

Corvias®

# RESIDENT RESPONSIBILITY GUIDE

## Table of Contents

<b>CHAPTER 1: GENERAL.....</b>	<b>4</b>
1-1 SCOPE: .....	4
1-2 GENERAL POLICIES .....	4
1-3 PAYMENT OPTIONS .....	4
1-4 MOVE-IN INSPECTION .....	4
1-5 ANNUAL INSPECTIONS .....	4
1-6 ACCESS; KEYS AND LOCKS.....	5
1-7 CONDUCT, BREACH OF LEASE, ILLEGAL DRUG AND OTHER UNLAWFUL ACTIVITY.....	5
1-8 NOISE/QUIET HOURS.....	5
1-9 EVICTION .....	6
1-10 FIRE PREVENTION.....	6
1-11 PEST CONTROL .....	7
1-12 WEAPONS AND ORDNANCE.....	7
1-13 UTILITIES.....	7
1-14 CHANGES IN POLICY .....	7
<b>CHAPTER 2: CARE OF APARTMENTS .....</b>	<b>8</b>
2-1 SATELLITE DISH/ANTENNA.....	8
2-2 ALTERATIONS.....	8
2-3 STORAGE AREAS .....	8
2-4 SKATEBOARDS/IN-LINE ROLLER SKATES & SMALL MOTORIZED TRANSPORTATION DEVICES.....	8
2-5 FURNITURE.....	9
2-6 FLOORS .....	9
2-7 WINDOW COVERINGS .....	9
2-8 INSTALLATION OF AIR CONDITIONERS AND OTHER PRIVATELY OWNED EQUIPMENT.....	9
2-9 LAUNDRY .....	10
2-10 HOUSEKEEPING TO CONTROL MILDEW AND MOLD.....	10
<b>CHAPTER 3: MAINTENANCE AND REPAIR.....</b>	<b>12</b>
3-1 WORK ORDER PROCEDURES .....	12
3-2 RUBBISH/REFUSE/RECYCLING .....	13
3-3 PLUMBING .....	13
3-4 ELECTRIC/ELECTRICAL PANEL BOX/LIGHT BULBS .....	13
3-5 SMOKE CARBON MONOXIDE (CO) DETECTORS .....	13
3-6 HVAC FILTERS.....	13
3-7 OPERATION OF APPLIANCES (DO’S AND DO NOT’S).....	14
<b>CHAPTER 4: MISCELLANEOUS.....</b>	<b>16</b>
4-1 USE AND RESIDENCY.....	16
4-2 GUESTS .....	16
4-3 SUBLETTING/ASSIGNMENT .....	16
4-4 APARTMENT/COMMERCIAL BUSINESSES .....	16
4-5 PET POLICY .....	16
4-6 PARKING .....	17
4-7 VEHICLE REPAIRS AND MAINTENANCE.....	17
4-8 LANDSCAPING .....	17
4-9 SIGNS/BANNERS/POSTERS .....	17

4-10 LOCKOUTS..... 18

4-11 RESIDENT'S POTENTIAL LIABILITIES ..... 18

4-12 ENERGY CONSERVATION..... 18

4-13 SMOKE FREE COMMUNITY ..... 18

4-14 CLUBHOUSE RULES ..... 18

4-15 FITNESS CENTER RULES..... 20

4-16 POOL RULES ..... 21

**CHAPTER 5: MOVE-OUT .....23**

5-1 PAID AND NON PAID RELOCATION MOVE POLICY ..... 23

5-2 TERMINATION/VACATE NOTICE..... 23

5-3 MOVE-OUT INSPECTIONS ..... 23

5-4 ABANDONMENT ..... 24

5-5 SURFACE-CLEAN CONCEPT ..... 24

5-6 CONFLICT RESOLUTION FOR DAMAGES TO THE APARTMENT ..... 24

**RRG APPENDIX A: GUIDELINE FOR SURFACE-CLEAN CONDITION.....25**

## Chapter 1: General

### 1-1 Scope:

The policies and procedures in this Resident Responsibility Guide (the "RRG") are a supplement to and incorporated into the Resident Occupancy Agreement (the "ROA") signed by residents at Reece Crossings ("Resident"). This RRG provides information and guidance that applies to all residents, permitted occupants and guests at Reece Crossings. Reece Crossings is owned by Meade Apartments, LLC ("Owner"). Corvias Management – Army, LLC ("Community Manager") is the property manager and Owner's representative Reece Crossings.

### 1-2 General Policies

The Community Management Office will assist residents with all housing needs.

### 1-3 Payment Options

If the Resident selected the MAC allotment option when he or she signed the ROA, authorization was given for Owner to initiate and maintain an allotment equal to the monthly rental rate (or, in the case of roommates, in an amount as agreed to by the roommates) for the term of occupancy. If you selected this option, MAC will draft your rent payment directly from your Leave and Earnings Statement (LES) each month.

Any rent not paid by allotment (i.e. move-in prorated) must be paid directly by the Resident to the Owner. If MAC transfers an amount less than the required monthly rental amount, the Resident assumes responsibility for the deficiency and will do so until it is paid in full. Owner will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt.

Alternatively, residents may choose to pay the rent directly to the Community Management office each month. By choosing the Direct Payment Option, the Resident is required to pay the required Security Deposit, and the monthly rent is due and payable on the first of each month for that month (payment in advance).

Residents may be evicted from Reece Crossings for non-payment of rent. Owner or Community Manager may initiate early termination of the lease and notify credit agencies of non-payment.

### 1-4 Move-In Inspection

Community Manager will thoroughly inspect each apartment for quality before residents move in. A Community Management Office representative will also complete a move-in inspection with each resident before he or she takes residence at Reece Crossings.

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

### 1-5 Annual Inspections

Community Manager may conduct an annual inspection of all living areas and apartments at Reece Crossings. Permission to conduct an annual inspection will be coordinated with the Resident; however, Community Manager has the right to conduct an inspection even if permission is not granted by the Resident or the

Resident is not available.

### **1-6 Access; Keys and Locks**

The Community Management Office will retain keys to each apartment. These keys are used to provide access for routine and emergency maintenance service to your apartment, to assist residents in the event of an accidental lockout, and to gain entry to the apartment for routine maintenance after appropriate notification of the Resident.

Owner, Community Manager, their employees, agents, and/or contractors shall have access to and may enter the apartment:

- a) Immediately in case of emergency; or
- b) When Resident has abandoned or surrendered the apartment; or
- c) To make necessary or requested repairs, decorations, alterations, or improvements, or 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 Owner, Community Manager and/or contractors' permission to enter at reasonable hours (8:00 AM to 6:00 PM; Monday through Friday) 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 Owner and Community Manager, their employees, agents and contractors harmless for such entry.

In addition, representatives of Owner and/or the Community Manager may access the apartment (i) in order to ensure the apartment is maintained and not in need of repair, (ii) in order to ensure that the Resident's use of the apartment is in conformity with the provisions of the ROA, and/or (iii) any other purpose permitted by applicable law.

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

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

### **1-7 Conduct, Breach of Lease, Illegal Drug and Other Unlawful Activity**

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

### **1-8 Noise/Quiet Hours**

Resident, other authorized occupants, visitors, and guests will not disturb the peaceful enjoyment of

Reece Crossings. Residents will keep the volume of any radio, stereo, TV, musical instrument or electronic device in their apartment or vehicle sufficiently reduced at all times so as not to disturb other residents.

### 1-9 Eviction

Minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Community 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, Community Manager will give the Resident written notice of intent to terminate the Lease and will consider the member's written response, if any. If the Resident and Corvias are unable to resolve the matter, the Community Manager will forward the notice of termination of the Lease to the Garrison or Installation Commander.

### 1-10 Fire Prevention

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

- Do not leave children unattended
- Never leave cooking unattended in the kitchen
- If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. Do not attempt to move the burning pan and never put water on a grease fire.
- Kitchen stove exhaust hoods should be regularly cleaned to avoid the build-up of grease in the filter.
- Always clean the lint filters on the clothes dryers before and after each use.
- Never use flammable liquids for cleaning purposes; only use nonflammable solvents.
- A portable, multi-purpose fire extinguisher should be kept in a convenient spot in each apartment.
- Familiarize yourself with the community fire and/or evacuation plan.

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

*The Fire Prevention Code of Anne Arundel County and NFPA 1 - Uniform Fire Code, 10.11.7, 2012 edition, as amended, State Fire Prevention Code and 2006 edition, AACounty Fire Prevention Code.* For other than one- and two-family dwellings, no hibachi, gas fired grill, charcoal grill or similar devices used for cooking, heating, or any other purpose that produce open flame, shall be used or kindled on any balcony or under an overhanging portion or within 33 feet of any structure. No hibachi, gas fired grill, charcoal grill or similar devices used for cooking, heating, or any other purpose shall be stored on a balcony. Resident can use or store an electric grill or similar appliance provided no open flame is produced.

Open fires, fire pits, or chimineas are not authorized for use. Please consult the Fire Prevention Section at (301) 677-3616, (301) 677-3417, or (301) 677-6670 for more information.

Residents will be held liable for damages to an apartment or common areas caused by violation (whether by yourself or your guests) of the above precautionary measures, or any other negligence misconduct. If a fire occurs, Resident must call **(first)** the fire department and (second) the Community Management Office immediately. All fires must be investigated by the Installation fire department; Command involvement may be required. Residents found liable for fire damages to their apartment or the premises will be required to reimburse Owner for the repair cost. In addition, a letter of warning for the offense will be sent by Community Manager or Owner to the Resident with a copy to the Command. If any type of fire violation continues, Community Manager or Owner will forward the notice for termination of the ROA to the Garrison or Installation Commander.

### 1-11 Pest Control

Resident acknowledges that good housekeeping assists in the elimination of pests and agrees to keep the apartment in a clean and sanitary condition at all times. Resident shall immediately notify their Community Management Office of the presence of any pests or vermin in the premises or common areas. Resident will need to take necessary measures to prepare the premises or common areas before pest control services can be provided. A representative of the pest control company or the Community Manager will provide instructions and necessary lead-time for the resident to prepare the premises or common areas, which will be contingent on the type of pest control services needed. The resident is responsible for following instructions from the Community Management Office in order to ensure effective treatment, comfort, and safety. The Community Management Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

### 1-12 Weapons and Ordnance

**No unregistered firearms or any ordnance, i.e., smoke grenades, paint balls, projectiles of any sort, bows, explosives, etc., are permitted at Reece Crossings.**

Per Fort George G. Meade Policy Memorandum #190-13, residents of Fort Meade privatized housing must register their privately owned firearms with the Visitor Control Center (VCC), Fort Meade, within seventy (72) hours after their arrival at Fort Meade. Proof of ownership is required for registration; however, firearms will not be taken to the registration section. Residents with properly registered weapons may maintain their weapons at their apartment. Firearms and projectile weapons stored in the apartment must be unloaded and secured in a locked container (gun cabinet, lockable closet, gun case, etc.). Ammunition must be stored separate from the container in which the weapon is stored.

If the Resident moves, changes location of the firearm, or trades or sells the firearm, it must be reported to the Provost Marshall's Office and VCC within seventy-two (72) hours of the change. Visitors bringing firearms on Fort Meade for the sole purpose of participation in authorized hunting or shooting events do not have to register. Violations to this regulation will result in confiscation of the weapons(s) by the Directorate of Emergency Services of Fort Meade. Resident may not have other explosives or pyrotechnic devices in their apartments.

### 1-13 Utilities

Owner is responsible for providing baseline electric, water, sewer, gas, garbage/recycle collection, "high-speed" internet access, and "Standard Level" Cable Television access.

Resident is responsible for telephone (local and long distance), cable TV (to the extent Resident desires any cable service/channel options beyond "Standard Level"), satellite service, or any other services and additional equipment directly contracted for by the Resident with a service provider.

In the event of a change in the Resident's or Owner's respective responsibilities for payment of utilities, Owner will provide residents with a reasonable notice period of such changes prior to the implementation of the changes.

### 1-14 Changes in Policy

From time to time, it may be necessary to change or adopt new rules, policies or otherwise revise this RRG. In most cases, Community Manager will send a 30-day written notice of such changes to residents before the change takes effect. All residents and all authorized occupants, guests and visitors will comply with all such changes.

## Chapter 2: Care of Apartments

### 2-1 Satellite Dish/Antenna

Residents may install a satellite dish in accordance with applicable federal regulations. Residents living in apartments that can receive satellite signals who wish to install a satellite dish **must** adhere to the following regulations:

- 1) **Satellite dishes may only be installed within the Apartment, on a patio, or in the backyard area that is considered part of the Apartment.** Residents may not install a satellite dish in a common area or on the roof. Residents may not install a satellite dish outside their Apartment unless there is a direct access patio or backyard. Residents may not install a satellite dish on an exterior wall. Residents may install a satellite dish entirely inside their Apartment.
- 2) **Installation must not damage the apartment.** Residents must not damage their apartment or the building when installing the satellite dish. Residents may not drill holes in railings, floors, exterior walls, or any other location. Installing a satellite dish with clamps is the preferred method of installation.
- 3) **Satellite dishes must not be larger than one meter in diameter.** Residents may not install a satellite dish larger than one meter (3 feet, 3 inches) across at its widest part.
- 4) **Satellite dish must be securely mounted and may not extend beyond the edge of the backyard of the apartment.** The satellite dish may not be mounted in such a manner that it can become dislodged. The satellite dish must not extend beyond the edge of the patio or backyard. Residents cannot hang a satellite dish out of a window.
- 5) **Residents are FULLY responsible for any and all injuries or damages to persons or property resulting from their satellite dish.** Residents install and operate their satellite dish at their own risk and agree to indemnify the Community Manager and the Owner, including their employees or agents, from any and all injuries or damage resulting from the ownership, installation, and/or use of the satellite dish.

### 2-2 Alterations

Community Manager will clean, paint and perform routine maintenance in each apartment prior to a new resident moving in. Residents may not make repairs or make any interior or exterior alterations of the apartment without Community Manager's prior written consent. Resident must notify Community Manager in writing of any repairs, decorations, or alterations contemplated, including, but not limited to, painting and wallpapering. Resident must remove wallpaper and use white primer on dark wall paints in the case of approved alterations or decorations prior to move-out.

### 2-3 Storage Areas

Other storage space is provided inside each apartment for that apartment and that resident. The Community Management Office will notify residents of the location of the storage at the time of move-in. Motorcycles **may not** be stored in the storage areas and may only be parked in appropriate parking spaces.

### 2-4 Skateboards/In-Line Roller Skates & Small Motorized Transportation Devices

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



## 2-5 Furniture

If the apartment is furnished at the time of move in, a Move-In Inventory and/or Condition Report reflecting the condition and inventory of the furnishings will be provided to the Resident. The Resident is responsible for proper care and maintenance of all furnishings that are in the apartment at the time of move-in. A move-out checklist will be used to document the condition of the furnishings at the time of move-out. After allowing for normal wear and tear, any remaining differences between the move-in report and the move-out checklist will be evaluated and the Resident will be charged the appropriate fees for any damaged, destroyed, or missing furniture. The Resident will be responsible for paying the repair or replacement costs and fees for any damaged, destroyed, or missing furniture prior to move-out.

If there are two residents living in an apartment and one resident moves out prior to the other resident, if there is damaged, destroyed, or missing furniture in the common area of the apartment that is identified during the Move-Out Inspection, both the resident who is moving-out and the remaining resident will be responsible for paying the repair or replacement costs and fees for the damaged, destroyed or missing furniture. The cost for these items will be divided equally between the resident who is moving out and the remaining resident. The resident who is moving out will be required to pay his or her portion of the fees prior to move out. The remaining resident will be required to pay his or her portion of the fees at the time he or she moves-out of the apartment, which will be in addition to any other fees such resident may be responsible for.

## 2-6 Floors

To care for your laminate floors, a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.

Sweep, dust or vacuum the floor regularly to prevent accumulation of dirt and grit that can scratch or dull the floor finish.

Do NOT wash or wet mop the floor with soap, water, oil-soap detergent or any other liquid cleaning material. Do NOT use steel wool, abrasive cleaners or strong ammoniated or chlorinated type cleaners. Do NOT use any type of buffing or polishing machine on your laminate floors.

Periodically clean the floor with cleaning products made specifically for laminate floor care.

Resident is required to install carpet, with pad underneath, to cover at least eighty (80%) of the floor space in each room which contains laminate floors.

## 2-7 Window Coverings

Community Manager Supplies appropriate window coverings for all windows in the apartment. Please contact your Community Management Office if shades or blinds are broken, missing or otherwise need replacement. Community Manager will gladly make the necessary repairs or replacements if the need for repair or replacement is due to normal wear and tear. There will be a charge to replace window coverings damaged by negligence or misuse. Only proper window decorations and coverings may be used to cover windows. Flags, sheets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

## 2-8 Installation of Air Conditioners and Other Privately Owned Equipment

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

All apartments come fully equipped with a stove, range hood, refrigerator, dishwasher, washer, and dryer. These items may not be removed or replaced with privately owned appliances without permission from Community Management.

Use of waterbeds is authorized; however, Resident will be required to show proof of supplemental insurance covering the waterbed and any resulting damage, and Resident will be liable for any damages caused by the use of a waterbed.

## 2-9 Laundry

Residents will not hang or place laundry on the exterior of any building or lawn.

## 2-10 Housekeeping to Control Mildew and Mold

**Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the dwelling unit. In order to minimize the potential for mold growth within the dwelling unit, it is the resident's responsibility to do the following:

- Keep your apartment 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 food or items that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned, or removed from the apartment. Residents must clean their dwelling unit on a regular and consistent basis.
- Remove visible moisture accumulation on 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 apartment at a reasonable level – ideally between 30% and 50% relative humidity. To measure relative humidity, residents can purchase a home hygrometer from an online store. This device can range in cost from \$5.00 to \$50.00. 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 apartment.
- 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 Management Office.
- In apartments with existing washer and dryer connections, dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to management immediately.

**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 apartment, general guidelines to follow are:

- Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning

process should be properly cleaned or disposed of.

- Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Community Management Office.
- Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.

**Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Community Management Office immediately.

**Mildew and mold on porous surfaces.** A vacuum cleaner with a high efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes. **Do not clean or apply biocides to visible mildew and mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew and mold on large (greater than 4 square feet) non-porous surfaces.** If there is mildew or mold on a porous surface or a large non-porous surface, please contact your Community Management Office immediately.

**Notification of Community Management Office.** Resident shall immediately notify the Community Management Office of the presence of the following conditions:

- A water leak, excessive moisture, or standing water inside the apartment.
- Mildew or mold growth within or on apartment that persists, reappears quickly, or spreads after the tenant has tried to clean and disinfect the affected area as described in sections 3 and 4 above.
- A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the apartment.

**Complying with these housekeeping guides will help prevent mildew and mold growth within or on your apartment and aid in the protection of yourself, your neighbors, and the community as a whole.**

## Chapter 3: Maintenance and Repair

### 3-1 Work Order Procedures

Owner and Community Manager are committed to providing excellent maintenance service to all residents at Reece Crossings. In order to resolve maintenance requests as efficiently as possible, residents must notify the Community Management Office 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 Community Management Office. Maintenance technicians will not enter an apartment with children less than 18 years of age present unless an adult 18 years of age or older is also present.

#### Work Order Priorities:

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

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

#### a) Emergency - Response Time 8 hours or less

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

- No heat when the projected outdoor temperature is 55 degrees Fahrenheit or below
- No air conditioning when the projected outside temperature is 85 degrees Fahrenheit or above
- 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 is available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain, or faucet
- Stove, oven, or refrigerator is inoperative
- Hot water supply outage
- Pest infestation

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

#### b) Urgent - Response and Completion Time 3 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 is heating and air conditioning systems malfunctioning or failing when more moderate temperatures exist (see below).

The following work may be classified as urgent:

- No heat or air conditioning when projected outdoor temperatures are between 55 degrees and 85 degrees Fahrenheit. The exception is all registered medical orders. These

will be treated as emergencies.

- Broken window (cracked only)
- Garbage disposal jammed or inoperable
- Tub or sink faucet drip
- Light fixtures, switches or receptacles not working
- Inoperable commode where other operable commodes exist

### c) Routine - Completion Time 10 working days or less

All work that is not considered Emergency or Urgent is classified as Routine and will be responded to in ten (10) working days or less.

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

## 3-2 Rubbish/Refuse/Recycling

Property will make available suitable waste containers (dumpsters) in various locations throughout the Reece Crossings community. Residents may not place rubbish in any common areas or on the outside of designated dumpsters. Regular pickup schedules are weekly. Recycling containers are also available and clearly marked. Recycling and trash may not be picked up on the same day. Resident can obtain a schedule of pick up days from the Community Office.

Residents may not leave excess trash or rubbish when moving out of their apartment. Bulk trash may not be left outside the building or near dumpsters at any time.

## 3-3 Plumbing

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

- a) Water shutoffs will be shown and explained to the Resident during the move-in inspection.
- b) If the Resident identifies a water leak, he or she should shut off the water supply if it is safe to do so.

## 3-4 Electric/Electrical Panel Box/Light Bulbs

The maintenance and replacement of household light bulbs are the Resident's responsibility.

- a) Community Manager will supply each apartment with electric light bulbs at the time of move-in. Resident agrees to furnish replacement bulbs and install them thereafter (with the exception of specialty bulbs for appliances or specialty bulbs that are unavailable at local apartment stores). Please note that CFL bulbs are not considered specialty bulbs.
- b) 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.

## 3-5 Smoke Carbon Monoxide (CO) Detectors

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

## 3-6 HVAC Filters

It is the Resident's responsibility to change the HVAC filter monthly; however, a representative from the

Community Management Office will replace the HVAC filter if the Resident so requests. Replacement filters are available at no cost to the resident from their Community Management 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. It is the Resident's responsibility to maintain the regularly scheduled filter replacement and request assistance from the Community Management Office if necessary. Resident will be instructed on how to change the filter during the move-in inspection.

### 3-7 Operation of Appliances (Do's and Do Not's)

#### A. Garbage Disposal Unit:

- Do keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
- Do grind food waste with 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, rice, noodles.

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

STEP 1: Turn off switch and water, and allow garbage disposal unit to cool.

STEP 2: Push reset button located on bottom or side until a click is heard.

STEP 3: Turn on switch and water.

STEP 4: If garbage disposal is still not operational, call your Community Management Office to report a work order.

#### B. Stoves:

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

#### C. Dishwashers:

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

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

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

#### E. Smoke Detectors:

- Each apartment is equipped with at least one electrically powered smoke detector. These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of

combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

- a) To reset the detector after it has been accidentally activated, go to the circuit breaker box inside the apartment and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify your Community Management Office if it does not reset.
  - b) If your smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your fire escape plan and evacuate the apartment and/or building until it has been checked. If in doubt, call the Fire Department.
  - c) Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
- If your detector malfunctions, contact your Community Management Office. Do not attempt to repair it yourself.
  - The Fort Meade Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Prevention Section.

## Chapter 4: Miscellaneous

### 4-1 Use and Residency

Only the resident and any other authorized occupants listed on the ROA may occupy the apartment. Residents must notify the Community Management Office of any changes of those authorized to occupy the apartment.

In the event that any person using the apartment suffers injury, the Resident will report to the Community Management Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given no later than the next business day after the event has occurred.

### 4-2 Guests

Visitors and Guests are welcome, but are subject to the rules contained in this RRG, the ROA, and the Guest Approval Addendum if applicable.

Guest policy for residents in a two-bedroom apartment with a roommate or awaiting a roommate to move in:

- Guests of the Resident may not occupy the apartment for more than seven (7) nights in any month, and there may be no more than one (1) guest at a time in any apartment, unless advance written approval is obtained from the Community Manager and Co-Resident, if applicable.
- If the guest is 17 years or younger, the Resident, Co-Resident, if applicable, and Community Manager must sign a separate Guest Approval Addendum prior to the minor guest's visit, giving written authorization for the minor guest to stay for the period of time as detailed in the Addendum. The Addendum may be terminated at any time, by Resident, Co-Resident, or Community Manager upon 24 hours advance written notice to the non-terminating parties. If a resident fails to obtain approval from the Community Manager and Co-Resident, if applicable, prior to a minor guest's visit, the resident will be in breach of the ROA and this RRG and the resident may forfeit his or her housing privileges at Reece Crossings.

Guest policy for residents in a one-bedroom apartment or residents in a two-bedroom apartment without a roommate and who are not awaiting a roommate to move in:

- Guests of the Resident shall not occupy the Apartment for more than fifteen (15) nights in any month, and there shall be no more than two (2) overnight guests at a time unless advance approval is obtained from the Community Manager.

### 4-3 Subletting/Assignment

Subletting, subleasing or assignment of the ROA is prohibited. Please contact your Community Management Office to request approval for any changes to authorized individuals residing in the apartment.

### 4-4 Apartment/Commercial Businesses

Resident is not permitted to engage in commercial/business ventures from their apartment or any common areas.

### 4-5 Pet Policy

Effective March 1, 2016 pets (including, but not limited to dogs, cats, exotic animals, farm animals, sylvatic animals) are not permitted at Reece Crossings. Residents that own a registered pet prior to March 1, 2016 will



be grandfathered into the previous pet policy.

#### **4-6 Parking**

Parking by the Resident and guests is authorized only in the parking lot adjacent to resident's apartment building.

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

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

Vehicles parked in appropriate locations must have current post and valid state license registration; otherwise, they risk being towed and impounded without prior notice and at vehicle owner's expense. Parking in space(s) allotted to another resident is strictly prohibited. A resident or visitor vehicle may be towed and impounded without prior notice, at vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident.

The following types of vehicles may not be parked, left overnight, stored on the streets, stored outside, or parked in parking lots in any community area:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial Vehicles
- Tractor Trailers
- Boats
- Boat trailers
- Horse trailers

Parking violations should be reported to the Fort Meade Military Police Desk Sergeant.

#### **4-7 Vehicle Repairs and Maintenance**

Automobile repairs are not authorized at Reece Crossings. Unauthorized repairs create safety hazards for other residents and guests and may damage building or common areas. Residents will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.).

#### **4-8 Landscaping**

All common areas of each community, including all lawn areas, are maintained by Community Manager.

#### **4-9 Signs/Banners/Posters**

Residents may post personal signs, posters, banners and similar displays such as "welcome home" banners, birthday party identifiers or congratulatory signs in their yards, front doors, entryways and garage door. Homecoming displays should be removed within ten days of redeployment. Event or celebration signs should be removed at the conclusion of the event. In accordance with DOD Directive 1344.10, displaying

political signs, posters, banners or similar displays in areas of the home visible to the public, such as the yard or in a window, is not permitted at Reece Crossings.

#### 4-10 Lockouts

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

In the event a resident is locked out of the apartment outside of normal business hours, the resident should call the Community Management Office and request assistance from the 24-hour on-call service specialist. One of the Community management I 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 apartment. If proper identification cannot be provided, the resident and management staff will have to use alternative means to determine the resident's identity, such as contacting the duty office of the resident's chain of command.

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

#### 4-11 Resident's Potential Liabilities

Resident is responsible for any and all damage to his or her apartment, common areas, furnishings, or associated equipment that is caused by Resident's, occupants, visitor's or guest's abuse or negligence.

#### 4-12 Energy Conservation

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

- Thermostats should be set at a comfortable setting without fluctuation to maintain consistent climate control.
- Doors and windows should be kept closed whenever air conditioning or heating is in operation.
- Check toilets for leaks, make sure faucets are shut off properly, run the dishwasher only when fully loaded. Take short showers instead of baths. Do full loads of laundry and make sure the water level is right for the size of the load.
- During daylight hours, turn off lights when not needed in unoccupied areas.
- Residents are encouraged to use CFL bulbs.

#### 4-13 Smoke Free Community

Reece Crossings is a smoke-free community. The smoking of tobacco products in enclosed buildings and facilities is prohibited. This includes all interior common areas, individual bedrooms and apartments, covered walkways, balconies, patios, and outdoor areas where smoke may drift into buildings.

Smoking is permitted in outdoor areas, but only in areas at least 15 feet away from doorways, open windows, covered walkways, and ventilation systems.

#### 4-14 Clubhouse Rules

Business Center, Game Room, and Fitness Centers (Weight Room and Cardio Theater) Hours:

- 24 hours a day; 7 days a week (hours of operation are subject to change)

- Access is through the use of the Resident's issued key fobs.

Pool Hours:

- Pool hours will be established and published in the Community newsletter prior to the summer months. Lifeguards will be on-duty during all posted hours of operation.
- Children under 14 years of age must be accompanied by a parent, guardian, or sponsor, at least 18 years of age, while in the pool area.

Access, Age Restrictions and Rules:

- Each Community Center and Pool are open to all residents of Reece Crossings.
- Key fobs for access to the Fitness Centers will be issued to residents once they have signed the ROA and accepted keys to the apartment.
  - One Key Fob will be issued per resident.
  - A \$25 replacement fee will be charged for lost key fobs.
  - Key fob usage is electronically recorded and reviewed in the event of accident or misuse.
- Key fobs will also be issued to the Military Police.
- **Children under 14 years of age must be accompanied by a parent, guardian, or sponsor, who is at least 18 years of age, while visiting the Clubhouse multi-purpose room, media/game room, computer lab, or pool. No drop-off child-care is provided.**
- **Anyone accessing the Fitness Centers must be at least 18 years of age.**

Overall Rules:

- Resident and guests must comply with all posted signs and directions.
- No pets are allowed in the Clubhouse or pool areas.
- No Smoking is allowed in the Clubhouse, including all air-conditioned spaces, or the surrounding pool area (except in any specifically designated smoking area).
- No glass bottles are allowed in the pool, pool area, locker rooms, or fitness centers.
- Residents may not bring alcoholic beverages to the Clubhouse or any of the amenity areas, including the pool and playground areas. Intoxicated persons will be denied entry and/or asked to leave the Clubhouse and amenity areas.
- Any resident caught engaging in any illegal or illicit activity at the Clubhouse will not only face legal consequences, but will also permanently lose the privilege to use the Clubhouse and possibly jeopardize their housing privileges.
- There is a 24-hour video surveillance system in place at the Clubhouse.
- No propping open of doors to any part of the Clubhouse is allowed by anyone other than management.
- Continued misuse of the facilities or violation of these rules may result in loss of use privileges.
- No profanity or loud music.
- Proper attire (shoes and shirts) is required in the Clubhouse - no wet bathing suits are permitted beyond the locker rooms.
- No use of "rolling or wheelie shoes" is allowed in the Clubhouse.

Locker Rooms:

- Management is not responsible for lost or stolen items.

Business Center:

- When using the business center, please restrict your computer use to twenty (20) minutes or less, if others are waiting. If no one else is waiting, use may continue beyond twenty minutes. Software is installed to ensure that only authorized sites are visited. Any change to this software or use of

these computers to visit unauthorized Internet sites is strictly prohibited and will result in loss of use privileges.

- Residents must sign-in to use a computer in the business center. The sign-in sheet will denote which computer they used.

#### Guests:

- Residents are responsible for the behavior of their guests. No more than two (2) guests are allowed with a resident to use the recreational facilities at any time unless a private gathering or meeting has been scheduled and approved in advance.

#### Private Reservations:

- When the Clubhouse is being used for private gatherings, the premise must be returned to Community Manager in the same condition they were in prior to the event. Contact the Management Office for policies and scheduling for private gatherings. A refundable cleaning/damage deposit of \$100 is required to reserve the Clubhouse for private gatherings. This deposit may be waived for military organizations with management approval and the signature of an officer of the organization.
- Rooms may not be reserved for the purpose of running a business or holding a commercial venture.
- Community Manager reserves the right to restrict access and availability of these facilities.

#### Game Room:

- No X-rated Videos or DVDs may be brought into the Community Center at any time. Management reserves the right to discontinue any movies deemed inappropriate.

### 4-15 Fitness Center Rules

- 1) GUESTS: Residents shall not permit any guests to use the Fitness Centers unless the guest is accompanied by the resident and resident has obtained authorization from management in advance. Residents are responsible for the conduct of their guests in the Fitness Centers and any violation of the rules and regulations by the guest may result in loss of use privileges for the resident.
- 2) USE OF FITNESS CENTERS: Residents will use the Fitness Centers in a safe manner and only for the purpose of exercising. Residents will not use the Fitness Centers in any way, which is offensive or dangerous to Resident or other users of the Fitness Centers. Resident will comply with policies of Community Manager for use of the Fitness Centers. Community Manager may prohibit use of the Fitness Centers by any resident that it believes has failed to comply with any of the provisions of this addendum.
- 3) DRESS: Residents must wear appropriate shoes and clothing (including shirts) in the Fitness Centers.
- 4) The machines must be wiped clean of sweat after each use.
- 5) RIGHT TO DISCONTINUE USE: Resident agrees that Community Manager provides the Fitness Centers for resident as an amenity. Community Manager may close or limit the Fitness Centers at any time and for any reason without concession to the resident.
- 6) When using the machines in the Fitness Center, please restrict your use to thirty (30) minutes per machine if someone is waiting to use the machine.
- 7) NO SUPERVISION: Resident understands that no attendants or supervisor of any kind will be in the Fitness Centers.
- 8) NO WARRANTIES: Resident understands that Community Manager makes no representation that its representatives, if any, have expertise in the use, operation, and physical condition of the Fitness Centers or the equipment. Resident understands that neither Owner nor Community Manager makes any representations or warranties that the Fitness Centers or that the exercise equipment is safe.

- 9) **USE AT YOUR OWN RISK:** Resident agrees that the use of the Fitness Centers by resident, visitors, and/or guests is at the resident's, visitor's or guest's own risk.
- 10) **RELEASE:** Resident agrees that if a personal injury, death, or damage to personal property happens through the use of the Fitness Centers or fitness equipment to resident, visitors or guests, the resident, visitors or guests may not bring claim or lawsuit against Owner, Community Manager or any of their officers, directors, agents, owners or affiliates. Resident also agrees that if Resident's guest suffers a personal injury or death or damage to personal property, Resident will be responsible for paying Owner any money, which Owner, Community Manager, or any of their affiliates or insurance company pays or is required to pay because of the injury to resident's guest.
- 11) **PHYSICIAN'S CONSENT:** Residents should consult their physician before any physical fitness program is initiated.

#### 4-16 Pool Rules

- 1) **ADULT SUPERVISION:** Any guest under the age of fourteen (14) years is not permitted in the pool area unless accompanied by a parent or adult who is at least 18 years of age. Each adult resident may accompany a maximum of two (2) children and/or guests in the pool and pool area.
- 2) Resident must sign in and present their Reece Crossings Pool Pass to the attendant when entering the pool area. Resident must sign in their guests. Reece Crossings Pool Passes are issued to current residents who have signed an ROA.
- 3) **GUESTS:** Resident shall not permit any guest to use the pool unless the guest is accompanied by the resident. Guests are defined as persons who do not have a Pool Pass. Resident is responsible for the conduct of their guests in the pool and pool area and any violation of the rules and regulations by the guest may result in loss of use privileges for the Resident.
- 4) **USE OF THE POOL:** Resident will use the pool in a safe manner. Resident will not use the pool in any way, which is offensive or dangerous to Resident or other users of the pool. Resident will comply with policies of Community Manager for use of the pool. Community Manager may prohibit use of the pool by any resident that Property Manager believes has failed to comply with any of the pool rules.
- 5) **DRESS:** All patrons must wear swimsuits that are appropriate for public appearance. No thongs, sports bras, basketball shorts, underwear, cutoffs, or denim shorts are allowed. All suits must be lined. T-shirts may be worn if they are light colored. Children who are not potty trained must wear swim diapers and rubber pants while in the pool.
- 6) Change diapers in the restrooms, not the pool area.
- 7) All Resident and guests must use the shower before entering the pool.
- 8) No glass or pottery-type containers allowed in the pool area.
- 9) Persons with skin disorders, bandages, open wounds, eye, nose, or mouth discharge may be refused entrance to the pool and pool area.
- 10) The pool will be cleared periodically to allow for safety checks.
- 11) Inflatable rafts, toys, and/or floating furniture are not permitted in the pool.
- 12) Water Wings/Floaties are not permitted in the pool.
- 13) Young children may wear Coast Guard approved life vests in the pool.
- 14) Prolonged underwater breath holding is strictly prohibited.
- 15) No pets are allowed in the pool or pool area.
- 16) Resident and their guests will not overexpose themselves to the sun.
- 17) The pool and pool area are off limits when closed.
- 18) **RIGHT TO DISCONTINUE USE:** Resident agrees that Community Manager provides the pool for residents as an amenity. Community Manager or the lifeguards may close or limit use of the pool at any time and for any reason without concession to the resident.
- 19) Lifeguards will be provided during posted pool hours and will have the authority to close the pool for

- weather or safety reasons. Resident must comply with the lifeguards' instructions while in the pool and pool area. Failure to comply with lifeguard instructions may result in loss of use privileges.
- 20) Lifeguards will be obeyed and may rule on anything not covered by the Community center rules and regulations.
  - 21) Lifeguards and management will monitor the number of people allowed inside the pool area at any one time in order to stay within maximum capacity requirements. Resident acknowledges that access is granted on a first come, first served basis.
  - 22) **USE AT YOUR OWN RISK:** Resident agrees that the use of the pool and pool area by resident, guests and visitors is at the resident's/guest's/visitor's own risk.
  - 23) No wet bathing suits are allowed inside the Community Center other than in the locker rooms.
  - 24) No alcoholic beverages are permitted in the pool or pool area. Intoxicated persons will be denied entry and asked to leave the premises.
  - 25) No smoking is allowed in the pool or the surrounding pool area except in any specifically designated smoking area.
  - 26) No loud music is permitted in the pool area. All music must be inoffensive in nature.
  - 27) No running, diving, horseplay, obscene language, or boisterous behavior is allowed in the pool or pool area.
  - 28) Pool furniture must remain on the pool deck at all times and is strictly prohibited from the pool itself.
  - 29) **RELEASE:** Resident agrees that if a personal injury, death, or damage to personal property happens through the use of the pool or pool area, resident may not bring claim or lawsuit against Owner, Community Manager, their officers, directors, agents, owners, or affiliates. Resident also agrees that if any of resident's visitors or guests suffers a personal injury or death or damage to personal property, resident will be responsible for paying Owner any money, which Owner or any of its affiliates or insurance company pays or is required to pay because of the injury to resident's guest or visitor.
  - 30) **PHYSICIAN'S CONSENT:** Resident should consult their physician before any physical fitness program is initiated.
  - 31) One Pool Pass is issued per resident. Resident agrees to return the Pool Pass to the management upon move-out and agrees to a \$25 replacement charge if the Pool Pass is lost or stolen.

## Chapter 5: Move-Out

### 5-1 Paid and Non Paid Relocation Move Policy

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

- At retirement or separation of the Resident.
- As directed by the Garrison or Installation Commander.

The following moves may be at the Resident's expense:

- If the Resident becomes ineligible to remain in housing, the Apartment will be vacated immediately.

### 5-2 Termination/Vacate Notice

Residents may terminate their ROA and move out of their apartment at Reece Crossings if:

- a) The service member is required to move pursuant to PCS orders that are a distance of at least 50 miles from Fort Meade based on duty station,
- b) If the service member is prematurely or involuntarily discharged from the service,
- c) If the service member has a change in marital or dependent status such that the Resident would no longer be eligible at Reece Crossings, or
- d) If the service member retires or separates from the military.

The service member must provide written notice and a copy of orders to the Community Manager at least 30 days prior to the desired date of departure from the apartment. PCS/ETS orders received with less than 30 days advance notice will be reviewed on a case-by-case basis.

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

- a) Resident delivers 30-day written notice of intent to vacate to Property Manager, and pays the rental amount during that 30-day period,
- b) Resident is current in the payment of all rent and fees up to the date of termination, and
- c) Pays an amount equal to one month's rent as an Early Lease Termination Fee.

### 5-3 Move-out Inspections

A Resident preparing to move out may request a pre-inspection at any time. This inspection is offered for the convenience and peace of mind of the departing resident. A pre-inspection may be scheduled any time, for example; 60 days, 30 days or even one week prior to the scheduled move-out date. A member of the Community Management Office staff 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. For a list of damage and/or cleaning costs, visit the Community Management Office to pick up a copy of the most current Estimated Damage Cost sheet.

Community Manager will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the apartment. The same form used to document the condition of the apartment at move-in will be used to document the condition of the apartment at move-out. The move-in and move-out inspections will be compared with differences in conditions noted. After allowing for normal wear and tear, Community Manager will evaluate any remaining differences or discrepancies and assess appropriate charges as warranted. A member of the Community Management staff will conduct the inspection.

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

more expeditiously if the Resident is present.

Resident must pay Owner all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Community Manager if not present at the inspection. All amounts owed must be remitted to the Community Management Office (made payable to Owner) prior to clearing the Installation. Owner 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 Owner.

In the case of roommates, if one resident is moving out prior to the other resident and there are damages or cleaning items beyond normal wear and tear in the common area of the apartment that are identified during the Move-Out Inspection, both the departing resident and the remaining resident will be responsible for paying any such costs. This shared cost will be divided equally between the departing resident and the remaining resident. The resident who is moving out will be required to pay his or her share of the damages prior to move-out. The remaining resident will be responsible for paying his or her share of the damages when he or she moves out of the apartment.

#### **5-4 Abandonment**

If a resident abandons the Apartment, Community Manager will send a letter to the resident's last known address stating that unless a reply is received from the resident within seven (7) days, Community Manager will re-rent the apartment. If a Resident vacates an apartment without notice to Community Manager or removes possessions from the apartment and does not pay rent when due for more than fifteen days, the Community Manager will consider the apartment abandoned and will take all appropriate steps.

#### **5-5 Surface-Clean Concept**

Community Manager requires a surface-clean condition at move-out (see Appendix A for more details). The surface-clean requirement is designed to ease the move-out process for residents. Surface-clean condition implies that an apartment is left clean throughout. When an apartment is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver it in a surface-clean condition. Contact your Community Management Office if there are any questions.

#### **5-6 Conflict Resolution for Damages to the Apartment**

In the event of a dispute over compensation for damage charges, Community Manager and Resident agree that if a mutually acceptable solution cannot be reached, the Army chain of command and/or Fort Meade Residential Communities Initiative (RCI) Office will become involved and their decision will be final.



## RRG Appendix A: Guideline for Surface-Clean Condition

Surface-clean condition implies that an apartment is left clean throughout although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When an apartment 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: the following guidelines are only an example – they are not an absolute definition of wear and tear, which will play a factor in determining whether any damage charges will apply.

### GENERAL

- All personal items must be completely removed from the apartment and storage areas.
- Any items requiring disposal must be disposed of in an appropriate, proper, and approved manner.
- Any equipment or feature delivered as part of the apartment (including appliances, appliance parts, fixtures, and hardware) must be returned intact and in proper working order.
- Wall color is not to be altered or changed unless approved by Community Management Office.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- Baseboards throughout the apartment need to be dusted and wiped free of debris/dirt.
- All windows to be closed and locked with covering left in the "closed" position.

### KITCHEN

- All kitchen work surfaces to be wiped and free of excessive grease build-up.
- Refrigerator to be wiped down inside and out, empty and free of mold/mildew.
- Microwave to be wiped down inside and out, empty and free of burned-on food and excessive grease.
- Range hood, stovetop, oven, drip pans and under burners to be wiped down and free of burned-on food and excessive grease.
- Dishwasher exterior to be cleaned.
- Washer and dryer exterior and interior are wiped clean.
- Floor to be swept and cleaned.

### BATH

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

### BEDROOM/LIVING ROOM/DINING ROOM

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

### STORAGE AREA

- Floors should be free of debris.