advance. Residents are responsible for the conduct of their guests in the Fitness Center and any violation of the rules and regulations by the guest may result in loss of use privileges for the resident.
3. **USE OF FITNESS CENTER:** Resident will use the Fitness Center in a safe manner and only for the purpose of exercising. Resident will not use the Fitness Center in any way, which is offensive or dangerous to residents or other users of the Fitness Center. Resident will comply with policies of Owner for use of the Fitness Center. Owner may prohibit use of the Fitness Center by any resident that Owner believes has failed to comply with any of the provisions of this addendum.
4. **DRESS:** Resident must wear appropriate shoes and clothing (including shirts) in the Fitness Center.
5. The machines must be wiped clean of sweat after each use.
6. **RIGHT TO DISCONTINUE USE:** Resident agrees that Owner provides the Fitness Center for resident as an amenity. Owner may close or limit the Fitness Center at any time and for any reason without concession to the resident.
7. When using the machines in the Fitness Center, please restrict your use to thirty (30) minutes per machine if someone is waiting to use the machine.
8. **NO SUPERVISION:** Resident understands that no attendants or supervisor of any kind will be in the Fitness Center.
9. **NO WARRANTIES:** Resident understands that Owner makes no representation that Owner's representatives, if any, have expertise in the use, operation, and physical condition of the Fitness Center or the equipment. Resident understands that Owner makes no representations or warranties that the Fitness Center or that the exercise equipment is safe.
10. **USE AT YOUR OWN RISK:** Resident agrees that the use of the Fitness Center by resident, family and approved resident guests shall be at the resident's own risk.
11. **RELEASE:** Resident agrees that if a personal injury, death or damage to personal property happens through the use of the Fitness Center or fitness equipment, resident may not bring claim or lawsuit against Owner. Resident also agrees that if residents approved guest suffers a personal injury or death or damage to personal property, resident will be responsible to pay to Owner any money which Owner or Owner's insurance company pays or is required to pay because of the injury to resident's approved guest.
12. **PHYSICIAN'S CONSENT:** Resident should consult their physician before any physical fitness program is initiated.

## POOL RULES

1. **ADULT SUPERVISION:** Any resident under the age of fourteen (14) years is not permitted in the Pool Area unless accompanied by a parent or adult who is at least 18 years of age. Each adult resident may accompany a maximum of six (6) children in the pool and pool area.
2. Residents must sign in and present their Pool Pass to the attendant when entering the pool area. Residents must sign in their guests. Pool Passes are issued to current residents who have signed the Pool Use Rules Addendum.
3. **GUESTS:** Resident shall not permit any guest or resident to use the Pool unless the guest is accompanied by the resident. There is a four (4) guest per household limit at any one time unless the resident has obtained authorization from management in advance. Guests are defined as persons who do not have a Pool Pass. Residents are responsible for the conduct of their guests in the Pool and Pool area and any violation of the rules and regulations by the guest may result in loss of use privileges for the Resident.
4. **USE OF THE POOL:** Resident will use Pool in a safe manner. Resident will not use the Pool in any way, which is offensive or dangerous to residents or other users of the Pool. Resident will comply with policies of Owner for use of the Pool. Owner may prohibit use of the Pool by any resident that Owner believes has failed to comply with any of the provisions of this addendum.
5. **DRESS:** All patrons must wear swimsuits that are appropriate for public appearance, no thongs, sports bras, basketball shorts, underwear, cut offs or denim shorts. All suits must be lined. T-shirts may be worn if they are light colored. Children who are not potty trained must wear swim diapers and rubber pants while in the pool.
6. Change diapers in the restrooms, not the pool area.
7. All residents and guests must use the shower before entering the pool.
8. No glass or pottery-type containers allowed in the pool area.
9. Persons with skin disorders, bandages, open wounds, eye, nose or mouth discharge may be refused entrance to the Pool and Pool area.
10. The Pool will be cleared periodically to allow for safety checks.
11. Inflatable rafts, toys, and/or floating furniture are not permitted in the Pool.
12. Water Wings/Floaties are not permitted in the Pool (Guidance from CDC).
13. Young children may wear Coast Guard approved life vests in the Pool.
14. Prolonged underwater breath-holding is strictly prohibited.
15. No pets are allowed in the Pool or Pool area.
16. Residents and their guests will not overexpose themselves to the sun.
17. The Pool and Pool area are off limits when closed.
18. **RIGHT TO DISCONTINUE USE:** Resident agrees that Owner provides the Pool for resident as an amenity. Owner and the Lifeguards may close or limit use of the Pool at any time and for any reason without concession to the resident.
19. Lifeguards will be provided during posted pool hours and will have the authority to close the pool for weather or safety reasons. Residents must comply with Lifeguards' instructions while in the Pool and Pool area. Failure to comply with Lifeguard instructions may result in loss of use privileges.
20. Lifeguards will be obeyed and may rule on anything not covered by the Community Center rules and regulations and/or this Pool Use Addendum.
21. Lifeguards and management will monitor the number of residents allowed inside the Pool area at any one time in order to stay within maximum capacity requirements. Residents acknowledge that access is granted on a first come, first served basis.

22. USE AT YOUR OWN RISK: Resident agrees that the use of the Pool and Pool area by resident, family and approved resident guests shall be at the resident's own risk.
23. No wet bathing suits are allowed inside the Community Center other than in the locker rooms.
24. No alcoholic beverages are permitted in the Pool or Pool area. Intoxicated persons will be denied entry and asked to leave the premises.
25. No smoking is allowed in the pool or the surrounding pool area except in any specifically designated smoking area.
26. No loud music is permitted in the pool area. All music must be family friendly in nature.
27. No running, diving, horseplay, obscene language, or boisterous behavior is allowed in the pool or pool area.
28. Pool furniture must remain on the pool deck at all times and is strictly prohibited from the pool itself.
29. RELEASE: Resident agrees that if a personal injury, death or damage to personal property happens through the use of the Pool or Pool area, resident may not bring claim or lawsuit against Owner. Resident also agrees that if residents approved guest suffers a personal injury or death or damage to personal property, resident will be responsible to pay to Owner any money which Owner or Owner's insurance company pays or is required to pay because of the injury to resident's approved guest.
30. PHYSICIAN'S CONSENT: Resident should consult their physician before any physical fitness program is initiated.
31. One Pool Pass is issued per household. Resident agrees to return the Pool Pass to the management upon move-out and agrees to a \$25 replacement charge if the Pool Pass is lost or stolen.

**Both Military ID and Pool Pass may be  
required for access to the pools.**