

Corvias®

# RESIDENT RESPONSIBILITY GUIDE

[CorviasMilitaryLiving.com](http://CorviasMilitaryLiving.com)

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## FREQUENTLY CALLED PHONE NUMBERS

*(The local long distance prefix is 334)*

|                                |  |                |
|--------------------------------|--|----------------|
| Corvias                        | <a href="http://rucker.corviasmilitaryliving.com">rucker.corviasmilitaryliving.com</a> |                |
| Community Management Offices:  |  |                |
| Resident Office                | 22470 Christian Road   | (334) 440-8992 |
| Leasing Center                 | 9700 Division Road   | (334) 440-8998 |
| Maintenance Office             | 45 Red Cloud Road  | 1-866-575-2027 |
| Email Address:                 | <a href="mailto:Rucker.Resident@Corvias.com">Rucker.Resident@Corvias.com</a>           |                |
| Program Administrative Office: | 2908 Andrews Avenue  | (334) 440-8994 |

|   |                     |
|---|---------------------|
| Residential Communities Initiative (RCI) Office     | 255-2984            |
| Army Community Service (ACS)                        | 255-3817            |
| Army Lodging/Guest House (Building 308)             | 598-5216 / 255-2840 |
| Cable (Spectrum) (BLDG 5700, Room 190)              | 800-892-4357        |
| Family Child Care                                   | 255-3446            |
| Fort Rucker Elementary School                       | 598-4408            |
| Fort Rucker Primary School                          | 598-4473            |
| Hazardous Material (Building 1315)                  | 598-1311            |
| ID Cards (Building 5700, Room 160)                  | 255-2437            |
| Lending Hanger (Building 5700, Room 193)            | 255-3161            |
| Legal Assistance (Building 5700, Room 325)          | 255-3482            |
| Military Pay Office (Building 5700, Room 120)       | 255-9963            |
| Military Police (non-emergency)                     | 255-2222            |
| Telephone and/or Internet (Building 5700, Room 122) | 334-598-1685        |
| Transportation Office (Building 5700, Room 270)     | 255-2343            |
| Vehicle Registration (Building 5700, Room 160)      | 255-3168            |
| Vehicle Tags (Dale County Courthouse)               | 774-8427            |

## CHAPTER 1: GENERAL

### 1-1 INTRODUCTION

The policies and procedures in this Resident Responsibility Guide (RRG) are a supplement to and incorporated into the Resident Occupancy Agreement (the “Lease”) signed by the military sponsor (the “Resident”). The RRG provides information and guidelines that apply to residents of Fort Rucker on-post housing, their families and/or other permitted occupants of the rental home. The Resident acknowledged and accepted the policies and procedures of the RRG by signing the Lease. Fort Rucker family housing is owned by Rucker Communities, LLC (the “Owner”) - a company owned jointly by the US Army and Corvias Management – Army, LLC (“Corvias”). Corvias is the Owner’s representative and managing partner for Fort Rucker family housing.

The goal of Corvias is to provide quality housing, at the best value, to military families living at Fort Rucker. Corvias will interpret and apply all policies contained herein with this goal in mind.

### 1-2 GENERAL POLICIES

Corvias’ Resident Management Office located at 22470 Christian Road in the Allen Heights Community Center will assist current Residents with housing needs. Current residents needing assistance with maintenance should contact the Corvias Maintenance Office located at 45 Red Cloud Road in the Munson Heights Community Center. Incoming families should contact the Corvias Leasing Office located at 9700 Division Road in the Bowden Terrace Community Center.

For new move-ins, 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 Rucker Communities, LLC, and establishes rental payment to Rucker Communities, LLC. Rent is due on or before the first day of the month after occupying the home and considered late on the second day of the month. A late fee of 5% of the fully monthly rent amount will be applied to the outstanding balance if any installment of rent is not received by Rucker Communities by the fifth day of the month. Resident may not withhold rent for any reason unless allowed by law.

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

The Lease signed by the Resident gives authorization to initiate and maintain a discretionary allotment equal to the Fort Rucker with-dependent rate of BAH payable to the Owner for the term of occupancy. BAH allotments will change as increases or decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty service members, both members will receive the appropriate BAH. Rent charged to the service member will be based on an equivalent BAH for their rank 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 Soldier 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. Resident is encouraged to contact their Resident 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 Rucker Communities, LLC.**

Resident is required to provide the Resident Management Office a copy of promotions, demotions and other actions which may 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 Rucker Living (subject to Garrison Commander approval) and adverse credit consequences may result from continued non-payment.

## **1-5 MOVE-IN INSPECTION**

The Resident and a representative of Corvias will, prior to beginning occupancy of the home, conduct a joint tour of the home. The purpose of the tour is to acquaint the family with the home, familiarize family members with the locations of neighborhood amenities, and provide a thorough demonstration of the home's equipment and features. The Resident and the Leasing Office will note existing wear and tear on a move-in inspection sheet, which will be kept in the Resident's file at the Resident Management Office 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 a Resident's home. 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 AND ENTRY INTO THE HOME**

The Maintenance Office will retain keys to each home under secure control of Corvias staff members at all times. These keys are used to provide access for routine and emergency maintenance service to the home, to assist the Resident in the event of an accidental lockout, and to gain entry to the home for routine or preventative maintenance after appropriate notification of the Resident.

Rucker Communities, its employees, agents and/or contractors shall have access to and may enter the home:

- in case of emergency
- when the Resident has abandoned or surrendered the home
- to make necessary or requested repairs, decorations, alterations, or improvements
- to supply necessary or requested maintenance or services.

Resident retains the right to request an appointment for completion of necessary or requested repairs. Resident's report of damage or request for service provides Rucker Communities permission to enter at reasonable hours (8:00 a.m. to 5:00 p.m.) without prior notice. Resident may be present; however, entry for the reasons set forth above is not conditioned upon such presence and Resident agrees to hold Rucker Communities, its employees, agents and contractors harmless for such entry. The purpose of the access is to ensure the home is maintained, not in need of repair and that its use is in conformity with the provisions of this lease agreement or any other purpose permitted by applicable law.

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.

Maintenance technicians will not enter or remain in a home that has a loose pet that poses a threat to the technician.

The Resident may not change or add locks without prior permission from Corvias. In the event permission is granted via an Alterations Addendum, the Resident will provide a copy of the key to the Maintenance Management office. Any lock modifications made shall be restored to the prior condition, unless Corvias accepts the modification in which case the lock modifications shall remain when the Resident vacates the home. Any keys and garage door opener(s) shall be returned to the Neighborhood Management Office twenty-four (24) hours after vacating the home or at the Move-Out Inspection. Failure to return any of these keys or remotes will result in a charge. Any request for replacement keys or remotes will result in a charge.

Residents who wish to install a wireless security system in their home will need to follow the appropriate Alteration Addendum procedure.

For non-emergencies, such as normal maintenance or pest control treatments, Corvias will inform Resident as soon as possible of any need to access the home. The Resident will be given reasonable advance notice (at least one day or 24 hours' notice) of the need to enter and only then at reasonable times. Corvias recognizes that "reasonable" may depend on the Residents' and Corvias' work schedules. If a Corvias representative must enter a home while the Resident is absent to perform normal maintenance or emergency work, the representative 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 LEASE, 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 RRG, 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 Resident, family member, or guest fails to comply with any written notice the Resident's chain of command will be notified. Repeated violations of the Lease or RRG may result in the termination of the Lease and immediate eviction. If a resident witnesses criminal activity, the resident must first contact installation law enforcement and then notify the Resident Management Office.

## **1-9 NOISE/QUIET HOURS**

Resident, authorized occupants and guests will not disturb the peaceful enjoyment of the neighborhood. 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 Management Office. The Neighborhood Management Office routinely approves requests for most instruments.

## **1-10 EVICTION**

Minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Neighborhood Management 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 intent to terminate the Lease and will consider the Resident'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 RCI Office, for final decision.

## **1-11 FIRE PREVENTION**

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

Do not leave children unattended; use caution when burning candles do not leave candles burning unattended.

Do not smoke in bed, never empty ashtrays into trash cans without first running under water. Never leave food cooking unattended in the kitchen. If a fire occurs while cooking, 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 clothes dryers before and after each use. Never use flammable liquids for cleaning purposes; only nonflammable solvents. A portable, multi-purpose fire extinguisher should be kept in a convenient spot in each home. Residents should regularly test their home's smoke detector batteries by pressing the "test" button. Residents may request replacement batteries from the Maintenance Office. Finally, create a family fire plan and ensure the family and babysitter are familiar with it.

Resident will be held liable for fire 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 Neighborhood 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 / Corvias Management – Army, 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 request for termination of the Lease to the Garrison Commander, via the RCI Office for final decision.

## **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 Maintenance 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 Maintenance Office in order to ensure effective treatment, comfort and safety. The Maintenance Office will keep documentation and log all services rendered to ensure routine and satisfactory service. Quarterly pest control is completed on the interior and exterior of all homes. A weekly pest control service is available and must be requested by calling our 24 hour maintenance line.

## **1-13 WEAPONS AND ORDNANCE**

No unregistered firearms or any ordnance (i.e., smoke grenades, explosives, etc.) are permitted in Fort Rucker Family Housing. Residents are required to register privately owned firearms with the Provost Marshal's Office immediately upon arrival at Fort Rucker. Proof of ownership is required for registration. All firearms and ammunition must be stored in a secured locked container. Individuals storing privately owned firearms and ammunition in Fort Rucker Family Housing are to ensure that all reasonable precautions are taken to make certain that firearms and ammunition are inaccessible to unauthorized persons and minors.

If Resident purchases, acquires or legally disposes of the firearm(s), it must be reported to the Provost Marshal Office within three working days of the change. Visitors and guests of Corvias Residents may not store their firearms in Fort Rucker privatized housing. Violations of the above guidelines will result in confiscation of the firearm(s) and may subject the Resident to judicial, non-judicial or administrative action detailed in USAAVNC Reg 600-1 & FR Reg 215-1.

## **1-14 UTILITIES**

Rucker Communities is responsible for the expenses related to electric, water, sewer, gas, garbage, and recycled items collection, as referenced in the Resident Occupancy Agreement. Homes that are metered are subject to utility charges.



Water and sewer services are provided by American Water. Electric service is provided by Alabama Power. Natural Gas service is provided by Southeast Alabama Gas Company.

The Resident is responsible for telephone (local and long distance), cable TV (basic and expanded), satellite services, and Internet service (both high-speed and dial-up). To install additional phone jacks, cable outlets, or a satellite dish, Resident must complete the Alterations Addendum process.

For unmetered homes there shall be no change in the Resident's or Rucker Communities respective responsibilities for payment of utilities without Rucker Communities providing the Resident at least six (6) months prior written notice. Notwithstanding the forgoing, following the implementation of the Army's Resident Direct Pay Program (and without any requirement for six months prior notice to Resident), Resident shall be responsible for the payment of either some or all utilities servicing the home, including the payment for all electric or gas consumption (at the prevailing utility rates) in excess of the established "baseline" consumption for the home. The methodology for calculation of the "baseline" usage consumption for the home will be provided to the Resident upon Resident's written 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 RRG. 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 RRG.

## CHAPTER 2: CARE OF HOMES

### 2-1 ALTERATIONS TO THE HOME/ ALTERATIONS ADDENDUM

Any alterations to the home must be approved through the Alteration Addendum process. To acquire an Alteration Addendum, the leaseholder must submit a written request to alter the home to the Resident Management Office. The request will include details of the type of alteration, location of alteration and plan to restore the condition of the home upon move out. The Resident Management Office will review the request for alterations and communicate a determination within 10 business days. Any approved alterations will be documented with an Alteration Addendum. The Alteration Addendum will include the type of alteration, location of alteration and instructions for move out. Under some circumstances, alterations may be permitted to remain after the Resident vacates the home. Such permission will be included in the Alteration Addendum and reviewed during the move out inspection.

### 2-2 PAINTING

Residents may wish to add customized accents such as custom-painted walls, privately owned fencing or landscaping to make their house feel more like home. These alterations are generally permitted; however in most cases, it is required that the Resident restore the altered area to a condition such that it will not require additional cost or effort above the typical turnover procedure between residents.

Residents may prime over areas that are painted rather than returning the area to its original condition.

While Corvias supports such projects, we require the Resident to secure prior authorization for alterations. Authorization is intended to alleviate concern for restoration charges that could be assessed during occupancy or at time of move out. Alterations include any form of structural or aesthetic change. Attaching or removing fixtures or appliances requires Resident Management Office approval.

### 2-3 SATELLITE DISH/ANTENNA

Resident must receive written approval prior to the installation of a satellite dish or antenna (to include amateur or CB radio antenna) from the Resident Management Office. The resident will first need to obtain a dig permit. Any office with have a copy of the form for resident use. Resident also agrees to supervision and approval of installation by the facilities maintenance staff. Installation must be scheduled with Neighborhood Management Office in advance. Satellite dishes installed by and for the Resident must:

- Be free-standing and constructed of corrosion-resistant materials.
- Not be attached to chimneys or placed on roofs.
- Not be installed on an exterior wall or hung out of a window.
- Not have drill holes in any walls or building to run wiring.
- Be located to prevent the antenna and all associated conductors and wires from coming in contact with electric power lines. If the mast is over 10 feet, a triangular structural galvanized steel or aluminum-reinforced tower will be used. Vinyl, brick, wood or metal surfaces of the home will not be penetrated.
- Not exceed one meter (3 feet, 3 inches) in length and width.
- Be installed by a professional.
- Must be located behind house within fence line.

Resident is liable for injuries and damages to persons or property resulting from their satellite dish.

## 2-4 STORAGE SHEDS

Requests to erect a storage shed must be submitted to the Resident Management Office in writing with a sketch of the proposed location of the shed in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Additionally:

- Sheds will not exceed 120 square feet in floor area;
- 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 housing unit. In homes that have a fenced back yard, the shed will be contained within the perimeter of the fenced area;
- All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning from forces such as wind or rain;
- The color must be compatible with the exterior color of the home;
- All storage sheds must have a metal or plywood floor;
- 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.

## 2-5 PATIO COVERS

Construction/Installation of commercial-type patio covers, storm doors and window awnings are not authorized.

## 2-6 NEIGHBORHOOD POOLS, PERSONAL HOT TUBS AND POOLS

### NEIGHBORHOOD CENTER POOL RULES:

- The Neighborhood Center pool is open to residents of Corvias and their guest. Residents must sign the Pool Use Addendum and be issued a Pool Pass prior to use.
- Children under 14 years of age must be accompanied by an adult guardian 18 years of age or older. Each adult resident may accompany a maximum of 4 children at one time.
- Residents must accompany their guests to the pool. There is a 2 guest per household limit. Guests are defined as person who does not have a Pool Pass. Residents are responsible for the conduct of their guests.
- Residents and their guests must use the Pool in a safe manner.
- 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.
- Change diapers in the restrooms, not the pool area.
- Patrons must use shower before entering the pool.
- No glass or pottery-type containers allowed in pool area.
- Persons with skin disorders, bandages, open wounds, eye, nose or mouth discharge may be refused entrance to the facility.
- The pool will be cleared periodically to allow for safety checks.
- Absolutely no running, horseplay, diving, or obscene language permitted within the facility.
- Inflatable rafts and toys are not permitted in the pool (Guidance from CDC).
- Young children may wear Coast Guard approved life vests in the shallow end of the pool only.
- Prolonged underwater breath-holding is strictly prohibited.
- No pets allowed in the pool or pool area.
- Residents and their guests should take care not to over-expose themselves to the sun.
- The pool and pool area is off-limits when closed.

- Lifeguards will be provided during posted hours and will have the authority to close the pool for weather or safety reasons. Residents and their guests must comply with Lifeguards’ instructions or face loss of use privileges.
- No alcoholic beverages are allowed on the pool grounds. Intoxicated patrons will be denied entry and asked to vacate the premises.
- Lifeguards will rule on anything not covered in the SOP. Lifeguards’ ruling is to be followed.
- 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. Access is granted on a first come, first served basis.
- Residents and their guests use the pool at their own risk.
- No wet bathing suits are allowed inside the Neighborhood Center.

**WADING POOLS (BABY POOLS):**

Small wading pools that hold less than 12” of water are permitted in the housing area. Resident assumes all liability for the installation, operation and supervision of the pool. An adult must supervise wading pools at all times. Wading pools 12” or less in height and no more than 10-feet wide must 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 the property, including grass areas, at their own expense.

**SWIMMING POOLS:**

Installation of a swimming pool, greater than 12” in depth, is strictly prohibited in Fort Rucker’s family housing.

All questions related to swimming pools should be directed to the Resident Management Office.

**HOT TUBS:**

Hot tubs are prohibited in Fort Rucker family housing.

**2-7 SKATEBOARDS, ROLLER SKATES & 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 and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other unlicensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Resident Management Office.

**2-8 TRAMPOLINES**

Trampolines can pose a very serious safety and liability issue to residents and guests. Installation of a trampoline is prohibited in Fort Rucker’s family housing unless the following terms and conditions are met and maintained at all times while the trampoline is present in family housing. The Resident must receive prior written approval in the form of an executed Alteration’s Addendum from the Resident Management Office before installing a trampoline in his/her yard:

1. Prior to any trampoline installation, the Resident will submit a written request to the Resident Management Office to install a trampoline at the leased property.
2. Upon receipt of the written request to install a trampoline at the leased property, the Resident Manager will provide the leaseholder with the Corvias Trampoline Policy and Procedure document. The Resident will have 10 business days to provide the following before the request will be reviewed:
  - a. Copy of renter’s insurance policy with a minimum of \$100,000.00 liability insurance naming the leaseholder solely responsible for any and all damages or injuries that may result from the use or presence of the trampoline and Rucker Communities as an interested party

- b. Documentation of an approved fence at the leased address.
3. Upon the Neighborhood Manager's receipt of the above, the Resident and Resident Manager will complete an Alteration Addendum. Upon execution of the Alteration Addendum, the Resident may proceed with the installation of the trampoline.
4. The Resident will maintain the following conditions at all times:
  - a. The trampoline will be installed within the perimeters of an approved backyard fence.
  - b. The fenced backyard will be maintained within compliance of Corvias fence policy.
  - c. The trampoline will have safety netting installed and be maintained in good working condition at all times.
  - d. The grass area within the fenced area and under the trampoline will be trimmed and maintained by the Resident in a similar standard as to complement the rest of the lawn area. An adult must be physically present at all times when the trampoline is in use.
  - e. Final installation of the trampoline will be inspected and approved by the Resident Manager.
  - f. Discrepancies not in compliance with this policy will be corrected by the Resident within 48 hours to prevent revocation of trampoline privileges.
  - g. Prior to vacating the home, the Resident must remove all trampoline equipment and Resident-owned fencing. Turf areas must be reseeded and watered to return the grass to the original condition.
  - h. An adult must be physically present at all times when the trampoline is in use.

All questions related to trampolines should be directed to the Neighborhood Management Office.

## 2-9 SWING SETS

Swing sets and other similar types of children's outdoor recreational equipment are permitted in the housing neighborhoods, in the rear fenced area of the home. An Alterations Addendum must be executed prior to installation of the equipment. (See "Alterations" in section 2-2 of the RRG) Resident must provide the Resident Management Office with a picture or description of proposed equipment. Equipment must be whole and without defect so that it does not present a health and safety risk. Equipment cannot be placed until written permission is granted. Resident is responsible for the safety, supervision, and upkeep of equipment and to restore damaged areas of turf/landscape caused by use of equipment and for injury occurring on the equipment.

## 2-10 OTHER OUTDOOR PLAY EQUIPMENT

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

## 2-11 STORAGE/OUTDOOR SPACES

Only furniture intended for outdoor use is to be used outdoors in Fort Rucker Housing. Outdoor furniture must be properly maintained. Yards, patios, porches and carports will be orderly and maintained with a neat appearance.

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. 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 the home poses a fire hazard and could jeopardize your safety and that of those who 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.

Carports should be used for their primary reason: parking of vehicles, not living space or storage area.

Bicycles, toys, tools, and lawn equipment, when not in use, must be stored in an approved storage space or moved to the back yard. However, such items must be picked up in order for the lawn service to be performed.

Tree houses, swings or other structures will not be attached to trees in any way.

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.

The Resident Management Office reserves the right to contact Residents' chain of command for non-compliance.

## 2-12 RESIDENT-OWNED FENCING

### BACKYARD FENCING:

Residents who desire to install a fence must submit a letter of request to the Resident Management Office with an accompanying sketch. Fences will be of standard design and alignment. Failure to comply with the specifications stated in this section will result in disapproval of fence and subsequent removal of the fence by the Resident. Approval of request is contingent upon full and continued compliance with the following provisions:

1. Alabama One Stop must be contacted a minimum of three (3) business days prior to the beginning of any work so that all underground utilities can be marked. Alabama One Stop may be contacted at 1-800-292-8525. You will be asked to supply the name of the County (Dale County), City (Fort Rucker), street address, zip code, and nearest intersecting road. All utilities will be marked with the following paint colors:
  - American Water: Blue
  - Alabama Power: Red
  - CenturyTel: Orange
  - Southeast Alabama Gas: Yellow

If no utilities are located in the dig area, then the utility company will indicate that with the paint color. Time Warner Cable also needs to be contacted three (3) business days prior to starting the project. TWC can be reached at 334-598-6333. You will be asked to supply the street address and based on this information you will either receive an answer immediately or a technician will be dispatched to mark any ground cables.

2. Fence will be located in the rear of the home and limited to 50 feet deep or midway to adjoining unit (duplexes). Fences will not be allowed on the side of housing or to extend to the side of homes. All fences will be free of hazards including projected wires and sharp edges. The Resident must keep the fencing in a good state of repair and ensure it does not detract from the overall appearance of the housing or neighborhood.
3. Fencing materials may be of one of the following two options:

Option A: Chain-link fencing that is 48" in height. The grid opening size may not exceed 3 ½ inches in either direction. The smallest wire size will be 16 AWG. Fences will have top rails and will have caps on all posts. All posts will be set plumb, in straight alignment with the other posts, evenly spaced, and rigidly set. Gates will be 4'0" wide, constructed to the same height as the fence, will swing away from the yard, and will open to an unfenced area.

Option B: 48-inch high square-welded wire fence. The grid opening size will measure 2" x 4". Fabric will be

galvanized wire. The wire size will be 14 AWG. Posts will be metal or wood and will be set plumb, in straight alignment with the other posts, evenly spaced, and rigidly set. Gates will be 4’0” wide, constructed to the same height as the fence, will swing away from the yard and will open to an unfenced area.

4. Posts and bracing will not be more than 24 inches into the ground. Concrete bases may be poured to support corner and gate posts only. The top of the concrete base must be at least one inch below ground level. When the fence is removed the Resident will remove all concrete bases. Fence posts will be vertical and spaced four- to six-feet apart. Fence material will be securely fastened to post with 14-gauge smooth tie wire. No bracing or guy wires will be placed outside of the fence line. Bracing should be placed coincident with the line of the fabric. No portion of the fence will be attached to the home, carport, garage or storage shed.
5. Fence posts will be erect and firmly embedded in the soil. Fabric will be straight and taut. Gates will be kept in a serviceable condition and hinges lubricated to prevent disturbing noises.
6. Fence components will be replaced if they become broken or corroded.
7. Any resident of multiple unit buildings who shares a common sideline with an adjacent resident is equally and separately responsible for maintenance of that line of fence.
8. When necessary, the Resident will remove such portions as may be requested to allow access by building maintenance equipment that cannot pass through existing gates. The Resident will replace the removed portion. It is therefore advisable to erect the back line so that one end of the fabric and one interior post can be easily removed.
9. If the responsible Resident fails to properly maintain his/her fence, removal may be required.
10. Prior to termination of housing, properly installed chain-link fencing may remain if approved by the Resident Management Office. Otherwise, fencing must be removed and grass areas will be reseeded. Such removal and re-seeding is a condition for termination unless the Resident Management Office has granted approval for the fence to remain.

All questions related to fencing should be directed to the Resident Management Office. Fences existing prior to April 1, 2006, which deviate from these standards need not be changed or removed unless they are found to be a safety hazard.

**DECORATIVE FENCING:**

Family housing residents may erect decorative type fencing to enhance and protect flowerbed areas in front of home, contingent upon full and continued compliance with the following provisions:

- Fences must not exceed 18 inches in height.
- Decorative fences must be confined solely to resident’s flowerbeds, surrounding circular beds in center of yards, or flowerbeds running the length of driveway or walkway.
- Fences surrounding entire front yard areas are not authorized, unless entire front yard is in the process of being seeded. After grass is established, protective fencing surrounding entire area must be removed.
- After fencing has been constructed, Resident must notify the Neighborhood Management Office for an inspection for approval. All deficiencies identified must be corrected or the fence must be removed.
- Lawn care will not be responsible for taking care of flower beds.

**2-13 WINDOW COVERINGS**

Corvias supplies appropriate window coverings for all windows in the home at move in. Contact the Resident Management Office if shades or blinds are broken, missing or otherwise need replacement. Corvias will gladly make the necessary repairs or replacements. Resident may be responsible for the cost of replacing broken or damaged blinds or shades. Only proper window decorations and coverings may be used to cover windows. Flags, sheets and other non- standard coverings are prohibited.

## **2-14 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. These appliances that are supplied to the home may not be removed or replaced with privately owned appliances.

The Resident may utilize a privately owned freezer, second refrigerator, washer, electric dryer (gas not permitted), etc., to accommodate household needs when the appropriate power supply is available. Such privately-owned appliances will be maintained within the interior space of the home or within an exterior laundry room, shed, or enclosed garage. All garage and outdoor electrical outlets are GFCI protected per building code. Large appliances such as refrigerators or free standing freezers could trip the GFCI outlet or breaker during normal use due to their electrical load. Other electrical devices plugged into the same GFCI outlet or circuit also increase the possibility for the GFCI outlets to trip. The Resident assumes responsibility for any damage or loss caused to the home by the installation, use or removal of personally-owned appliances or equipment. Resident also assumes any additional utility usage charge for privately owned appliances that are in use.

Waterbeds are permitted. However, the Resident will be liable for any damages caused by the use of a waterbed.

## **2-15 LAUNDRY**

Resident(s) shall not hang or place laundry on the exterior of any building or lawn.

## **2-16 BBQ GRILLS, FIRE PITS, AND BONFIRES**

The use of charcoal barbecue grills, gas grills and fire pits is prohibited on covered parking areas or patios and under any building overhang. When in use or hot, all grills must be kept at a minimum distance of 15 feet from any building structure.

Self-contained fire pits designed specifically for outdoor use are permitted but must be a minimum of 15 feet from any building structure when in use.. Resident must be present at all times during the use of the fire pit. Resident must extinguish fire appropriately and completely before leaving pit unattended.

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

## **2-17 BASKETBALL, SOCCER AND HOCKEY GOALS**

Only portable basketball backboards, hockey and soccer goals and other recreation equipment are authorized in the family housing areas. 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. 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.

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

## **2-18 HOLIDAY DECORATIONS**

Holiday decorations may be displayed 30 days prior to the holiday. Removal of holiday decorations shall be within two



weeks after the holiday. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.

## **2-19 PACKAGE DELIVERY AND ACCEPTANCE**

Resident may authorize the Resident Management Office staff to accept shipped packages on the Resident's behalf by completing the Parcel/Package Waiver form. This service is offered as a convenience to the Resident and is optional. The Resident Management Office will not be held responsible for packages. Resident will be notified of the receipt of the package within 24 hours of receipt. Resident must retrieve package within 48 hours of notification. Failure to retrieve a package will result in the Neighborhood Management Office returning the package to the delivery service.

## 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 Rucker 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 the families living on Fort Rucker. In order to resolve maintenance requests as efficiently as possible, the Resident agrees to contact the maintenance line immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, handwritten note, or personal visit to the Maintenance Office. (See Chapter 1: Access and Entry into the Home).

Corvias provides 24-hour emergency maintenance service to Fort Rucker residents. Routine maintenance will also be accomplished within the Rucker-Communities guideline for response and completion times. Maintenance technicians will perform all work in a professional and courteous manner leaving the home in the same clean condition in which it was found prior to the work being performed.

### 3-3 WORK ORDER PRIORITIES

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

#### **EMERGENCY WORK ORDERS - RESPONSE TIME: EIGHT HOURS OR LESS**

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

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 outside temperature is below 60 degrees Fahrenheit
- No air conditioning when outside temperature is above 80 degrees Fahrenheit
- 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

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 closed as soon as the emergency situation is taken care of. A new urgent or routine work order will then be created if there is follow-up work required.

**URGENT- COMPLETION TIME: THREE-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)
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink, or exterior faucet drip
- Light fixtures, switches, receptacles not working
- Inoperable commode where other operable commodes exist

**ROUTINE- COMPLETION TIME: TEN-WORKING DAYS OR LESS**

Residents are encouraged to call the maintenance line or contact their Resident Management Office if there are questions concerning any maintenance issues.

| PriorityCode | Rating    | Definition  | Response   |
|--------------|-----------|---|--|
| Priority 1A  | Emergency | A life threatening situation exists                         | Response time to be one hour or less   |
| Priority 1B  | Emergency | Health hazard or damage to homes exists                     | Response time to be four hours or less   |
| Priority 1C  | Emergency | Not life threatening or health hazard; no structural damage | Response time to be eight hours or less  |
| Priority 2   | Urgent    | Repair/maintenance work                                     | Inspected and Completed within three-working days  |
| Priority 3   | Normal    | Repair/maintenance work                                     | Inspected within three-working days of service request with all necessary repairs completed within 10 working days |

**3-4 RUBBISH/REFUSE/RECYCLING**

Corvias will make available suitable waste containers and instructions for their use to the Resident. Resident agrees not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by neighborhood. Resident may not place trash or recycling containers at their designated pickup locations until 5 p.m. the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup. Trash and recycling pick up may not occur on the same day. See the Resident Management Office for trash and recycling schedules. Pick-up service that will be interrupted or rescheduled due to holidays or inclement weather will be communicated on the neighborhood marquee, via email, social media or Army Flier.

Items that might be included in the recycling program follow:

- Plastic
- Paper/cardboard
- Aluminum

Bulk trash pick-up is provided on your normal trash day by Corvias. Resident may not leave trash or rubbish when moving out of the home. Bulk trash may not be left curbside at any time. Bulk trash items that might be picked up are furniture pieces, toys, swing sets, exercise equipment, boxes of household goods.

### **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 should be thrown into them. The Resident will be responsible for any damage to the building caused by the misuse of such equipment.

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

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

All homes are equipped with an electric circuit breaker panel. The location of this panel may vary from the kitchen, utility room or garage area. Residents are responsible to keep the electric circuit panel accessible and clear of stored items in the event of an emergency or power outage.

Corvias will supply each home with electric light bulbs at the time of move-in. Resident agrees to furnish and install replacement bulbs thereafter with the exception of specialty bulbs. Specialty bulbs include 2'-4' tube fluorescent bulbs, pinned compact fluorescent bulbs, and miniature appliance bulbs. Standard screw-in incandescent and compact fluorescent bulbs are not considered "specialty bulbs".

If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the resident during the move-in inspection.

### **3-7 SMOKE/CARBON MONOXIDE DETECTORS**

Smoke/CO detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Resident Management Office. Resident agrees to perform monthly testing of these devices.

### **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 Maintenance 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 Maintenance 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 Maintenance Office, if necessary. Resident will be instructed on how to change the filter during the move-in inspection. Filters will be available at the Maintenance Office.

## CHAPTER 4: COMMUNITY POLICIES

### 4-1 USE AND RESIDENCY

Only those residents, and other authorized occupants listed on the lease shall occupy the rental home. The Resident must notify the Neighborhood 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. No occupants should reside in the home unless accounted for with appropriate legal documentation. IE: Orders, Court Documents, DEERS registration.

In the event that any person using the home suffers injury, the Resident will report to the Neighborhood 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

Resident will register guests staying overnight more than seven (7) days with the Neighborhood Management Office. 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.

### 4-3 SUBLETTING/ASSIGNMENT

Subletting, subleasing or assignment of the Lease is prohibited.

### 4-4 HOME/COMMERCIAL BUSINESSES

Residents wishing to engage in business ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request for consideration and endorsement to the Directorate of Morale, Welfare and Recreation (MWR). Engaging in other commercial ventures is not permitted.

### 4-5 CARE OF CHILDREN

Resident will comply with Alabama laws relating to the health and welfare of children as well as Department of Defense (DoD)/Army Regulation (AR) 608-18. An individual who is charged with the care of children under age 18 will provide supervision appropriate to the age and development of the child at all times, in accordance with the more restrictive Fort Rucker Command Policy, DOD/Army Regulation 608-18 or Alabama law.

Children less than 12 years old may not be left alone in Fort Rucker Housing without direct supervision.

Safeguarding children and youth is a parental responsibility and requires direct, face-to-face supervision by an adult or parent-designated, responsible teenager 14 years or older. The designated individual must have completed the American Red Cross Baby-Sitter Certification Class.

A person who is charged with the care of a child under the age of 10 years may not allow the child to be locked or confined in a dwelling, building, enclosure, or motor vehicle while the person charged is absent and the dwelling, building, enclosure, or motor vehicle is out of the sight of the person charged unless the person charged provides a similarly certified, reliable person at least fourteen years old to remain with the child to protect the child.

An individual who is charged with the care of a child of less than 10 will not allow that child to cross or enter upon a paved

thoroughfare open to vehicular traffic unless he or she personally escorts the child or provides a person of at least 14 years of age to escort the child across or upon such thoroughfare.

Individuals who provide childcare in housing for more than 10 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 the Family Child Care 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 Resident Management Office must approve modifications that require permanent installation. Also, to assure proper installation, community maintenance staff will install or supervise 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 up to \$500,000.00 of liability coverage for FCC providers. To request to become an FCC provider, residents need to contact the FCC Coordinator.

## 4-7 PETS

Fort Rucker is a pet friendly installation. Corvias is sensitive to the relationships that exist between residents and their pets. Residents should familiarize themselves with Fort Rucker Regulation 40-16, Department of the Army memo 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.

- Homes occupied by roommates, are not eligible to keep or house pets due to the potential for incompatibility and health concerns associate close contact with pets and due to the shared responsibility for potential damage to the home.
- A maximum of three pets, dogs or cats, in any combination is authorized per household. Any combination of pets may not include more than one large breed dog with an adult weight exceeding 50 pounds. Owners/sponsors seeking an exception to policy will submit a written request in memo format to Corvias.
- 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 Rucker Communities, LLC before a service member moves into Fort Rucker 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.
- All dogs, cats, and other pets (small caged animals and fish excluded) more than 90 days of age must be immunized or show proof of immunization and registered at the Veterinary Treatment Facility (VTF) within 10 days of arrival or acquisition.
- Farm animals are not permitted in Fort Rucker Family Housing. Any such animals found running loose or abandoned on Fort Rucker will be impounded until proper disposition can be made.
- Pets must wear a Fort Rucker rabies tag and have a current vaccination history.

- A dog of a breed (including a mixed breed) that is deemed one of the “aggressive or potentially aggressive” breeds, unless the dog is a certified military working dog that is being boarded by its handler/trainer, may not be housed in residential areas
- For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as Pit Bulls (American Staffordshire Bull Terrier or English Staffordshire Bull Terriers), Rottweiler’s, Doberman Pinschers, Chows, and wolf hybrids. In cases of breed determination and other disputes, the Post Veterinarian’s determination of predominant breeds will be final and conclusive. 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:
  1. Unprovoked barking, growling, or snarling at people approaching the animal
  2. Aggressively running along fence lines when people are present
  3. Biting or scratching people
  4. Escaping confinement or restriction to chase people

This policy aligns with Department of the Army guidance as outlined in the 1/5/09 memo issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships) and Fort Rucker Regulation 40-16 Animal and Disease Prevention, which applies to Soldiers, Family members and civilians who own any of the listed breeds or crosses as outlined above.

- Existing residents, occupancy prior to 1/1/09, with these types of dogs may continue to keep them on Fort Rucker provided they have been examined and determined non- aggressive by the VTF. Additionally, these grandfathered pets will be banned from post if they escape, threaten, or bite a person and/or other animal.
- Existing residents must have the dogs boarded until they are able to have the Veterinary Clinic examine and document the temperament of the animal. Without examination by the VTF, no dog, of any age, of any of these breeds may be brought onto Fort Rucker. Any Resident(s) identified as owning and/or harboring a dog of one of those breeds that has not been registered on the installation will be immediately evicted without appeal.
- Ferrets, snakes, rodents, pigs, arachnids, sylvatic pets (skunks, raccoons, squirrels, other tree or woods-dwelling animals, etc.) and other exotic animals are not permitted in Housing.
- Pets are the responsibility of the Resident. As such, the Resident will be liable for all damages within interior and exterior of the home to include carpet, doors, walls, shades, blinds, screens, appliances, cabinets and other interior and exterior 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. Resident is liable for any injury or damage, caused by a pet.
- Pets should 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 is kept or harbored.
- Pets will be housed indoors or may be secured outside home within a fenced area or with tether or chain not to exceed 15 feet in length.
- The removal of all pet waste from yards, common areas, and grounds in the neighborhood is mandatory. 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. Pets should not be permitted to soil patios, porches or the interior of the home.
- Birds, gerbils, hamsters, etc. must be caged at all times.
- Pets are to be kept on a leash (not to exceed 15 feet in length) and under the owner’s supervision and control at all times when outside of the home or yard. Pets tethered or leashed outdoors are not to restrict the daily activities of service personnel such as mail carriers, lawn care providers, maintenance technicians who require access to the yard of the leased home. Pets are to be kept clear of common areas, such as sidewalks, that are accessible to all residents.
- Unspayed female pets will be kept in isolation during their heat period to prevent attracting male animals.
- Pets are not permitted in any recreational areas such as swimming pools, basketball courts, tennis courts,

playgrounds, or offices and Neighborhood Centers at any time. However, exceptions will be made for assistive animals in authorized areas in accordance with “Title 40, U.S.C., and Section 291.”

- Resident is responsible for the sanitary disposal of deceased pets. Animals (pets or wild) found dead on the installation will be reported to the Military Police Desk. The Military Police will make arrangements to dispose of the carcass. Under no circumstances will animals be buried in the housing area.
- Resident will provide proper and reasonable care for all pets. Pets will have access to adequate food, water, shelter, and exercise.
- Pets may not be left locked in a vehicle.
- Resident will protect, register and vaccinate pets.

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. All animal bites or scratch incidents to humans should be reported to the nearest medical facility. The offending animal is subject to a physical examination and quarantine. Failure to abide by this Pet Policy may result in a revocation of pet privileges.

**PROCEDURES FOR BITE INCIDENTS:**

- Anyone seeing an animal bite or scratch incident will immediately report it to the applicable Resident Management Office and the Military Police.
- All animals that bite or scratch humans are subject to mandatory 10-day quarantine as rabies suspects. Quarantine may occur at the Fort Rucker Veterinary
- Facility Impound Facility or a private veterinary establishment (at the owner’s expense). Proof of quarantine must be provided to the applicable Neighborhood Center Office.
- An animal involved in any biting incident will either:
  - Be removed from post.
  - 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 AND NUISANCE ANIMALS:**

- If an animal is declared dangerous by the Fort Rucker Veterinary Facility, Corvias will direct the owner/sponsor to remove the animal from the housing neighborhoods. This directive may be initially issued verbally and followed by a written directive within 24 hours.
- Corvias will also require residents to remove pets deemed to be recurring nuisances from family housing neighborhoods and may deliver concurrent recommendation to the Garrison Commander that such pets be removed immediately from the installation.

**APPEAL PROCEDURES**

- Owner/sponsor may request a reconsideration of Corvias’ decision to remove their pet from the family housing area by submitting a written Special Request for Accommodation for the pet within 3 days of the policy directive. The request should be sent to the contact identified by the partnership. However, the owner/sponsor should expect the original policy directive to be executed without delay.
- Owner/Sponsor may request a reconsideration of the Garrison Commander’s decision to remove their pet from the installation if they believe their situation would justify a modification or termination of the removal order. The Resident should submit a written request for consideration to the Garrison Commander through the resident’s chain of command. However, the owner/sponsor should expect the original order to be executed without delay.



#### 4-8 PARKING

Automobiles, motorcycles or mopeds may not be parked on patios, porches, sidewalks or grassy areas. In homes that have one parking space, motorcycles may be parked on the front porch. Vehicles are not to be stored inside the home.. Inoperable, unlicensed, or abandoned vehicles will be towed away at the Resident's expense. At no time will vehicles be permitted to be on jacks.

Parking for boats, recreational vehicles, pop-up campers, camper shells, and trailers of any kind is prohibited in the community. They may be stored at the Fort Rucker Recreational Vehicle Park Storage Facility located near the Equestrian Center. Please contact the Skills, Arts & Crafts Shop at 255-9020 for current rates.

#### 4-9 VEHICLE REPAIRS AND MAINTENANCE

Repairs of any nature to vehicles are prohibited in the community. The Auto Craft Shop may be utilized to perform these tasks. 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.).

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

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

#### 4-10 LANDSCAPING

All common areas of each neighborhood, including all lawn areas, will be maintained by Corvias through the use of an approved professional grounds maintenance contractor. 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. Accessibility requires all of the following items to be prepared: a) gates are provided and unlocked, b) pets are confined, c) all personal belongings are picked up and off of the grass/lawn area, and d) pet feces are absent from grassy areas. Resident will be responsible to maintain landscaping inside fenced areas deemed inaccessible by Corvias specifications (as determined by Corvias). Failure to allow access or maintain fenced areas will be referred to command and may result in the loss of pet privileges, charges to the Resident, or termination of the Lease.

#### 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 Rucker 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 Resident Management Office through the appropriate Alterations Addendum process.

#### 4-12 YARD SALES

Neighborhood sales may be permitted with prior written approval, at a designated location at dates and times to be determined by Corvias. Individual yard sales are limited to the first Saturday of each month. If the first Saturday of the

month falls on a holiday weekend individual yard sales will be postponed until the second Saturday of the 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. Weather policy is rain or shine.

Resident may request authorization to have a yard sale by visiting the Resident Management Office who will provide instructions for locations and methods of posting and removal of signs.

#### **4-13 LOCKOUTS**

During normal business hours, a Resident who is accidentally locked out of their home should contact the maintenance line 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 maintained in the leaseholder's housing file.

In the event a resident is locked out of a home outside of normal business hours, the resident should call the maintenance line and request assistance from the 24-hour on-call service specialist. One of the neighborhood 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 repeatedly locks themselves out of their home will be subject to a \$35 lockout fee on the fourth occurrence in a calendar year.

#### **4-14 RESIDENT'S POTENTIAL LIABILITIES**

Resident is responsible for 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.

#### **4-15 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 our effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for Residents to conserve and reduce energy consumption without sacrificing comfort:

- 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. Wash 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.
- Regularly change the home's filters to ensure proper air flow and heating and cooling of the home's living spaces.

## CHAPTER 5: MOVE-OUT

### 5-1 TERMINATION/VACATE NOTICE

#### **INITIAL LEASE TERM:**

The term of the Lease agreement is 12 months. The Lease shall automatically continue on a month-to-month basis at the end of the one-year period unless terminated by either party after giving appropriate written notice as designated in your Residency Occupancy Agreement.

#### **EARLY TERMINATION OF LEASE BY RESIDENT:**

When either Tenant or Tenant's spouse are members of the Armed Forces of the United States or a member of the National Guard serving on full-time duty or as a Civil Service technician with a National Guard unit, the Agreement may be terminated by Tenant without payment of any penalty or liquidated damages for rent if the member:

- Has received Permanent Change of Station orders that have a report date less than 30 days from the date of issuance.
- Has received temporary duty orders in excess of three months duration; or
- Is discharged or released from active duty with the armed forces of the United States or from his full-time duty or technician status with the National Guard; or
- Is assigned to government-provided quarters resulting in the forfeiture of Basic Allowance for Housing (BAH); or
- Dies or his/her spouse dies, or the military member is declared missing-in-action. (The spouse, next of kin or personal representative/executor of the decedent's estate may exercise an early Agreement termination.

If Tenant seeks early termination of the Agreement under the aforementioned provisions, Tenant shall deliver to the Landlord a written notice stating the grounds for early termination together with appropriate documentation supporting the grounds for early termination. The notice shall also state an effective date for the termination which shall not be less than thirty days after the date of Landlord's receipt of the notice except when an earlier termination date is necessary to comply with the reporting date of the military orders. The final month's rent owed by Tenant shall be prorated based on the date of termination compared to the number of days in the calendar month that the termination occurs and shall be payable at such time as would have otherwise been required by the terms of the Agreement.

#### **EARLY TERMINATION OF LEASE DUE TO CHANGE IN STATUS:**

If Tenant's dependent or marital status changes, or the Tenant is discharged from military service, such that the Tenant would no longer be eligible for housing under this Agreement, this Agreement shall be terminated 30 days after the change in status, unless the Landlord approves a different termination date and Tenant continues to pay rent at the appropriate BAH rate. Tenant is required to provide immediate notice of any change in marital or dependent status to the Fort Rucker Communities, LLC. Management Office

#### **EARLY TERMINATION OF LEASE FOR OTHER CAUSES:**

For any early termination not described in either Paragraph 5 or 6 of this Agreement, the tenant must:

- Occupied the residence no less than six months under the terms of this agreement; and
- Deliver to the Landlord a written notice stating the grounds for early termination together with appropriate documentation supporting the grounds for early termination; and
- Specify an effective date for the termination which shall not be less than thirty days after the date of Landlord's receipt of the notice; and
- Pay an amount equal to one month's rent to the Landlord, as liquidated damages for the early termination of the

Agreement, at the time the notice of termination is submitted.

Such liquidated damages shall be paid in addition to any prorated monthly rent owed through the effective date of the termination, or other money owed by the by the Tenant or as a result of Tenant's physical damage to the property. The final month's rent owed by Tenant shall be prorated based on the date of termination compared to the number of days in the calendar month that the termination occurs and shall be payable at such time as would have otherwise been required by the terms of the Agreement.

## 5-2 MOVE-OUT INSPECTIONS

### **PRE-MOVE OUT INSPECTION:**

A Resident preparing to move out may request a pre-inspection at any time. This inspection is optional and offered for the convenience and peace of mind of the departing military family. A pre-inspection may be scheduled any time after notice to vacate is given and prior to the scheduled move-out date. A member of the Resident Management Office will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. Appendix C presents the Corvias Damage Cost Sheet which provides examples of damages and estimated cost.

Pre-Move out inspections will be required for family's transferring from one home to another with Fort Rucker housing.

### **FINAL MOVE OUT INSPECTION/DAMAGE CHARGES:**

Corvias typically requires one final move-out inspection in order for the Resident to clear housing. The move-out inspection will be conducted after all personal belongings have been fully removed from the home. Using the record of the pre-occupancy inspection, a Corvias representative will document the condition of the home upon departure. The move in and move out inspections will be compared and differences in conditions will be recorded. After allowing for normal wear and tear, Corvias will evaluate any remaining differences or discrepancies, itemize any damages or deficiencies in the condition of the home that exceed normal wear and tear, and assess appropriate charges. Such charges will be the liability of the Resident.

The Resident is encouraged to be present at the final move-out inspection to facilitate the clearing process. Corvias will provide a copy of the inspection to the Resident. It may not be possible for all charges related to the move out to be assessed at the move out inspection. In this case, a member of the Resident Management Office will contact Resident within 10 (ten) days after move out to relay any additional charges due to resident.

Resident must pay Rucker Communities 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 Resident Management Office (made payable to Rucker Communities, LLC) 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.

## 5-3 ABANDONMENT

If a Resident abandons a home, Corvias will send a letter to the last known address stating that unless a reply is received from the Resident 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.

#### **5-4 SURFACE-CLEAN CONDITION**

Corvias will require a surface-clean condition (see appendix B) at move-out. The surface-clean requirement is designed to ease the clearing process for military families. The Resident is not required to hire a cleaner to achieve the level of cleanliness considered acceptable for move out. 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. Garage, driveway and/or carport floors must be free of stains upon move-out.

A damage cost sheet (see appendix C) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact the Resident Management Office with any questions.

#### **5-5 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, i.e.: carpentry, plumbing, roofing, etc. Upon Resident request, the Resident Management Office will provide a list of qualified contractors.

#### **5-6 TRANSFER TO ANOTHER HOME**

Requests to transfer to another home on-post are to be initiated at the Resident Management Office by completing the Application for Transfer. Transfers may be approved based on the following circumstances:

- Resident qualifies for a larger home based on family size
- Resident qualifies for a different rank band due to promotion or demotion

Transfers based on the above criteria may be approved once the Resident successfully completes a pre-move out inspection, pays for any damages assessed that are beyond normal wear and tear and has no outstanding balances on the rental account.

Resident may be required to fulfill the initial lease term prior to applying for a transfer. Approvals for transfers are at the discretion of the Resident Manager. Transfer fees may apply.

## APPENDIX A: GUIDE FOR OPERATION OF APPLIANCES, GROUND FAULT INTERRUPTERS AND SMOKE DETECTORS

### GARBAGE DISPOSAL UNIT:

Proper care and use:

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

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 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 the Neighborhood Management Office to report a work order.

### STOVES AND OVENS:

Stove tops, burners, drip pans, and ovens 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.

### DISHWASHERS:

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

### GROUND FAULT INTERRUPTERS (GFI's):

The ground fault interrupter receptacles (GFI), in the home, are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.**

Should the receptacle or the outlet in the adjacent room fail to work, perform the following instructions to test the receptacle before calling in service:

Step #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.

Step #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.

Step #3: To restore power, push the "reset" button.

### SMOKE DETECTORS:

Each home is equipped with at least one electrically powered smoke detector. These units have been installed for 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. A smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

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. Contact the maintenance line if it doesn't reset.

If the smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your personal fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department at 911.

Accidental activation of the smoke detector may be annoying but this is an indication that the detector is doing its job. If the detector malfunctions, contact the Maintenance Line. Do not attempt to repair it and do not dismantle it.

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

## APPENDIX B: GUIDELINE FOR SURFACE-CLEAN CONDITION

Surface-clean condition implies that a home is left clean throughout although not necessarily scrubbed. 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. It 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 are completely removed from the home, storage area, carport or garage, and yard.
- 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, etc.) is returned intact and in proper working order
- Wall color is not altered or changed unless approved by the Neighborhood Management Office with an executed Alterations Addendum.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- All windows are closed and locked with window covering left in the “closed” position
- Garbage cans are cleaned and placed in garage or storage area.

### KITCHEN

- All kitchen work surfaces are wiped down and free of excessive grease build-up.
- Refrigerator is wiped down inside and out, empty and free of mold/mildew
- Range hood, stovetop, oven, drip pans and under burners are wiped down and free of burned-on food and excessive grease.
- Dishwasher exterior is cleaned
- Floors are swept and cleaned

### BATH

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

### BEDROOM/LIVING ROOM/DINING ROOM

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

### GARAGE, CARPORT AND SHED

- Floors are free of debris, paint and oil stains.



## APPENDIX C: DAMAGE COST SHEET

Repairs that result from normal wear and tear will be the responsibility of the Corvias. Damage caused by Resident neglect 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 Neighborhood Management Office will issue an invoice with the appropriate itemized charges. If damages are noted at the time of move out, the Neighborhood 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 the home is damaged beyond normal wear and tear.**

|   |                             |
|---|-----------------------------|
| Removal of Trash, Furniture, etc.                         | \$25.00 per 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  | \$25.00                     |
| Dirty Stove Top   | \$25.00                     |
| Dirty Range Hood  | \$25.00                     |
| Greasy Kitchen Cabinets                                   | \$35.00                     |
| Dirty Countertops   | \$20.00                     |
| Dirty Toilet  | \$20.00 each                |
| Dirty Medicine Cabinet                                    | \$10.00 each                |
| Damaged Cabinet Doors                                     | \$40.00 each and up         |
| Broken Garbage Disposal (as a result of Resident neglect) | \$65.00 and up              |
| Dirty Vanity  | \$15.00 each                |
| Repainting Walls/Doors/Ceiling that require a 2nd coat    | \$75.00+ per room           |
| Damaged Kitchen/Bath Vinyl                                | Cost plus labor             |
| Broken Refrigerator Crisper/Shelf                         | \$45.00 and up              |
| Dirty Refrigerator  | \$30.00                     |
| Damaged Walls from Holes larger than 1"                   | \$25.00 and up              |
| Damaged Bedroom Door                                      | \$45.00 and up              |
| Damaged Bi-fold Doors                                     | \$25.00 and up              |
| Damaged Closet Doors                                      | \$40.00 and up              |
| Damaged Appliances  | \$25.00 Minimum             |
| Damaged Towel Bar   | \$10.00 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   | \$30.00 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)                         | \$25.00 - \$125.00          |
| Damaged Shade/Mini-blind                                  | \$15.00 and up              |
| Damaged Vertical Blinds                                   | \$45.00 and up              |
| Damaged Smoke Detector                                    | \$10.00 and up              |
| Damaged Ceiling Fan                                       | \$30.00 and up              |
| Carpet Damage   | Depreciated cost plus labor |

|                                    |                     |
|------------------------------------|---------------------|
| Light Fixtures                     | \$25.00 and up      |
| Light Globe                        | \$15.00 and up      |
| Lost/Unreturned House Keys         | \$10.00 each        |
| Lost/Unreturned Garage Door Opener | \$50.00 each        |
| Mailbox Key                        | \$10.00             |
| Replacement of Lock/Deadbolt       | \$25.00+ plus labor |
| Missing/Torn Screen Door           | \$40.00 - \$100.00  |
| Missing/Torn Window screen         | \$20.00 - \$65.00   |
| Dirty Tub/Shower                   | \$30.00 each        |

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

## 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 home. In order to minimize the potential for mold growth within the home, it is 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 home. Resident must clean their home on a regular and consistent basis.
  - Remove visible moisture accumulation within or on the home, 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 Community office.
  - 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 the Community office 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 call the maintenance line.
  - 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 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 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 your Community Office immediately.
  4. **Notification of Maintenance.** Resident shall immediately notify maintenance 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 your home that persists, reappears quickly, or spreads after the resident 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.