



Serving Army, Navy and Coast Guard families



Army Hawaii Family Housing

Resident Guide
and Community Standards Handbook

Effective October 1, 2004



Residents First

www.ArmyHawaiiFamilyHousing.com

DRAFT

Introduction

We, the ohana (family) of Army Hawaii Family Housing LLC (AHFH) welcome you to your new home. We hope your living experience in Hawaii is enjoyable and fulfilling. The AHFH Team is dedicated to serving you and your family's needs during your stay. In an effort to help accomplish this we have created this Resident Guide and Community Standards handbook to assist you in understanding all that we do as well as all that we need from you to make your quality of life second to none in Armed Forces housing.

Maintaining the homes in Hawaii is a coordination of efforts by you the resident, and AHFH. It is our sincere goal to meet or exceed your expectations in the housing we provide. This Resident Guide is the beginning point of our partnership during your stay.

This Resident Guide and Community Standards Handbook provides guidance for all residents of Army Hawaii Family Housing. This guide explains how the AHFH Property Management and AHFH Maintenance Management teams will interact with the residents as they work to accomplish their responsibilities pursuant to their respective agreements. The Director of AHFH Property Management and AHFH will update this handbook annually, or as required. This handbook is an addendum to the Resident Occupancy Agreement you have signed with AHFH and, along with the Resident Occupancy Agreement will act as the binding regulation for the residents in regards to their assigned housing in Hawaii. If your home has been designated a historic home, you will also receive and be bound by the Historic Housing Addendum to this handbook, which sets forth special rules for the protection of historic homes. We will notify you prior to moving in whether your home is a historic home.

It is our goal to be active in your community. We will be visible and accessible so that you feel part of something special. Thank you for choosing Army Hawaii Family Housing as your home.



DRAFT**Commonly Used Numbers****For All Medical, Fire or Police Emergencies, call****911***Army Hawaii Family Housing Resident Service Lines*

Helemano	275-3780	173 Romero Rd. Wahiawa, HI 96786
Wheeler	275-3790	420 Lilienthal Rd.104, Schofield Barracks, HI 96786
Sante Fe	275-3730	178 Gevara Pl., Schofield Barracks, HI 96786
Leader Field	275-3740	150 Conley Pl. Schofield Barracks, HI 96786
Solomon	275-3750	1520 McCornack Rd., Schofield Barracks, HI 96786
Patriot	275-3720	206 Thomas Paine 105, Wahiawa, HI 96786
Canby	275-3760	403 Gordon St., Schofield Barracks, HI 96789
Tripler	275-3870	336 Krukowski Rd., Honolulu, HI 96819
Ft. Shafter	275-3820	800-B Rice Loop, Honolulu, HI 96819
AMR Rim	275-3860	261 Halawa View 102, Honolulu, HI 96818
AMR East	275-3850	153 Ironwood Pl., Honolulu, HI 96818
AMR West	275-3840	205 Kou Pl., Honolulu, HI 96818
AHFH Regional Office - North	275-3700	Aloha Center, Bldg. 690 Schofield Barracks, HI 96786
AHFH Regional Office - South	275-3800	344 Montgomery Dr., Honolulu, HI 96819

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Schools

Hale Kula Elementary	622-6380
Red Hill Elementary	831-7866
Moanalua Elementary	831-7878
Wheeler Elementary	622-6400
Ft. Shafter Elementary	832-3560
Solomon Elementary	624-9500
Wheeler Middle	622-6525
Moanalua Middle	831-7850
Moanalua High School	837-8455
Leilehua High School	622-6550

Utility Service

Hawaiian Electric Co.	548-7311
Verizon Telephone	643-4411

Other Numbers

Army Community Services (Schofield Barracks - North)	655-2400
Army Community Services (Fort Shafter - South)	438-9285
Family Advocacy Program	655-2327
American Red Cross (Tripler AMC)	433-6631
American Red Cross (Schofield Barracks)	655-4927
Joint Military Family Abuse Shelter	533-7125
Child Development Services	655-1230
Job Information Center	438-8446

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SECTION 1 Operations

1.1 Hours of Operation

The AHFH Community Center Offices are open, except approved holidays, the following hours:

Monday through Friday
0800-1730

Saturday
By Appointment (1000 – 1400)

AHFH Community Center Offices are closed all Federal Holidays.

Please note, office hours may change based on demand.

1.2 Location of Office

- AHFH Property Management Regional Offices will operate out of the two existing Army Housing Offices on Schofield Barracks and Fort Shafter. All families arriving into Hawaii will complete their application and in-processing into Army Hawaii Family Housing in these offices.

As part of our community-based management strategy, we will staff community centers in individual neighborhoods. Prior to construction of these centers we will operate out of renovated homes in neighborhoods where the community centers will be located. These centers are designed to foster communications with residents in the community and to make it easier for residents to visit and interact with AHFH associates.

- The AHFH Maintenance Services also operate from the community centers.

1.3 Policy Changes

Periodically, it will be necessary for AHFH to revise policies in this handbook. The residents will be notified via a 45-day written notice of any change to the policies contained herein.

1.4 Rental Policies

AHFH will complete applications for housing from families as they in-process. AHFH maintains waiting lists of referred applicants. Homes are offered to applicants on the waiting lists as they become available. Waiting lists are maintained by pay grade category and bedroom entitlement, in chronological order by eligibility dates.

If an applicant declines or does not accept the first offer, they will be placed at the bottom of the appropriate wait list. When a second offer occurs and is subsequently declined, the service member will be removed from the wait list. TLA, if applicable, will stop on the day before the family could have moved into the first home offered.

Declining a second offer affects the government-paid household goods move, also known as drayage.

1.5 Resident Processing Procedures

An AHFH team member interviews each prospective resident and explains the following policies and procedures:

- Types and locations of houses and availability.
- Rental policies/Lease content.

- TLA, furnishings, and drayage policies.
- Pet policies.
- Amenities and services.

The AHFH team member:

- Provides maps of the housing areas and floor plans of houses.
- Offers to accompany the resident to view the neighborhoods.
- Provides a phone number and web-site address for residents.

1.6 Move-In Process

All homes are inspected prior to move-in by AHFH's Quality Management team. At move-in each resident will complete a move-in inventory with one of our team members. It is our sincere desire to have a completely ready home upon move-in of each resident, based on the standards set forth in our quality control plan. The AHFH team member gives a brief home orientation as well as notes any items that have existing wear and tear so as to not charge the resident upon move out. At move-out, the move-in inventory is compared with current conditions in order to determine if any applicable charges need to be assessed.

1.7 Collection of Rents and Other Receipts

Rents are collected by allotment. The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes.

The resident shall notify AHFH Property Management within 14 days of any changes in his/her family status, military status or pay grade. Failure to report such changes may be considered a minor violation. Under no circumstances

will a resident be terminated from family housing due to a reduction in pay grade without prior approval of the Army Housing Office, however, if a resident's pay grade is downgraded, the resident may be reassigned by AHFH to another available unit commensurate with the resident's bedroom requirements and pay grade. The resident is responsible for payment of moving expenses related to any move caused due to a pay downgrade.

1.8 Security Deposits and Fees

Security deposits, pet deposits, or background credit check fees are not charged.

1.9 Vacant Quarters Maintenance Policy

When notice is received that a unit will be vacated, AHFH uses a defined process to schedule termination inspections and Vacant Quarters Maintenance (VQM). It is the process of getting the home ready for the next resident to move in.

If the resident becomes ineligible for family housing within AHFH (i.e. divorce/legal separation, no dependents, drug conviction, felony conviction, cessation of military service), the resident's Housing Agreement will be terminated not later than 45 days after change in status.

1.10 Housing Agreement Terms and Guide Enforcement Policy

AHFH is responsible for enforcement of the terms of the resident's housing agreement and this Resident Guide and Community Standards Handbook. When AHFH is made aware that the terms of the resident occupancy agreement or this guide are not being followed, AHFH Community Management will

so advise the resident by letter. Any necessary follow up letters are then sent to the resident as well as to the Service Member's Command, and the Army Housing Office as provided in Section 1.11.1. A meeting between AHFH personnel and the resident will be scheduled as soon as possible to resolve all issues and to clarify any misunderstandings between the parties. AHFH Property Management will always strive to work with residents to resolve problems.

If any issue cannot be resolved between AHFH and the resident, either AHFH or the resident may elect to escalate the dispute to include the Army Housing Office representatives. AHFH will schedule a meeting, to include an AHO representative and the Director of Property Management, who will hear both sides of the issue and make a non-binding recommendation to the parties on the merits of the dispute.

If the parties accept the recommendation, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing and regardless of whether a dispute has been the subject of a mediation, at the election of either AHFH or the resident, any dispute between AHFH and the resident shall be resolved by binding arbitration in accordance with the Dispute Resolution procedures referenced in Section 1.20 of this publication.

1.11 Evictions and Violations

Residents who fail to comply with the terms of their housing agreement and this Resident Guide are subject to

various remedies, including reports to command, fees to bring the home into compliance, fines, or possible eviction.

1.11.1 Minor Violations

Penalties for minor violations (within consecutive 6-month period) of the resident's housing agreement or this guide are as follows:

- **First violation:**
The resident shall receive a courtesy letter from AHFH. A copy of the letter will be placed in the resident's file.
- **Second violation:**
AHFH issues a letter of warning to the resident with a copy to the Service Member's Command and the Housing Office. Failure to comply with the letter of warning may be grounds for eviction.
- **Third violation:**
AHFH, in cooperation with the Army Housing Office (and/or the resident's chain of command), prepares the eviction letter. Three violations will result in eviction from home.

Examples of minor violations include, but are not limited to, the following:

- Non-payment of damage charges.
- Failure to maintain yard.
- Parking in front of or within 15 feet of a fire hydrant.
- Unauthorized commercial activities.
- Excessive noise that disturbs others.
- Pet policy violations.
- Unauthorized construction or alteration.

- Violation of Historic Housing Addendum, if applicable.
- Unauthorized vehicle maintenance.
- Poor sanitary practices or housekeeping, including failure to remove refuse containers
- Curfew violations by minors.
- Failure to allow maintenance staff access to quarters for needed work.
- Unauthorized or illegal RV or boat storage at the resident's home.
- Vehicles parked in the grass or on prohibited streets.
- Criminal activity by any member of the household or a guest.
- Spouse or child abuse.
- Failure to pay rent; failure to authorize (or discontinuance of) allotment.
- Misuse, discharging or brandishing a weapon in the housing area.
- Improper sublease or assignment of housing agreement.
- Failure to comply with a letter of warning for a minor violation.

1.11.2 Major Violations

Violations of the resident's resident occupancy agreement or this guide of a serious nature may result in an action of immediate eviction. After appropriately notifying the resident of the violation in accordance with Section 1.10, if the violation is not immediately corrected, AHFH may proceed with the eviction or binding arbitration in accordance with Section 1.20. In addition, AHFH may contact the resident's chain of command for consultation and appropriate action. Violations of a serious nature include, without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving the resident, family member, or guest.
- Inherently dangerous or criminal actions.
- Domestic disturbances.
- Felony convictions.
- Misconduct, which results in injury or property loss to a neighbor, AHFH or the government.

1.12 Residency Requirements

The resident shall only be entitled to family housing on AHFH during his/her military service, unless otherwise approved. The resident's housing agreement shall be subject to termination by AHFH immediately upon the earlier of (1) the cessation of his/her military service, or (2) the discontinuance or reduction of the resident's BAH allotment. In addition, all residents, including children, shall be accounted for within the housing agreement. The resident agrees that those included within the housing agreement are the only persons who are permitted to reside in the home. It is the resident's responsibility to notify AHFH of any change in the number of individuals living in the home. No unauthorized visitor may stay in the home for more than 30 days without the express written consent of AHFH. AHFH will allow additional residents, or guest(s) to stay longer than 30 days in accordance with any deployment policy in effect.

1.13 Guests Policy

The resident is responsible for all of his/her guests, including any damage, theft or violations of the housing

agreement or this handbook caused by guests. Residents' requests for extended guest stays (more than 30 days) must be submitted in writing to AHFH Property Management. The request should provide specific reasons/justifications for the exception. Special requests for guests will be considered on a case-by-case basis.

1.14 Resident Responsibilities

Residents are responsible for the following items:

- Lawns – Mowing, edging, watering, and trimming lawns and all plant material within the private, fenced areas. AHFH will maintain front and side yards, excluding all fenced areas. If the home does not have a private fenced area, and/or personal items prohibit mowing, the resident assumes responsibility for mowing, edging, and trimming the area, not to exceed 50 feet from the exterior of the home. Lawns must be watered by residents as needed, according to installation guidelines (check with your community center). Watering is prohibited between 0900 and 1700. Specific questions regarding your responsibilities should be referred to your community manager.
- Cleanliness and sanitation of refuse collection areas including collection containers.
- Personally installed landscaping features, with approval.
- Storage of bicycles, carts, toys, etc., to avoid a hazardous or unsightly appearance.
- Cooperating with contractors or maintenance personnel to accomplish needed maintenance and repair, or contracted projects.

- Practicing fire safety in and around housing.
- Ensuring your residence and the exterior is maintained during extended absences (e.g. unaccompanied tours, deployments, deferred travel, and personal travel) according to these standards.
- Provide AHFH with emergency phone number and point of contact before departing the area, if the absence will be longer than seven (7) days.

1.15 Commercial Enterprises Policy

Contact your AHFH Community Manager for specific requirements and procedures for approval of commercial enterprises.

1.16 In-Home Child Care

Residents desiring to provide childcare services in their private residences can do so only if they are under the direction of the Child and Youth Services (CYS) Certified Family Child Care Program. All Child Care Programs are subject to Army Regulation 608-10. The only exception to this policy is for those residents providing intermittent care not exceeding 10 child hours per week on a regular basis, and persons who provide child care in the child's home. AHFH is not responsible or liable for any misconduct, negligence or other offenses by any child care provider and is in no way associated with the Child and Youth Services program(s) other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification by CYS must be done in compliance with the housing agreement, this handbook and, if applicable, the Historic Homes

Addendum and will be paid for by the resident. The resident must return the home to its original condition prior to clearing quarters.

1.17 Temporary Absences of Residents from Units

When residents are planning to be away from their assigned home for more than seven (7) days, they must notify the property management office in advance. Residents must provide an emergency contact anytime a resident is away from home for this extended period. In the event of an absence from the home, the resident is required to arrange for adequate care of the residence. Care required includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended during periods of absence.

Should an emergency arise during periods of absence of the resident, property management may enter the housing unit to ensure the integrity and safety of the housing systems and surrounding housing units. Written notice of such entry will be left in a conspicuous location.

1.18 Access to Homes

AHFH will maintain keys for every home at AHFH. With the exception of life-threatening or property-threatening emergencies, any staff member of AHFH requires the resident's written permission to enter a home. No home will be entered with a minor child present without an adult who is 18 years of age or older at the home. It is the intent to allow AHFH to enter the home for routine maintenance requests with the resident's written consent.

1.19 Abandonment Policy

Homes are considered abandoned when after 30 days there is no reasonable evidence, other than the presence of personal property, that the home is occupied. The exception to this would be if the resident is authorized to be absent from the home, and written notification of such authorized absence has been provided to AHFH. Failure to pay rent may be considered evidence of abandonment if resident has also failed to contact the AHFH Community Management office.

AHFH will determine, in conjunction with the Army Housing Office, and the Service Member's command if a unit is abandoned. If a unit is reclaimed by AHFH, the resident will be responsible for the cost of damages above and beyond normal wear and tear, and cleaning, along with any unpaid rent. The Service Member's command will be responsible for removing all personal effects. AHFH will have no responsibility for personal belongings left in an abandoned home.

1.20 Dispute Resolution Procedure

AHFH desires to work out any disputes with the residents amicably and to a satisfactory resolution for both parties. However, if that is not possible, AHFH may use all options described in Section 1.10 to settle disputes. If this also fails, either AHFH, or the resident has the option to choose binding arbitration, using the most recent standards provided by the State of Hawaii Dispute Resolution process.

1.21 Weapons and Firearms

1.21.1 Registration

Weapons, firearms, and ammunition may be retained in AHFH units provided that the weapons and firearms are properly safeguarded under lock and key and have been properly registered. All firearms must be registered with the Provost Marshall Office.

1.21.2 Restrictions

Government-owned weapons, firearms, and ammunition are not allowed in the AHFH area unless authorized by the Department of the Army. The use of weapons in the family housing area is prohibited. Violations of this policy will result in immediate eviction from family housing.

1.21.3 Violations

Misuse, discharging or brandishing a weapon, any other activity determined to be illegal, or irresponsible handling of a weapon by a resident will not be tolerated and will result in eviction.

1.22 Noise Control

Excessive noise is prohibited on the installation. For enforcement purposes, the term "excessive" is:

- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 or more feet in any direction of the house.
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area.

1.23 Housekeeping

The Army Housing Office and AHFH will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The resident's chain of command.
- Preventive Medicine.
- Child Protective Services
- Others as appropriate.

Poor housekeeping may result in eviction.

1.24 Fire Safety

1.24.1 Reporting

Report all fires, regardless of size, to the Installation Fire Department (911) and AHFH.

Residents should have an evacuation plan in case of fire. The fire department will, upon request, conduct a courtesy inspection and assist the Residents in developing their evacuation plan.

1.24.2 Resident Responsibilities

Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly, if provided. Detectors shall not be disconnected.

- Immediately report any smoke or carbon monoxide detector that does not work properly to AHFH.
- The housing number (address) should be clearly visible from the street at all times.
- Do not store flammable materials in heater closet, near hot water heaters or gas-operated dryers.

- Flammable materials must be stored in well-ventilated areas. If no properly vented storage is available, flammable materials are prohibited.
- Fueling of lawn mowers & other gasoline-powered equipment and dispensing of any flammable liquids must be done outside of all buildings, including garages.
- Lawn mowers, edgers, tillers, etc., shall not be refueled until sufficient time is allowed for engine to cool.
- Grills (charcoal and gas) may be used in accordance with local safety codes and installation regulations. Grills with propane or other gas tanks cannot be stored inside, or within 15 feet of any building.

relocation is to a home of at least the same quality of the existing home, and the move is at government expense.

1.25 Incidents

Should any incident happen at the home or in the neighborhood where a bodily injury of any kind occurs, it is the resident's responsibility to notify AHFH no later than the next business day. The information required consists of the place, date, time, and type of incident that occurred. In addition, a listing of the person injured and nature of the injury as well as any witnesses to incident.

1.26 Resident Moves

Resident moves are allowed with appropriate family size changes, change in rank that requires a move, or when relocation is necessary for demolition or upgrade of existing home. In the case of a forced relocation due to AHFH development, resident is given a minimum of 120 days' notice, and

SECTION 2 Traffic Regulations, Parking Restrictions And Vehicle Procedures

2.1 Speed Limit

The speed limit in all residential areas is 15 mph unless otherwise posted.

2.2 Operating Areas

Privately owned vehicles (POV) are limited to the hard surface roads. Only bicycles and pedestrians may use dirt trails and paths.

2.3 Parking

Vehicles other than recreational vehicles (RVs), which are properly licensed and registered, may be parked in driveways, garages, and parking lots. Parking in common parking lots will be on a first-come, first-served basis.

Vehicles parked in the street pose hazards for our children and pets. In addition, vehicles parked in this manner can restrict access for emergency vehicles, and daily service vehicles such as postal trucks, refuse trucks, moving vans, and most importantly, school buses. Therefore, it is imperative vehicles be parked in their intended locations, i.e. garages, driveways, carports, or parking pads, if provided.

Additionally, do not park:

- In a location that interferes with residential mailbox access.
- Within 15 feet of a fire hydrant, or any location with a red curb.
- On lawns, or grassed areas.
- In front of refuse, recycle containers at curbside for pickup.

- In cul-de-sacs (in a manner which restricts access by emergency vehicles).

Vehicles that are inoperable are allowed to be parked for a period of not longer than 30 days, with the proper static permit issued by the Provost Marshall. Improperly registered vehicles may not be parked in the housing area. If space permits, these vehicles may be parked/ stored in the RV and boat parking area. Violators will be contacted by the property manager's office for policy compliance. If the problem is not corrected, or presents a traffic or safety hazard, the vehicle will be towed immediately, in accordance with installation regulations (check with your community center).

2.4 Children Left Alone in a Vehicle

Regardless of weather, no child under the 10 years of age shall be left unattended in a vehicle under any circumstances or for any length of time whatsoever unless the child is being supervised by a person 12 years or older who is also in the vehicle. Under no circumstances may any child be left in a vehicle with the engine running or in a vehicle with the keys left in the ignition.

2.5 Installation Regulations

Traffic regulations on the installation are detailed in current regulations from the Provost Marshall. Consult these existing documents for information on punitive measures for traffic regulations enforceable by the Military Police (such as, parking where prohibited, on

sidewalks, in crosswalks, within 15 feet of fire hydrants, against the flow of traffic, and in front of public driveways).

- Punitive violations may result in judicial or non-judicial action.
- Residents must not interfere with the parking rights of other residents.
- Do not park oversized vehicles and equipment in the housing areas (i.e. 18-wheelers, tractor-trailers, dump trucks, etc.).

2.6 RV Parking Restrictions

Recreational vehicles such as trailers, campers, and boats, may not be parked in the housing areas. All RV's must be parked in the designated RV lot for their area. The exception to this policy is an RV that is parked at the housing unit overnight for loading or unloading. If the resident has an emergency that requires longer parking against this policy, they must notify and receive written permission from AHFH Community Management office and the PMO.

2.7 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area. Allowed activities are the replacement of a flat tire, and/or charging a battery. No other vehicle repairs are allowed at any time. If there is a problem that requires additional work, you must obtain written permission from your community manager.

2.7.1 Appearance

The Housing Office and AHFH want to ensure that the area does not take on a

“junkyard” appearance. Oil spills or leaks in driveways may result in a citation if not cleaned up properly and immediately.

2.7.2 Inoperable Vehicles

Inoperable vehicles in AHFH must:

- Currently be registered with the Provost Marshall Office.
- Current Registration and Safety Check as required by the State of Hawaii.
- Registration decals must be displayed on the windshield.
- Inoperable vehicles may not be parked in driveways or carports for more than 30 days with proper static permit issued by the PMO.

AHFH will have inoperable vehicles tagged and towed at the owner's expense, in accordance with post regulations.

Vehicles that leak gasoline or other hazardous material will be towed off the installation at the owner's expense, in accordance with post regulations.

2.7.3 Abandoned Vehicles

Call your community management office.

2.7.4 All Terrain Vehicles (ATVs)

These vehicles are not allowed to be operated in the housing areas. All ATV's must be stored in the RV lots.

SECTION 3 Control of Children

3.1 Responsibilities

Parents are accountable for the conduct of their children at all times. Parents are liable for damages caused by the negligent or unlawful conduct of their children.

3.2 Home Alone Policy

Refer to USAG Hawaii regulations regarding home alone procedures.

3.3 Supervision

Refer to USAG Hawaii regulations regarding home alone procedures. Check with your community center for a copy of USAG Hawaii regulations.

Every resident, employee, and member of the community must report known violations of this policy and suspected child abuse to the Family Advocacy Program or to the Military Police.

3.4 Compliance

Parents are responsible for ensuring minimum compliance with the home alone policy. Violations of this policy place children “at risk” and may result in actions by

- Command
- AHFH, and the Housing Office
- Provost Marshall Office
- The Family Advocacy Program
- Department of Social Work Services

3.5 Supervision for Juveniles

Family members under the age of 10 must be supervised at all times. Minors between the ages of 10 and 16 will not be unsupervised for more than a 24-hour period. Family



members under the age of 16 must be accompanied by their parent, guardian, or an adult duly authorized by the parent or guardian to accompany the child during the hours of 2200 – 0400. Parents or guardians are responsible to ensure that children under their control or supervision abide by these curfew restrictions.

Juveniles will not involve themselves in wanton destruction, vandalism, or violations of the resident guide, resident occupancy agreement, installation policies, and Hawaii State law. Parents or guardians are responsible for any damages to persons or property that involve their children. All juveniles under the age of 16 must be supervised by a parent or guardian between the hours of 2200 to 0400.

All family members under the age of 18 are strictly forbidden from being in any construction site or equipment. Parents or guardians will be held responsible for any damages, or injuries resulting from violations of this policy.

3.6 Prohibited Play Areas

Children are prohibited from playing:

- Around unoccupied buildings and housing.
- At any construction site, whether or not work is in progress.
- Near government or contractor equipment (mowers, construction equipment, maintenance trucks, etc.).
- In drainage ditches or culverts.
- Near school buildings when school is not in session.

- In or near ponds, creeks, catchment basins, landslide areas, and any other dangerous areas. Pay particular attention after rain fall.

3.7 Key Authorizations

Only children 10 years of age and older, and identified to AHFH in the housing agreement, are given a housing key. Exceptions are case-by-case.

SECTION 4 Pet Policies

4.1 Guidelines for Pet owners

The following policies enhance the existing rules for control and treatment of pets and wild animals. All existing Department of Army Regulations as well as USAG Hawaii regulations are in effect. Check with your community center for additional information.

A significant expense of Army Family Housing is damage due to pets. Pet ownership is a privilege that will be extended to all residents at AHFH. Pet owners will abide by the following requirements and policies. Remedies for non-compliance with the provisions of the pet policy include loss of pet ownership privileges and/or termination of tenancy for repeated violations. AHFH recognizes the importance of our pets to the residents. With that in mind, the established rules are designed to encourage the healthy raising of all pets. The following items are guidelines all residents must follow.

- Register pets with the Installation Veterinary Services
- Pit Bulls, or dogs with any Pit Bull breeding combination, are strictly forbidden.
- Pet owners must comply with all breed restrictions as outlined by the post command, or Army regulations.
- Register pets with the AHFH property management office. A maximum of two pets in any combination will be allowed in any home.
- All dogs and cats must wear pet collars. Pet collars must have a current rabies immunization tag attached.
- Pet owners must have proof of immunization by a certified veterinarian. This immunization is valid for 12 months.

Category	Prohibited	Allowed
Tying animals to trees or stakes	X	
Keeping annoying, unpleasant, obnoxious, or vicious animals	X	
Allowing animals to run loose in housing areas	X	
Walking pet on a leash		X
Permitting interference with service personnel, maintenance personnel, contractors, mail carriers, etc.	X	
Allowing pets to defecate/urinate in neighbors' yards or playgrounds without immediately removing waste	X	
Leaving pets outdoors unattended (only allowed in fenced enclosure)	X	
Leaving pets unattended on patios, lanai's, or carports	X	

Table 4.1 Pet Guidelines

- Pet owners are responsible for the behavior of their pets at all times.
- Outdoor pets, unsupervised, must be fenced. Pets leashed, but not fenced, must be supervised at all times. Pets must not be left tied anywhere. They must not be left unattended in carports or unfenced yard areas. Pets must not be allowed to run loose.
- Pets are not allowed to create a noise disturbance in the community. They are subject to the same guidelines as defined in the noise control section of this document.
- Pets are not to be left alone inside a home for more than 8 hours.
- Pets are not to be left in a vacant vehicle at any time.
- Pets are not allowed in, or around any playgrounds, sports fields, picnic, or other play areas.
- Residents are required to maintain a sanitary living environment for their pets and will be required to clean animal waste on a daily basis. This includes waste produced while walking the pet in the neighborhood.
- Pet owners are financially responsible for damages caused by their pets.
- Small animals such as birds, fish and hamsters, are allowed as long as they are properly caged and cared for.
- Wild animals, farm animals, and exotic animals (such as pigs, chickens, monkeys, reptiles, spiders and snakes) are not allowed.
- Raising animals for commercial purposes will not be allowed.
- Guide Dog regulations have exceptions to some of the rules as defined by "Title 40, U.S.C., Section 291"
- Pets must have shelter and clean water if maintained outdoors. See Section 6.16 regarding installation of pet houses.

4.2 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call Installation Veterinary Services for proper disposal procedures.

Deceased pets are not to be buried on the premises.

SECTION 5 Utility Conservation

5.1 General

Housing consumes about 30 percent of the total energy used on military installations. The Energy Policy Act of 1992, and subsequent Executive Order 12902, requires that all Federal facilities reduce their energy consumption 30 percent per square foot by FY2005 as compared to a FY1985 baseline. These goals require a concerted conservation effort by both the residents and AHFH.

Residents must:

- Comply with energy conservation installation directives related to energy conservation.
- Reduce energy waste.
- Conserve water whenever possible.

The energy we save today will be available for the future.

5.2 Method

Utility conservation is a joint effort. The AHFH goal is to accomplish energy conservation without impacting the resident's quality of life, by initiating a focus on public awareness.

5.3 Energy Reduction

Residents should:

- Maintain temperatures within a range of 75-80 degrees Fahrenheit when using air-conditioning units.

- Close all doors and windows when operating air-conditioning units.
- Turn off all exterior (outside) lights during daylight hours.
- Turn off lights in unoccupied rooms.
- Reduce water usage for cleaning sidewalks or driveways.
- Use cold water to operate garbage disposals.
- Run full-load dishwashers to save energy and water costs.
- Remove excess food from dishes prior to running dishwasher.
- Avoid using washers and dryers during the peak electrical demand period.
- Do not keep the refrigerator setting too cold.
- Ensure that the door seals are airtight.



5.4 Violations

Residents may be cited for violations of energy conservation guidelines.

5.5 Carbon Monoxide

If you suspect carbon monoxide exposure:

- Immediately remove everyone from inside the house.
- Leave home as is
- Go to a neighbor's house and call 911.
- Inform AHFH immediately.
- Wait within a safe distance from your home until the fire department and AHFH arrives.
- Do not reenter your house until the fire department clears it for occupancy.

SECTION 6 Alterations, Additions And Construction

6.1 Alterations to Homes

New construction, additions or alterations by residents to AHFH homes, including garages, carports, and patios and surrounding grounds is not allowed. Requests for minor alterations must be submitted in writing through the Community Management office for approval. Additional restrictions apply to historic homes as described in the Historic Housing Addendum.

6.1.1 Approval

Unless the resident has written permission from AHFH to leave the alteration in place, alterations will be removed and the area or housing restored to its original condition at the resident's expense prior to clearing housing. Residents are liable for damages to housing and yard areas resulting from alterations. Residents will not nail, screw, or bolt items into any exterior siding. This includes satellite dishes.

6.1.2 Community Projects

Projects for construction or improvement for the general benefit of the community are initiated by AHFH in coordination with the Army Housing Office and the community. If you have recommendations for community projects, submit them to AHFH.

6.2 Fencing

Due to the development and construction that will be in progress, existing fences may be removed when change of occupancy occurs. In homes that have no fence, the resident may erect

a new fence with approval through the Community Management office. Community Manager will forward any fence request to DPW for toning the ground for utilities.

6.3 Storage Sheds

Property Management approval for the placement of sheds or utility structures can be obtained at the Community Management office prior to installation.

Residents are required to get a utility clearance from AHFH before installing storage sheds to prevent placing the sheds over utility lines. Shed size shall not exceed 10' X 10'. Residents are responsible for:

- Moving personally owned or rented storage sheds prior to clearing housing.
- Restoring turf upon removal of storage shed.
- Damages to any property caused by the installation or removal of the storage shed.

6.4 Antennas

Exterior antennas may only be installed by companies approved by AHFH. These companies must follow installation guidelines approved by AHFH. Residents will utilize only the companies authorized to operate at AHFH in accordance with standards set by the installation (check with your community center).

Residents are responsible for damages caused by the installation/removal of antennas.

- Do not penetrate roofs or siding.
- The company is responsible for obtaining a digging permit from AHFH and PWBC prior to making ground penetrations.
- Residents who desire cable TV must contact approved installation providers to obtain service.
- Resident is responsible for all costs associated with cable TV.

6.6 Satellite Dishes

6.6.1 Requirements

Approval for satellite dishes of any size must be requested prior to installation. The equipment must follow the guidelines set forth in this Section 6.6 and the applicable satellite dish agreement.

6.6.2 Responsibilities

Damages resulting from the installation or removal of the satellite dish is the responsibility of the resident. It is the resident's responsibility to ensure that the private company they hire to install the dish complies with the guidelines of this Section 6.6.

6.6.3 Guidelines

- Satellite system must be installed in a manner that is not unsightly and does not damage the housing.
- Roofs will not be penetrated (satellite dishes will not be nailed into roof).
- Holes will not be made in exterior siding or walls.
- Satellite dishes will be placed in backyards only.

- Tree limbs will not be cut in efforts to obtain a better signal.
- Vendor or installer must get a digging permit from AHFH and PWBC when digging is required.
- Vendor or installer will use existing cable wiring from the junction box at the residence and will not change the location.
- The company must not install additional junction boxes on the exterior wall of the housing.
- When required to install a second parallel cable, it must be cosmetically acceptable, and the existing entrance hole on the housing will be used.
- Vendor or system owner is responsible for removing system prior to clearing housing and restoring grounds upon clearing housing. Residents are charged for removal of system otherwise.
- Improperly installed systems, or systems installed without written permission from AHFH are removed at resident's expense.
- Residents are responsible for damages caused by the installation or removal of Satellite Dishes.

6.7 Locks, Latches, Dead Bolts, etc.

Residents requesting locks changed should contact AHFH. Residents must pay for this service unless a copy of the Military Police blotter is provided indicating the resident's safety is at risk.

- Chain locks, flip locks, barrel bolts, surface bolts, safety hasp or other

type security door guard will not be permitted unless requested and approved in advance in writing by the property manager.

- Residents needing assistance due to lock out need to contact AHFH during regular operating hours. After regular hours, contact AHFH through the after hours number to have the appropriate person paged. There will be a \$50 charge for after-hours lockouts.
- Residents will not change out locks, install deadbolts, or duplicate keys for their housing unit.
- Residents will be charged for repair or the replacement of the locks in violation of this policy.

6.8 Security Alarm Systems.

Security alarms requiring electrical wiring will not be permitted. Security systems not hard-wired will be permitted; however, security codes must be provided to Property Management for access during emergencies or maintenance visits.

6.9 Lawn Ornaments

Residents may place lawn ornaments on lawns if the decorations are maintained and present a pleasing appearance and will not interfere with lawn service provided by the AHFH.

6.10 Rocks

Rocks may be used for edging, stepping-stones or mulching.

6.11 Painting

Residents have been provided with a copy of the Lead Based Paint addendum as a part of the lease agreement. A copy

of this addendum is included with the resident copies of all lease documents in the welcome packet. We strongly advise you review this document prior to considering any paint work.

Also, residents should be aware that the presence of lead-based paint is possible in any building built before 1978. Therefore, if you find peeling or chipping paint in your home, please immediately notify your community management office.

6.11.1 Guidelines

Residents may paint the interior of their housing if:

- They agree to an inspection by AHFH prior to receiving approval for painting.
- They adhere to standards for preparing and painting interior walls.
- Supplies and paint are at the resident's expense after coordination approval by the maintenance office.
- Resident must use the type and brand of paint required by AHFH.
- All resident painted surfaces must be returned to the original condition prior to clearing housing, or resident agrees to pay AHFH for the cost to reinstate the original home condition.
- If resident's work does not meet established standards, repairs by AHFH will be accomplished at resident's expense.

- AHFH will repair large holes in walls, etc., at the resident's expense.

6.11.2 Restrictions

Residents will not paint:

- The exterior of housing.
- Unpainted housing privacy fences.

6.12 Nails

Residents will remove nails from walls before clearing housing.

6.13 Pools

Small wading pools that allow not more than eighteen inches of water are permitted. An adult (18 years or older) must be present to supervise pool use, and pools must be emptied after each use. Pools are not to be utilized in the front of housing units.

6.14 Trampolines

Trampolines are inherently dangerous, both for the owner, and more importantly, for neighboring children. Therefore, our policy regarding trampolines is quite stringent, but this is out of a need to protect all children. All trampolines must have the safety netting, as recommended by the manufacturer. Trampolines left outdoors unattended or overnight must have a surrounding fence at least 4 feet high, or be taken down daily. Residents are responsible for damages or personal injury associated with trampolines and therefore will have appropriate liability insurance prior to set up of trampoline.

6.15 Waterbeds

Waterbeds are only allowed on the first floor in homes with concrete slabs. Residents are responsible for all damages caused by use of waterbeds.

6.16 Pet Houses

Place pet houses in the fenced back yard. Ensure that the structure is:

- Of sound construction.
- Painted.
- Neat in appearance.
- Cleaned free of animal waste daily.
- Kept free of ticks, fleas, and other parasites.
- Enclosed in a fenced area.
- Removed prior to clearing housing.

The Residents will restore grounds prior to clearing housing and are responsible for any damages caused by the installation and removal of Pet Houses.

6.18 Patio, Lawn Furniture, and Playground Equipment

The above listed equipment is to be located in the backyard. If there is no backyard, the side yard is allowed. However, if playground equipment hinders community mowing, then the resident becomes responsible to keep this area mowed within 24 hours of regularly scheduled contractor/community mowing of the area. The equipment must be complete and have no defects in order to not cause a safety and health concern. The resident is completely responsible for the supervision, safety, and maintenance of the equipment. The

resident is also responsible for any lawn areas damaged due to installation or use of the equipment upon move-out.

6.19 Ornamental Lighting for Holidays

Reasonable use of inside and outside electrical ornamental lighting is authorized. Do not penetrate roofs, siding, or fascia with nails, bolts, screws, etc. to install lighting. Use is restricted to dates and times provided by the installation. This information is provided by your community management office.

- Residents may use clips or tape to install lighting.
- Residents will carefully inspect and control ornamental lighting to avoid fire.
- Outside light and electrical cords must be designed for outside use.

6.20 Tents, Tarps, and Covers

No tents, tarps or covers are allowed to be utilized or constructed anywhere on the exterior of the premises. Temporary one-day exceptions will be made with written authorization by AHFH for family events. Roll-up shades are also prohibited.

SECTION 7 Miscellaneous

7.1 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades, and Like Equipment

Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles, including:

- Traffic-control signs and signals.
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use.
- All bicycles must be registered with Provost Marshall Office. See community center for additional information.
- Obeying traffic control personnel.
- Appropriate safety gear as required by local and installation regulations is required. Reflective material is required as well.
- No equipment may be operated on tennis courts or basketball courts.
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs.
- Parents must exercise parental control over their children to ensure all rules are followed. Parents are responsible for the actions of their children.

7.2 Basketball Backboards

- Only portable basketball backboards may be positioned alongside driveways.

- Backboards will not be placed in common area parking lots.
- Backboards that block access for trash collection, or mowing equipment will be removed without notice.
- Backboards will not be located within 10 feet of the street or cul-de-sacs.

7.3 Yard and Garage Sales

These guidelines are contingent on the existing Force Protection Condition. Housing Residents may hold yard and garage sales in the housing area if:

- Sales transpire during daylight hours.
- Sales are approved for 1 day.
- Signs may only be displayed on the day of the sale.
- Items are removed from yard when sale is over.

Residents are limited to one garage or yard sale every six months, not including organized neighborhood sales.

7.4 Fireworks

Fireworks are prohibited on all installations and housing areas.

7.5 Appliances

7.5.1 General

Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators, and washers outside or in carports. The

only exception is for those homes that currently have outdoor washer/dryer facilities.

7.5.2 Policy

Installation of a resident-owned household appliance is the sole responsibility of the resident and is done at resident's expense. Contact AHFH for removal of furnished appliances. AHFH provided refrigerators may be removed so Residents can use their own refrigerators. Do not remove AHFH ranges.

- Residents are responsible for the connection of washer and dryer, including grounding of dryers. When disconnecting washers, resident must be sure that the water connection is turned completely off and does not leak when hose is removed.
- Resident may install freezers.
- Window air conditioners are not authorized without prior written approval.
- Residents may call AHFH Maintenance for appliance disposal procedures.

SECTION 8 Maintenance Program

8.1 Maintenance and Repair Overview

AHFH provides comprehensive maintenance services to ensure that safe functional homes are provided to all residents.

The goals of the AHFH maintenance program are to:

- Provide prompt, competent, convenient, and congenial maintenance services that ensure resident satisfaction.
- Protect and improve the physical assets of AHFH.

8.2 Service Calls

Residents may initiate service calls by phone 24 hours a day, seven days a week by calling your neighborhood

community center office. Service calls will also be taken in person at any of the community centers during regular business hours.

Service calls are classified as either emergency, urgent, or routine. Working hours are shown below, and may change, based on demand, as shown in Figure 8-1.

The goals established for service response and completions are shown below in Figure 8-2.

During regular hours of operation, on site, trained, resident service order coordinators perform all tasks including the receipt of service calls, classification and appointment scheduling. After hours the answering service will make the determination as to the category

Category	Days of Week	Times
Emergency	Monday - Sunday	24 Hours/Day
Urgent	Monday – Friday Saturday	0800 to 1730 1000 to 1400
Routine	Monday – Friday Saturday	0800 to 1730 1000 to 1400

Figure 8-1: Service call working hours

Maintenance Type	Response Times/Completion Goals
Emergency	Respond with a phone call within ½ hour and arrive to the site within 1 hour. Work until emergency is contained.
Urgent	Respond within 8 hours during business hours and after hours. Work until critical issue is contained.
Routine	Respond within 1 working day. Complete within 3 working days.

Figure 8-2: Goals established for service response and completions

(emergency, urgent, or routine). The service will refer routine to the community center during regular hours of operation. Emergency, and urgent service calls will be referred to the on-call service technician immediately.

Residents are required to perform minor maintenance tasks in their home before calling the service call desk. Such tasks include but are limited to plunging toilets and sinks, tightening screws on hinges and replacing light bulbs or other simple maintenance tasks that can be done without specialized training or tools.

8.2.1 Service Call Classifications

Service calls are classified as emergency, urgent or routine based on the established criteria and responded to accordingly.

Emergency service calls include:

- Failures or deficiencies in utility or structural systems that are an immediate danger or health hazard to Residents, or threaten to damage property
- A breakdown, stoppage, or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished
- Breaks in water, wastewater or gas lines, gas leaks, equipment failures (i.e. air conditioning or refrigerator inoperative), utility outages, doors and windows that cannot be secured

Urgent Service calls are those that are not an emergency but are urgent and need some attention quickly. Typical calls include contained water leaks, one of two

or more toilets / sinks clogged, partial power e.g. no power upstairs etc. Urgent items will be completed as quickly as possible given the constraints of ordering parts. The dispatcher will review the work requirements and notify residents of approximate date that service can be expected.

Routine service calls are those that do not meet the definition of emergency. The dispatcher will review the work requirements and notify residents of approximate date that service can be expected.

Residents will promptly report to AHFH repairs, which are beyond the capability of the resident.

The resident is responsible to:

- Replace light bulbs.
- Reset circuit breakers.
- Replace doorstops or bumpers.
- Replace or tighten loose screws in door hinges and tighten cabinet hardware.
- Provide air filters.
- Remove foreign matter from commode, sink, and bathtub drains with a "plumber's friend" (rubber suction cup plunger).
- Turn off water valve in case toilet over flows.

Residents will not:

- Adjust gas burners.
- Repair leaky pipes.
- Repair or replace faulty wiring.

- Install additional wall outlets, air conditioners, ceiling fans or other electrical fixtures. This includes hot tubs, Jacuzzis, or spas.
- Replace or repair AHFH owned equipment or appliances.

8.3 Preventive Maintenance Work

All homes are required to have certain preventive maintenance work performed on them at various times of the year. This work is required to ensure the safe and efficient operation of all installed equipment as well as the exterior structure.

The Preventive Maintenance Schedule will include:

- AHFH owned HVAC units will be inspected, and preventive maintenance will be performed as needed.
- Inspections of smoke and carbon monoxide detectors, and fire extinguishers
- Exterior inspections and informal condition assessments (foundation settling, mold, and roof cleaning etc.) that will be performed annually.

Residents will be called either at home or duty station by the dispatcher to schedule all preventive maintenance work when access to the interior of the home is required. A letter may be sent in lieu of the phone call notifying the resident of the date of service. If residents are not home at the scheduled time of service a tag will

be left on the door informing them of the missed appointment and the Community Management Office will be notified.

For planned utility outages, affected residents will be notified at least 48 hours prior to the planned outage, if the information is available. Otherwise, we will notify residents as quickly as we are aware of the utility outage. Notification to residents will include a combination of the following methods: the AHFH website, a flyer delivered to each housing unit, notice in the HAW, and notice in the community center.

8.4 Pest Control Services

Household pest control services will be provided on an exterior preventive maintenance program.

It will also be managed through the service call process. Household pests consist of infestations of ants, roaches, silverfish, spiders, wasps, centipedes, scorpions, hornets and bees. Residents are required to treat minor pest problems.

All homes are checked during VQM and serviced as needed to remove pests.

8.5 Refuse Collection and Recycling

Curbside refuse collection and recycling will be provided to residents weekly.

Bulk pick up will be accomplished once every month on a designated day. Bulk pick up includes such items as furniture or other large items. Bulk pick-ups will not include appliances, or other mechanical assemblies that contain oils/fluids due to environmental concerns.

Motor oils, antifreeze, paints, solvents or any other substance considered as a hazardous waste will not be picked up by the refuse collection company. Residents must take these substances to the appropriate disposal site as directed by the installation.

Residents will be notified of scheduled pick-up days upon lease signing.

8.6 Grounds and Landscape Maintenance Program

Grounds maintenance will be performed for all common areas, facilities, and front and side yards of all homes. Additional work cannot be directed by the residents.

8.8 Common Area Maintenance note; refer to 1.14

Common area maintenance will include mowing, edging, routine tree-shrub pruning operations and mulching. We will generally mow all areas and to within 50 feet from the back of occupied units. Mowing responsibility will be discussed at move-in with a map of resident requirements for that home.

8.9 Playground Maintenance

Playgrounds and tot lots will comply with all applicable safety guidelines and other Federal, state, county, and local regulations and standards. Playground equipment will be scheduled for routine maintenance and repair inspections, as well as undergo periodic maintenance assessments, to repair damages or potentially unsafe conditions. Residents are required to report any damages or potentially unsafe conditions to their local community management office.

SECTION 9 Crisis Management / Disaster Situations

9.1 Warnings

AHFH works in conjunction with the Department of the Army in following the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations.

A listing of emergency shelters, along with the appropriate shelter for your home location, is provided in your welcome packet. Please take time to familiarize yourself with this shelter location. All families should have an emergency evacuation plan for your family, including a designated place to meet outside the home.

Announcements may be issued:

- In person.
- On local radio or television.
- By siren alarm.
- Via public address system.

AHFH will attempt to inform, warn, advise, and help save lives and protect property. It will be everyone's personal responsibility to make adequate preparations to protect themselves and those for whom they are responsible.

9.2 Procedures and Directives

Emergency procedures and recommendations will be detailed in handouts provided to the Resident.

SECTION 10 Self Help

10.2 Lawn and Garden

A small inventory of lawn equipment will be maintained at your community center. These items are available for loan during business hours, and must be returned the same day. Lawn mowers, tools, weed eaters and other small hand tools will be available. Gas for mowers and trimmers is not provided.

SECTION 11 Renters Insurance Policy

11.1 Renters Insurance Guidelines

AHFH provides renters insurance to the home. This policy consists of the following major components:

1. Personal Property Coverage
2. Per incident deductible
3. Liability Insurance

Please consult your community center staff should you have questions related to renters insurance.

SECTION 12 Move-Out Procedures

12.1 Housing Agreement Termination/Vacate Procedures

The Housing Agreement includes a Military Clause requiring that residents notify AHFH of their intent to vacate. This notice is to be provided to the AHFH Community Management office in writing within 28 days, or as soon as possible if less than 28 days, of notification of transfer to another duty station, retirement, or other action that will result in the termination of the Housing Agreement. Any other reason for termination will require a 28-day written notice.

Once the AHFH Community Management office is notified that the Housing Agreement will be terminated, a termination inspection, VQM, and any other required activities necessary to make the unit ready for the next resident will be scheduled.

Military family dependents will be permitted to continue the Housing Agreement while the resident is serving a dependent restricted tour or temporarily detailed within the United States. A military dependent may be allowed to reside in a unit for up to 180 days after the death of sponsor, with full payment of rent in the amount equal to the BAH. In the case of MIA, POW, or other status conditions, military dependents may remain in the home until such time as the particular military service branch changes the service member's status, or until such time as BAH is no longer authorized.

12.2 Pre-Termination Inspection

The Housing Agreement requests a 28 day notice be given to management prior to move-out, although residents will be encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs and therefore facilitate the notification and processing of incoming residents.

Upon receipt of the move-out notice, AHFH Property Management will:

- Provide written acknowledgement of the move-out notice to the military member, which will include confirmation of his/her move-out date
- Schedule a Pre-Termination Inspection and Termination Inspection with the soldier

AHFH Property Management has established cleaning and lawn maintenance guidelines, which are provided in section 12.4. Additionally, the resident will be given the option to have his home cleaned by an outside party at the resident's expense, should the resident prefer not to do the cleaning. Estimated cleaning costs are set forth in Enclosure 2. All cleaning must be completed prior to clearing quarters.

During the Pre-Termination Inspections, AHFH Property Management will also:

- Pre-assess damages for which the resident may be responsible.
- Estimate when the unit will be available for new occupancy.

12.3 Termination Inspection

During the Termination Inspection, AHFH Property Management will:

- Provide an accurate damage cost assessment to the resident. The resident's responsibility to the home will not be terminated unless the home is appropriately cleaned to the standards set forth in this document
- Determine need for additional estimates for repairs or replacement
- Take pictures of damages if the total charges to the service member exceed \$300 and he/she does not intend to pay in full before clearing
- Collect amount due.

During the Termination Inspection, the resident will:

- Return the keys, garage door openers, and any other access items. Residents are charged \$10 for each lost key and \$75 for each lost garage door opener.
- Provide a forwarding address

Immediately following the Termination Inspection, the resident will:

- Pay all damage charges in full

Every attempt will be made to assess damage charges in time to collect from the service member before the official termination orders are processed (i.e., during the Termination Inspection, at the latest). A receipt will be given to the service member at the time any charges are paid. If a service member leaves without paying the full amount

due, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, and to the service member's command. (Damage Costs may be found in Enclosure 4)

12.4 Cleaning Requirements

AHFH Property Management has established cleaning and lawn maintenance guidelines, which are provided below. Additionally, the resident will be given the option to have his home cleaned by an outside party should he prefer not to do the cleaning himself. These charges are summarized in Enclosure 3.

The following table summarizes the cleaning requirements for a Government or AHFH directed move, should the resident choose to clean the home themselves.

Individual charges for cleaning specific items are summarized in Enclosure 3.

12.5 Collection for Damages and other charges owed

AHFH will provide cleaning and damage guidelines to residents upon home assignment, and review the guidelines prior to vacancy. Enclosure 3 is a current summary of charges. Damages beyond normal wear and tear, to include, but not limited to, painting, carpet repair/replacement, and pet damage will be charged to the resident. The resident will receive a damage/cleaning report and a bill for costs. A copy of the report and bill will be sent to the housing office. Repairs will be accomplished in accordance with AHFH maintenance standards. Residents will be required to pay for damages/cleaning costs prior to clearing housing. Items such as painting, flooring,

and appliances will be prorated based on useful life. Useful life tables will be available upon request.

The written inventory report will include:

- An accurate description and estimate of damage and cleaning costs.
- Pictures of damages if the total damage charge exceeds \$300.

Every effort will be made to reach a satisfactory settlement with the resident for damages. However, unpaid debts will be reported to the service member's command. Debts not paid after 60 days will also be forwarded automatically to a collection agency, and reported to the major national credit bureaus.

The following table summarizes the cleaning requirements for a Convenience Move, should the resident choose to clean the home themselves.

ITEMS	GUIDELINES
Wood Floors	Cleaned/mopped (water only-no harsh cleaners)/Charges for damages not listed on the move in inventory will be assessed at Termination
Tile/Sheet Vinyl	Clean/free of debris & dirt. Stripping may be necessary for thorough cleaning. No stains not previously identified on the move in inventory.
Carpet	Vacuumed. No stains or odors not previously identified on the move in inventory. If there has been a pet in the home, carpet must be professionally cleaned and de-fleaed. Resident must provide Community Manager with a copy of invoice for the service, (Carpet with un-removable stains and detected urine will require replacement, and charges will be assessed at Termination)
Patio Door	Clean inside and out. Glass streak free to include metal frame. Sweep out track
Cabinet/Closets/Shelves	Remove all shelf paper and tape. Must be thoroughly cleaned to include grease and dirt. Wipe down cabinet doors.
Mirrors	Clean thoroughly/streak free
Medicine Cabinets	Clean thoroughly/ Free of dirt/dust/streak free
Curtain Rods/Blinds	In place/clean/free of dirt and dust
Light Fixtures	Clean/free of dirt and dust/bulbs working throughout the house
Ceiling Fans/Bulbs	Free of dust and dirt/cobwebs. All bulbs working.
Plumbing Fixtures	Clean/free of mildew/soap/hard water stains.
Toilet	Clean/inside and out to include seat, hinges, and base. No stains not previously identified on the move in inventory form.
Shower/Bathtub/Vanity	Clean basins, shower walls and doors, tubs and surrounds. Free of mildew/soap residue/ no adhesive remains.
Trash/Bulk Items	Removed from interior and exterior. Bulk items removed from premises.
Refrigerator	Clean (inside and out). Door gaskets/interior free of mildew. Drain pan empty and cleaned. Coils must be free of dirt and dust. Clean top or refrigerator/ clean under crisper drawers. Wipe down door bars. No damage not previously identified on the move in inventory.

Range/Ovens/Cook Tops	Clean/free of dirt and grease. Clean oven racks/broiler pans/ oven gaskets present and clean/clean drip pans and under cooktop. No damage not previously identified on the move-in inventory.
Range/Vent Hood	Clean/free of dirt and grease to include wall behind stove (splash boards). Clean filter.
Dishwasher	No standing water. Free of food/clean inside and out. Racks need to also be free of dirt/door gaskets clean & free of build-up
Trash/Recycle & Compost Containers	Must be empty/clean
A/C units and Water Heaters	Dust and wipe down. All air vents clean/free of dust, cobwebs, and dirt. Change air filter.
Windows	Clean inside and out/ wipe down sills/ free of streaks/ Wipe out tracks/screens must be on, with no damage.
Fuse Boxes	Wipe inside and out. Use a dry cloth only.
Utility/Storage Area	Empty/swept inside and outside to include storage area outside.
Yard	Debris removed/clean/cut/edged/raked. If you own pets; yard must be free of feces/holes filled in and leveled. Bare areas need to be tilled and leveled. No damage not previously listed on the move in inventory form. AHFH will charge for seeding if necessary.
Walls/Ceilings	Must be free of dirt and dust. Stains (crayons, grease, and tobacco) that cannot be removed by resident may result in a charge for treatment. Clean all painted areas to include doors, cabinets; woodwork and baseboards. Wipe down outlet covers
Carport/Driveway	Free of oil stains, grease stains and any other markings
Garage/Sidewalks	Cleaned/ free of cobwebs/dirt
Exterior of House	Check all bulbs/wipe down storage or garage door/ free of crayons or marks. No damage not previously identified on the move-in inventory. Charges will be assessed for improper installation of satellite dishes or antennas.
Light Bulbs	All light bulbs must be working

ENCLOSURE 1 Mold Disclosure

Mold Information and Steps for Prevention

Please note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your home. That is why this important information is provided for you, and outlines responsibilities for both you and us.

1. About Mold

Mold is found virtually everywhere in our environment; both indoors and outdoors, and in both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores or have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter.

Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and is commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

2. Preventing Mold Begins With You

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean; particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbors mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls. Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath, you: (1) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up your towels and bath mats so they will completely dry out.
- Promptly notify us in writing about any air conditioning or heating system problems you discover periodically and check your hot water heater for leakages. Follow our rules, if any, regarding replacement of air filters. Also, it is

recommended that you periodically open windows and doors when the outdoor weather is dry (i.e. humidity is below 50%) to help humid areas of your home dry out.

- Promptly notify us in writing about any signs of water leaks, water infiltration or mold. We will respond in accordance with state law and the Lease Contract to repair or remedy the situation, as necessary.

3. In Order To Avoid Mold Growth.

It is important to prevent excessive moisture buildup in your home. Failure to promptly pay attention to leaks and moisture that might accumulate on home surfaces or that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources, such as:

- Rainwater, leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level;
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerators or A/C drip pans or clogged up A/C condensation lines;
- Leaks from plumbing lines or fixtures, and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;
- Washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open-pot cooking;
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.

4. If Small Areas Of Mold Have Already Occurred On Non-porous Surfaces (Such As Ceramic Tile, Formica, Vinyl Flooring, Metal, Wood Or Plastic)

The Federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours 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. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without the first cleaning away the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A

vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible 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 mold from clothes.

5. Do Not Clean Or Apply Biocides To:

(1) visible mold on porous surfaces, such as sheetrock walls or ceilings, or (2) large areas of visible mold on non-porous surfaces, instead, notify us in writing, and we will take appropriate action.

6. Compliance

Complying with this information will help prevent mold growth in your home, and both you and we will be able to respond correctly if problems develop that could lead to mold growth. If you have questions regarding this information, please contact us at the community management office.

If you fail to comply with this information, you can be held responsible for property damage to the home and any health problems that may result. We can't fix problems in your home unless we know about them.

ENCLOSURE 2 Cleaning And Damage Cost Worksheet

All prices contained in this enclosure are subject to the change in policy provisions of this guide located in Section 1.3

CURRENT AHFH CLEANING CHARGES		
# Bedrooms	Inside Only	Outside included
2 Bedrooms	\$350	\$425
3 Bedrooms	\$400	\$475
4 Bedrooms	\$475	\$650
5 Bedrooms	\$500	\$725

Table Enclosure 3.1

ADDITIONAL CHARGES:	
Lock Out, After Business Hours	\$50.00
Non-Essential Lock Changes, Standard Locks	\$75.00 per lock
Non-Essential Lock Changes, Saf-Lok System	\$175.00 per lock
Not Present for Furniture or Appliance Delivery	\$75.00 + \$7.10 per 100 pounds
Key Duplication	\$10.00
Replacement of Garage Door Opener	\$75.00

Table Enclosure 3.2

STANDARD CLEANING CHARGES		STANDARD REPAIR/REPLACEMENT CHARGES	
Unless a cleaning option is selected from above, items that are not cleaned at move-out will be assessed charges based on the estimated charges listed below. Please note that this is not a complete list and you may be charged for other items not on this list.		Items that are missing or damaged at move-out will be assessed charges based on the estimated charges listed below. A representative list of various repair and replacement charges is provided below. Please note that this is not a complete list and you may be charged for other items not on this list.	
Kitchen Cleaning		Lawn Turf/Landscaping	\$10.00 & Up
Oven	\$15.00-\$30.00	Annual Flowers Removed	\$25.00 & Up
Stove and Vent-a-hood	\$5.00-\$10.00	Removal of storage/other items	Local area cost
Refrigerator/Freezer	\$10.00-\$40.00	Window Glass	\$50.00-\$200.00
Dishwasher	\$5.00-\$10.00	Patio Door Glass	\$165.00-\$250.00
Microwave	\$5.00-\$10.00	Window Screens	\$10.00-\$35.00
Cabinets and Countertops	\$10.00-\$30.00 each	Door Keys	\$15.00 each
Floors	\$10.00-\$20.00 each	Keys not returned	\$15.00 each
		Fire Extinguisher (1.5 lb)	\$30 each
		Doors	\$20.00-\$60.00
Bathroom Cleaning		Light Fixtures Interior	\$50.00-\$150.00
Tub/Shower	\$10.00-\$20.00	Light Fixtures Exterior	\$15.00 & Up
Mirrors	\$5.00-\$15.00	Ceiling Fan	\$60.00-\$85.00
Faucets/Fixtures	\$20.00-\$75.00	Refrigerator shelves/Racks	\$10.00-\$60.00
Ceramic Tile	\$10.00-\$75.00	Disposal	\$15.00-\$60.00 each
Toilet	\$5.00-\$10.00	Ice Trays	\$5.00 each
Sinks/Counters	\$10.00-\$35.00	Crisper Covers	\$30.00 each

Shower Doors	\$5.00-\$15.00	Ice Trays	\$5.00 each
Floors	\$10.00-\$20.00	Refrigerator Drawers	\$50.00-\$65.00
		Countertop Repairs	\$50.00-\$200.00
		Drip Pans	\$5.00 each
Other Rooms		Broiler Pans	\$20.00 each
Utility Room	\$10.00 & Up	Shower Rod	\$8.00 each
		Sink/Disposal Stopper	\$4.00 each
		Smoke Detectors	\$10.00-\$25.00
Miscellaneous		Burners	\$15.00-\$20.00
Window Treatments	\$15.00-\$50.00	Stove Filter	\$10.00-\$20.00
Carpet Cleaning (If applicable)	\$50.00-\$100.00	Mirrors-Bath	\$45.00-\$65.00
Carpet Repair (If applicable)	\$10.00-\$100.00	Ceramic Tile (If applicable)	\$15.00 & Up
Trash Removal	\$20.00-\$60.00	Plumbing Fixtures/ Hardware	\$15.00 & Up
Wallpaper Removal	\$20.00-\$150.00	Appliance Repair (Chips)	\$50.00-\$100.00
Painting (Inc. Tobacco Damage) For residents who have resided less than three years. Painting is prorated over three years	\$100.00- \$800.00	Sink Repair (Chips)	\$20.00-\$40.00
Tile Floors	\$15.00- \$40.00 each	Bathtub Repairs (Chips)	\$25.00-\$75.00
Holes in Walls & Ceiling	\$10.00-\$150.00 each	Mini Blinds	\$35.00-\$100.00
Light Fixtures	\$5.00 -\$15.00	Mini Blinds Plastic Wand	\$3.00-\$5.00
Ceiling Fans	\$5.00 -\$15.00	Total Carpet Replacement (Depending on Size)	\$600.00-\$1300.00
Smoke Detectors	\$5.00 -\$15.00		
Porches/Decks	\$10.00-\$25.00	Note: Wallpaper, window treatment, carpet and appliance replacement will be based on actual cost including labor and installation	

