

North Haven Communities

Resident Guide

Welcome Home!

The staff of North Haven Communities extends a warm welcome to you and your family. We are committed to making North Haven Communities an outstanding community to live in and to provide superior service to each of you. Our goal is to make the home and environment you live in at North Haven Communities the best place you have ever lived. Thank you for allowing us to serve you and entrusting your family's care to our dedicated staff members. This Resident Guide outlines North Haven Communities policies, services and your responsibilities as a resident.



QUICK REFERENCE NUMBERS*

NORTH HAVEN COMMUNITIES–Welcome Home Center

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Introduction

It is important for residents to familiarize themselves with the contents of this Resident Guide in order to receive the full benefits of living in North Haven Community Homes. Any questions or concerns should be directed to the neighborhood Community Manager. See locations and phone numbers in section 2.1.

This guide contains current policies and services applicable to residents of North Haven Communities. North Haven Communities may update policies and services over time to better assist residents' needs. Any modifications or changes to the guide shall be effective after 30 days notice to the resident.

Chapter 1 - North Haven Communities Cares About Resident Safety**1.1 Fire Prevention & Hazards**

Residents shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to the Directorate of Emergency Services (DES) and North Haven Communities. A resident is responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the resident's permission or implied consent. The cause of the fire and the responsible party for payment of the damages will be determined by the Fire Inspector. If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the resident will be moved to another home, subject to availability.

- Please take care not to block exits, including windows.
- Gas grills, charcoal grills, portable outdoor fireplaces and large fryers may only be used in accordance with local safety codes and regulations. They must be at least 15 feet from any building. These items are not to be used on decks and balconies, in storage shed and in garages.
- All homes are equipped with smoke detectors and carbon monoxide detectors, which should not be deactivated or removed. Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector which does not work properly to North Haven Communities. The Maintenance Department will exchange the batteries and make repairs when called in by the resident. Any questions about operation or performance can be directed to the Community Management Office.
- The house number should be clearly visible from the street at all times.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.
- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids will be done outside of all buildings, including garages or right-of-way associated with housing.
- It is prohibited to operate kerosene or electrical heaters in homes or garages.

1.2 Community Safety

- Report any non-working street lights or emergency lighting to maintenance.
- Speed limits are posted throughout the community. Speed limits are enforced by Department of Emergency Services for the safety of the residents, especially children, in the community.
- Transformers and utility boxes are not play areas. Do not allow children to play on them or dig around them. They are to protect individuals from high voltage electricity.
- Please refer to section 2.18 for requirements and safety information on weapons and firearms.
- Do not warm up vehicles in the garage with the garage doors closed. This is a common cause of Carbon Monoxide poisoning and can be life threatening.

Waterway Safety

- All man-made and natural ponds, creeks and ditches are off-limits. Storm water detention ponds are not for recreation (no swimming, ice skating, etc.)
- Sledding is not permitted along the pond banks or railroad beds.
- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim.
- Maintain constant supervision. Watch children around any water environment (resident owned pool, stream, lake, tub, toilet, bucket of water), no matter what skills your child has acquired and no matter how shallow the water. For younger children, practice "Reach Supervision" by staying within an arm's length reach.
- Avoid drainage ditches and culverts. Drainage ditches and culverts for water run-off are not good places for swimming or playing. After heavy rains and during break-up, they can quickly change into raging rivers that can easily take a human life. Even the strongest swimmers are no match for

the power of the water. Fast water and debris in the current make ditches and culverts very dangerous.

1.3 Parental Supervision & Care of Children

Responsibilities

Parents are accountable for the conduct of their children. To ensure the children's safety, residents, associates and members of the community should report known violations to the appropriate authorities.

Parents are liable for damages caused by negligent or unlawful conduct of their children. Children under the age of 12 should not be left alone for an extended period of time. Additionally, pre-teenage children should not care for siblings for an extended duration nor should they be left alone overnight. Please check with the Children and Youth Services Division for the most recent information on this sensitive matter.

Violations that place children at risk may result in actions by:

- Command
- North Haven Communities
- Provost Marshall Office
- The Family Advocacy Program

Prohibited Play Areas

Children must abide by signage and are prohibited from playing:

- Around unoccupied buildings and homes
- 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
- In or near ponds, creeks, sink holes, storm water detention ponds; or in any areas deemed inappropriate or unsafe.

Some North Haven Communities recreational amenities have age requirements that must be strictly followed.

Chapter 2- General

2.1 Office Locations

North Post Community Office	1405-4 Chestnut Street
South Post Community Office	6 th Street, Bld 4183, Apt 7
Fort Greely	1 st Street, Apt 707A
General Administrative Offices	6 th Street, Bld 4183, Apt 1

2.2 Office Hours

The following are the regular business hours for the community management offices located at the Community Management Office:

Monday through Friday	8:00 AM - 5:00 PM
Saturdays & Sundays	By appointment

Management offices are closed on the following days:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve and Christmas Day

2.3 Rental Policies

There are no mandatory housing assignments or offers on Forts Wainwright and Greely (Exception will be Key & Essential Personnel as determined by the GC). Service members may explore housing options within the surrounding communities. Service members living on post transfer their Basic Allowance for Housing (BAH) at the "with dependent" rate to North Haven Communities in exchange for residing in a North Haven Communities home. The BAH allotment is a condition for residing in privatized military family housing. In the event of dual military couples in the same home, North Haven Communities receives an amount equal to the rate of the senior member drawing a BAH "with dependant."

Anyone with outstanding debt to North Haven Communities is pursued to the fullest extent possible, including the involvement of the Service member's chain of command. Unresolved debt is turned over to a collection agency and, if unpaid, can adversely affect credit ratings.

Service members must notify management of any change in pay grade, since BAH is directly tied to pay grade.

2.4 General Policies

The Community Management Office assists residents with all on-post housing needs.

The Service member's spouse may sign for or move out of North Haven Communities if they have received a Special Power of Attorney, which is intended for use when the Service member is absent due to duty requirements.

Service members must have a minimum of 12 months remaining on their current duty assignment in order to move into a North Haven Communities home.

2.5 New Resident Orientation

North Haven Communities staff guides residents through the entire housing process from the initial contact until keys are provided to the home. Residents are not permitted to change or in anyway alter the locks installed on the doors of the leased premises. In the event of lost keys the resident may be charged \$10 per key replacement.

North Haven Communities strives to make this experience a positive one for all residents. The following items are covered with families:

- Authorized Occupants per Military Orders
- Home Type(s) by Rank
- Home Availability by Location
- Rental Policies and Procedures
- Resident Occupancy Agreement content
- BAH Payment
- Pet Policies
- Amenities and Services
- Resident Utility Conservation Program

2.6 Move-In Condition Evaluations

A Resident Services Coordinator (RSC) will escort Families to the home, walk through it room by room and examine the exterior. Residents should let North Haven Communities staff know immediately if satisfied with the home and determine if anything was overlooked.

Should any discrepancies be observed, residents should document the item immediately and refer it to the proper staff section (RSC, management, maintenance) within 72 hours for prompt resolution. At move-out, the Move-in Condition Evaluation will also serve as a basis to determine if any damages occurred in the home during residency and, if warranted, what charges may be imposed to correct the damage.

Any damages that occur during move-in or move-out caused by either resident or moving company should be reported immediately to the Community Manager. A staff member will meet with the resident, note the damages and assist the resident in any way necessary.

2.7 Resident Occupancy Agreement

The Resident Occupancy Agreement outlines the responsibilities for qualified military Families to reside in North Haven Communities and establishes the rental payment to Army Alaska Family Housing, LLC. The Service member must sign this agreement unless the spouse has a Special Power of Attorney (SPOA) to initiate the BAH allotment.

The Resident Occupancy Agreement may be terminated if the Service member:

- Experiences a change in marital status; or
- Has received permanent change of station orders; or
- Has received temporary duty orders in excess of three months' duration to depart 35 miles or more radius from the location of the Premises; or
- Receives orders to deploy for more than ninety (90) days; or
- Is discharged or released from active duty with the armed forces of the United States or from his full-time duty or technician status with the National Guard; or
- Is involuntarily assigned to government-provided quarters resulting in the forfeiture of basic allowance for quarters; or

- Dies or his/her spouse dies or the Tenant is declared missing-in-action. (The spouse, next of kin or Personal Representative/Executor of the decedent's estate may exercise an early termination of this Agreement.)

Additionally, residents must sign the Waiver of Liability form to utilize the Community Management Office facilities and recreational amenities.

2.8 Access

North Haven Communities Management Offices shall retain keys to each home in their respective areas of responsibility. Housing keys are under secure control of staff members at all times. These keys are used to provide access for routine and emergency maintenance service. North Haven Communities staff will keep these accesses to a minimum. Therefore, with the exceptions of emergencies or abandonment, North Haven Communities staff requires permission from the resident before entering a home unless a Permission to Enter (PTE) form is signed at move-in.

2.9 Conduct and Breach, Drug and Unlawful Activity

Service members are responsible for the conduct of Family members, guests and any other persons related to or affiliated with the household. Any conduct that violates the Resident Occupancy Agreement (to include, but not limited to drug and other unlawful activity) shall be addressed through a written notice to the resident that corrective action be immediately taken. The Service member's chain of command and / or the Provost Marshal Office may be notified depending on the violation. Violation of the Resident Occupancy Agreement and / or the Resident Guide may result in termination of residency and immediate eviction.

2.10 Noise / Quiet Hours

To secure the peaceful enjoyment of all residents, residents and any persons on the premises are asked not to disturb the peaceful enjoyment of the neighborhood. Residents shall keep the volume of any radio, stereo, TV or musical instrument in a home sufficiently reduced at all times.

Excessive noise is prohibited in the housing community at all times. For enforcement purposes, the term "excessive" is noise that under the circumstances is disturbing to the quiet and comfort of another person within the housing area. Quiet hours in North Haven Communities are 2200 to 0600, Sunday through Thursday and 2300 to 0600, Friday, Saturday and holidays.

2.11 Minor Violations

With the exception of severe cases, examples of minor violations include:

- Failure to maintain fenced yard (mowing)
- Failure to remove snow from driveways, the walkway to the front door and stairs within 12 hours of snow fall.
- Parking in front of or within 15 feet of a fire hydrant
- Unauthorized commercial activities
- Unauthorized construction or alteration
- Vehicle maintenance (oil change; engine repairs etc – changing of tires is the only authorized work)
- Poor sanitary practices inside and outside the home
- Failure to allow maintenance personnel access to homes for needed work
- Unauthorized or unregistered ORV, trailers, RV or boat parking at the resident's home
- Vehicles parked on the grass, prohibited streets or non designated parking areas

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Penalties for minor violations of the Resident Occupancy Agreement or Resident Guide are as follows:

First violation: Resident receives a courtesy letter from North Haven Communities. A copy of the letter is placed in the resident's file.

Second violation: North Haven Communities issues a Letter of Warning to the resident and may assess a fine. Failure to comply with the Letter of Warning may result in termination of the resident's Resident Occupancy Agreement

Third violation: Three violations may result in termination of the Resident Occupancy Agreement and eviction from your home.

Failure to remove snow, pet feces, mow grass or remove trash receptacles in a timely manner may result in fines. Please refer to the North Haven Communities website at www.nhcalaska.com for a list of potential fines applicable.

2.12 Major Violations

Major violations of the resident's Resident Occupancy Agreement or this Resident Guide will result in an action of eviction. After appropriately notifying the resident of the violation in accordance with Section 2.13, and failure of the resident to immediately correct the violation within 24 hours, North Haven Communities will terminate the Resident Occupancy Agreement and, if necessary, pursue eviction and damages. In addition, North Haven Communities may contact the Service member's chain of command for consultation and appropriate action.

Major violations include without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving the Service member, Family member or guest
- Inherently dangerous or criminal actions
- Domestic disturbances / spouse or child abuse
- Felony convictions
- Misconduct which results in injury or property loss to a neighbor, North Haven Communities or the government
- Criminal activity by any member of the household or a guest
- Pet policy violations
- Failure to pay rent; failure to authorize (or discontinuance of) allotment
- Sublease assignment of housing agreement
- Failure to comply with a Letter of Warning for a minor violation

2.13 Enforcement Policy

North Haven Communities is responsible for enforcement of the terms of the Resident Occupancy Agreement and this Resident Guide. When families reside in North Haven Communities, they are agreeing to abide by the Resident Occupancy Agreement and this Resident Guide. The residents and staff that make up the community here at North Haven Communities, are all the "stewards of family well being" Should a Service member and / or Family member fail to abide by the policies and procedures, North Haven Communities will investigate the problem(s) and address all issues and concerns with the relevant parties. If necessary, the Service member's chain of command is notified.

Acts of misconduct or violations of resident policies will result in a written notice to the Service member by management staff. The written notice details the misconduct or violation, what corrective action is required, and what action is taken if further violations occur. If a persistent pattern of misconduct occurs, North Haven Communities gives the Service member a written Notice of Intent to Terminate the Resident Occupancy Agreement. The service member (or spouse if service member is deployed or at training) has 7 days to respond to North Haven Communities' written notice. North Haven Communities will consider the Service member's response prior to pursuing termination and, if necessary, eviction.

2.14 Guest Policy

Residents may have visitors in their homes; however, visits of more than 30 consecutive days require written permission from North Haven Communities. The Service member is responsible for all Family members, guests and any other persons related to or affiliated with the household. Guests may not intentionally or negligently destroy damage or remove any part of the North Haven Communities premises. The resident is also responsible for any additional notification required by the command.

2.15 Guest Policy During Deployments

Up to two adult Family members may stay with the spouse in family housing during the Service member's deployment. Resident must notify North Haven Communities of the additional Family members residing in the home. Special requests for guests will be considered on a case-by-case basis. The presence of guests does not entitle the Service member to a larger home.

2.16 Temporary Absence from Home

North Haven Communities will perform periodic inspections of the home during extended absences of more than one week. All residents must contact the Community Management Office to provide the dates needed for "Home Watch." Each resident will need to complete the Home Watch form. Home Watch forms are available at the Community Management Offices and the Welcome Home Center. An emergency contact must be given any time a resident is away from home for an extended period. In the event of an absence from the home, the resident is required to arrange for adequate care of the home; ensuring that the fenced-in yard is maintained and that the home will be safe during the winter. Provisions for lawn mowing and snow removal must be made in your absence. Pets may not be left at your home during periods of absence. North Haven Communities is not responsible for any damages which may occur to your home or personal belongings during your absence. Home Watch Checklists are available at the Community Management Offices.

2.17 Pest Control

Good housekeeping assists in the elimination of pests; homes should be kept in clean and sanitary condition at all times. Residents shall immediately notify their Community Management Office of the presence of any pests or vermin. In the event that pest control treatment is necessary, the resident may be required to prepare the home prior to treatment. North Haven Communities will provide the resident with a pre-treatment checklist as necessary, and document all services rendered to ensure routine and satisfactory service.

A 72-hour advance notice is sent to your home prior to treatment giving ample time to prepare and indicate entry information for scheduled service. Access to your home is imperative for maximum effectiveness of treatment and maintaining scheduled appointments.

A licensed pest control technician visits each neighborhood to address complaints and re-treatments if necessary. North Haven Communities schedules additional treatments as needed.

2.18 Weapons and Firearms

Registration

In accordance with the Installation and North Haven Communities policy, residents residing in North Haven Communities must register their privately-owned firearms with the visitor center at the main gate or the military police desk in building 3028 within 3 days of arriving at Fort Wainwright or within 3 days after purchase of a weapon and provide proof of notification to the Community Management Office.

Residents at Fort Greely must register their weapon within 48 hours or two (2) working days of arrival or after purchase at the Visitor center (building 556) and provide proof of notification to the Community Management Office. Military personnel who violate the provisions of North Haven Communities Weapons and Firearms policy are subject to immediate lease termination.

Individuals occupying family housing may retain authorized privately owned weapons and ammunition in their home. Firearms must be secured in a locked container. Ammunition and arrows must be stored in a locked container separately from firearms or bows. All weapons must be registered with the Community Management Office. Residents who do not wish to register their weapons with North Haven Communities must store such handguns in their unit arms room or with a licensed firearm dealer.

Authorized privately owned weapons include fire arms, B.B. guns, air pistols, pellet guns, paint ball guns, target and hunting bows, crossbows, spear guns, other projectile throwing devices and other weapons legally acquired by military personnel or civilians in compliance with federal, state, and local law.

Restrictions

Government-owned weapons, firearms and ammunition are not allowed in North Haven Communities areas.

The use of personal and government owned handguns, rifles, air rifles / pistols, bows and arrows, pellet guns and paint ball guns, fishing spear guns, knives and fireworks in North Haven Communities housing areas is prohibited. Fireworks are not authorized within North Haven Communities.

Violations

Misuse, discharging, brandishing a weapon or any other activity determined to be illegal and / or irresponsible handling of a weapon by a resident is not tolerated and may result in the termination of residency.

2.19 Housekeeping

Each resident has a responsibility to ensure that their home is maintained in a clean, safe and sanitary condition. Instances of poor housekeeping resulting in unsafe and unsanitary conditions are investigated by North Haven Communities. Depending on the severity of the condition and the impact on the residents, the case may be referred to various agencies to assist the Family in correcting these conditions. Persistent poor housekeeping may result in termination of the Resident Occupancy Agreement and the family's eviction from North Haven Communities.

Chapter 3 - Maintenance and Repair

3.1 Lead-Based Paint & Asbestos

In compliance with Federal law, North Haven Communities will provide residents who are assigned a home built before 1978 (the last year in which the use of lead based paint in homes was legal) a copy of the current EPA pamphlet "Protect Your Family from Lead in Your Home" (EPA747-K-99-001), prior to accepting their home. Resident will sign a disclosure statement as part of the lease paperwork at time of move in.

Other lead-related brochures are available in each neighborhood office to include: "Lead in Your Home: A Parent's Reference Guide" (EPA747-B-98-002), and "Lead Poisoning and Your Children (EPA747-K00-003).

On 7 January 2000, the Department of Defense (DOD) signed a policy to manage lead-based paint in a manner protective of human health and the environment and to comply with all applicable Federal, State or local laws regulating lead-based paint and their hazards. North Haven Communities maintains strict compliance with this policy in addition to any standards mandated by the Department of the Army. All known areas of lead-based paint are resolved.

Lead-based paint is not an immediate health hazard as long as paint is covered by subsequent layers of non lead based paint and is not flaking, damaged, or applied to friction surfaces (like window frame tracks). Any lead-based paint in housing is managed in accordance with a management plan that will minimize any resident exposure.

Housing built before 1980 may contain asbestos in various building materials. The materials that may contain asbestos are pipe insulation, sheetrock mud, sheetrock, vinyl flooring, vinyl base cove and the glues used to attach these items.

When these materials are undamaged, the asbestos is properly contained and cannot be released into the air and there is no health hazard. It is your responsibility as a resident to ensure that potential asbestos containing materials remain undamaged during your occupancy. It is also your responsibility to report any asbestos identification labels that have come off or have been removed. If damage occurs, immediately call in a service request. Residents will sign an acknowledgement at time of move in as part of their lease agreement.

3.2 Service Request Procedures Maintenance and Repair

In order for North Haven Communities to maintain the comfort and safety of residents' homes, we ask they call the toll free number 866-370-9623 immediately when maintenance is required.

Service Requests are placed by telephone at 866-370-9623 or, for routine requests, online at www.nhcalaska.com. Uniformed maintenance technicians will leave a notification card after they have performed maintenance at your home.

Procedures

When a service request is received by the North Haven Communities representative, a service request number is assigned. The North Haven Communities representative provides an approximate date and time the work is performed. There are three categories of service: emergency, urgent, and routine. Normal hours are defined in paragraph 2.2.

Category		Response Time / Completion Goal
Emergency	Life, health or safe issue	1 hour during normal hours; work until resolved or stabilized

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Urgent	Issue that can soon become a life, health or safe issue	Respond within 4 business hours; completed within 1 business day given the constraints of ordering parts
Routine		Respond within three working days of receipt of call and completed within three working days of response

Emergency:

- Failure 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 failure (i.e., inoperable refrigerator and heating system), utility outages, doors and windows that cannot be secured
- If the emergency cannot be completely addressed during the initial visit, the maintenance technician will stabilize the situation and finish the request as soon as possible
- For homes with more than one bathroom, a clogged toilet is not an emergency. Clogged sinks will only be responded to as an emergency from 4pm, Friday until Noon, Sunday. All other times will be handled during normal business hours.

Urgent:

Not categorized as an emergency, but has the potential to create a substantial inconvenience to the family.

- Contained water leaks
- One of two or more toilets or sinks are inoperable
- Partial power (e.g., no power upstairs)

Routine:

These items do not warrant the attention of the emergency or urgent category but need to be addressed within a reasonable amount of time. The following are examples but not limited to

- Leaky Faucets
- Screen Repair
- Functioning HVAC System that is not performing to specification
- Garage Doors

Resident Maintenance Responsibilities

The resident is responsible for minor maintenance items such as (but not limited to):

- Mowing and maintenance of back yards that are fenced
- Snow removal of driveways, walkways leading to the home, stairs and back patios
- Plunging toilets
- Replacing incandescent light bulbs. Fluorescent light bulbs need to be called in as a service request and North Haven Communities will replace the item. North Haven Communities will also replace lights which are not within the reach of the resident.
- Resetting circuit breakers / garbage disposal
- Removing foreign matter from the commode, sink, or bathtub drains
- Turning off water valve in case toilet overflows

3.3 Rubbish / Refuse / Recycling

North Haven Communities has contracted for refuse services. There will be two (2) methods of refuse collection:

1. In neighborhoods with centrally located dumpsters for the use of trash disposal, it is the resident's responsibility to place trash inside the dumpster in trash bags. If resident spills trash, it is the resident's responsibility to clean up area and place all trash inside the dumpster.
2. In neighborhoods with a wheeled garbage container, the individual receptacles are the responsibility of the resident and will be labeled with the resident's address. Refuse is only accepted in these containers. All trash must be in plastic bags, and MUST be placed in the provided garbage container. No bags may be placed curbside outside of the container, this will prevent loose materials from littering your community. Residents should not place rubbish on patios or any other common areas, interior or exterior. Regular weekly pickup schedules are provided to all residents upon move-in. Residents are responsible for placing all containers curbside by 0700 on the designated pickup day. To prevent scattering of trash by animals or weather, trash should not be placed curbside the night before scheduled pick up. Receptacles must be stored no later than 1900, of the day of pick-up.

Bulk pickup for oversized trash items are scheduled periodically. Residents receive notification of the scheduled date in the monthly newsletter.

Recycling: A recycling plan will be developed and residents will be notified once it is implemented.

Appliances, liquids (motor oil, anti-freeze, gasoline, engine cleaners, engine and radiator flushes, transmission fluids, oven cleaners, Lime-Away, window cleaners, furniture polish etc), tires, car batteries or computers cannot be accepted at any time.

- For paint disposal, allow liquid to evaporate and dispose in normal trash service.
- For automotive oil, batteries or tires, retailers of these products will usually accept your old materials for a minimal fee.
- Remember to use the Ft Wainwright Auto Craft Shop for do-it-yourself auto repair. Automobile repairs and service are not authorized in North Haven Communities residential areas.

3.4 Plumbing

The plumbing in the home should be treated with care. It is important that toilets and waste pipes not be used for any purpose other than those for which they were intended. No sweepings, rubbish, feminine products, baby products or any other improper articles should be put into them. Do not dispose of grease in drain systems and use cold water when operating the kitchen sink disposal. The resident shall be responsible for any damage to the home caused by misuse of the plumbing system.

3.5 Snow / Ice Removal

For the safety of all, residents are required to remove any accumulation of snow / ice on the exterior stairs, walkways and driveways of their homes within 12 hours of snow fall. In the event of an emergency, it is imperative that safe access is available for emergency services and for the safety of residents. Fines may be issued for accumulation or untimely removal of snow. Please refer to the North Haven Communities website at www.nhcalaska.com and Appendix C for a list of potential fines applicable.

3.6 Home Alterations and Repairs

North Haven Communities residents shall make no alterations or repairs to North Haven Communities property without prior approval of the Community Manager. Approved alterations and repairs must not damage the home, garage or adjacent areas. Upon move-out, the resident shall remove any fixtures without causing damage to the home, garage or adjacent areas. In the event the removal of any such fixture or other personal property of the resident causes damage, North Haven Communities may charge the resident the cost to repair the damage.

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Chapter 4 - Care and Use of Homes

4.1 Mold Prevention

Molds are forms of fungi that are found naturally both indoors and outdoors. Moisture and humidity make mold overgrowth a problem in some buildings. Molds produce spores, which are released in the air and can cause allergy symptoms in some people, although most people are not affected by mold in their environment. The resident will sign a mold disclosure as an addendum to the lease agreement. The following information provides guidelines for residents to follow to minimize the impact of mold in their home. The resident is responsible for any damage caused by excessive mold in the home resulting from their negligence.

Mildew

Mildew is a persistent problem in warm, humid climates and in many parts of the country where the humidity level is high during summer months. Mildew can also be a problem during the winter months when conditions are just right. To prevent mildew and eliminate it after it has formed, an understanding of what mildew is, what causes it to develop, and how it can be stopped and kept from returning is necessary.

Preventing Mildew Growth

Since mildew spores are almost always present, the three best ways to control mildew growth are to eliminate the source of food, deprive the mildew of sufficient moisture, and/or to keep the temperature too low for fast mildew growth.

Keeping things clean. Many materials in homes provide a ready source of nutrients for mildew. Mildew can feed on natural fibers used in clothing and furnishings, paper materials that have not been treated, glues such as those sometimes used in book bindings, and materials in some grout. Some other materials, such as ceramic tile, glossy paint, and glass, do not support mildew growth when they are clean. However, the slightest amount of soil on their surface will supply the necessary nutrients for mildew growth. The organic residue of some soaps left on shower stalls and shower curtains provide the required nutrients for mildew growth. Smoke and volatile cooking oils also settle on walls and furnishings to provide a soil on which mildew will grow. Walls, closets, basements, clothing and other textiles where mildew is likely to grow should be kept clean.

Controlling the temperature. Since mildew thrives at temperatures between 77°F and 86°F, summer conditions will encourage mildew growth. Air conditioning will reduce the interior temperature of homes, but the temperature may not be uniformly low enough to stop mildew growth if the air is fairly humid. Areas within cabinets and closets or behind draperies may be warmer, and humidity will be trapped unless the doors are louvered or left ajar.

Controlling moisture in the air. Since a high relative humidity (RH) is required for mildew growth, we need to understand what RH is and how it is related to temperature. Technically, RH is the ratio of the partial pressure of the actual water vapor in the air to the pressure of totally saturated air at the same temperature.

Warm air can hold more moisture than cool air. For example, air at 80°F can hold twice as much moisture as air at 60°F. If air in a house at 60°F and saturated with moisture (100 percent RH) is heated to 80°F without a change in moisture, the RH would then be about 50 percent. Both situations would prevent mildew growth: 60°F is too cool for fast mildew growth even at 100 percent RH, and 50 percent RH would be too dry at 80°F.

4.2 Satellite Dish

Residents who wish to install a satellite dish must submit a request with the Community Management Office and adhere to the following upon approval:

- a. Antennas and satellite dishes will be 18 inches or less and professionally installed with the approval of the Property Management staff.
- b. Antennas / satellite dishes are not to be attached to chimneys, roofs, garages, fencing or homes.

- c. The antennas / satellite dishes and all associated conductors and guy wires are located in such a manner as to prevent them from coming in contact with electric power lines. If the mast is over ten feet, a triangular structural galvanized steel or aluminum-reinforced tower will be used. Under no circumstances will any vinyl or metal surfaces of the home be penetrated.
- d. Residents are fully liable for any and all injuries and damages to persons or property resulting from their satellite dish. Resident(s) shall have the satellite dish installed and operate the dish at their own risk and hereby indemnify Army Alaska Family Housing dba North Haven Communities, including their related companies, employees, agents and service providers from any and all injuries and damages resulting from ownership, installation, and / or use of their satellite dish.
- e. Residents are responsible for removing the satellite dish upon move-out and returning the home to initial move-in condition.

Requests for amateur or CB radio antennas are coordinated with the Directorate of Information Management (DOIM) prior to submission to the Community Management Office for approval. The rules for the installation of amateur or CB radios are the same as satellite dish installation.

4.3 Storage Sheds

Requests for storage sheds must be approved by the Community Management Office. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Additionally:

- Sheds will not exceed 120 square feet in floor area.
- Storage sheds must be of commercial type, properly constructed, and anchored securely to prevent possible overturning from winds.
- Storage sheds are permitted only on the land area behind the home within their assigned areas and are not to be fastened or attached to the structure.
- If painted, the color must be compatible with the exterior color of the home.
- All storage sheds must have metal or plywood floors.
- Residents are responsible for dismantling and removing shed, removing residual material from the site, and restoring grassed areas prior to moving out of the home.

4.4 Patio Covers

Attached patio covers of any type are not authorized.

4.5 Outdoor Furniture

Only furniture intended for outdoor use is to be used outdoors. Vehicle seats and / or furniture intended for indoor use are not permissible for outdoor use.

4.6 Fencing

Resident installation of fencing of any type including dog runs is not authorized.

4.7 Window Coverings

Only window coverings with white or beige backing (blinds or curtains) may be used to cover windows. Items such as flags, aluminum foil, sheets and blankets will not be used to cover windows.

4.8 Installation of Air Conditioners and Other Privately Owned Equipment

Resident-owned air conditioners are permitted with prior approval of North Haven Communities Management.

- Air conditioners must be properly installed in a manner that does not damage the property or present a safety hazard and is aesthetically pleasing. Do not obstruct emergency exits, including windows. If plywood is used to support the AC unit or block the window, it must be painted the same color as the building. Air conditioners can not be installed prior to May 31 and must be removed no later than September 1. Resident must get approval from the Community Management Office prior to installation.
- All homes come fully equipped with a stove and range-hood, refrigerator, a dishwasher. The appliances may not be removed or replaced with privately owned appliances, or moved in any

way as to alter the current layout of the homes. However, residents may use a freezer, second refrigerator, etc. to accommodate their household needs when the appropriate power supply is available. Residents may also use privately owned clothes washers and dryers.

- Use of waterbeds is authorized on first floor bedrooms only. Residents will be held liable for any damages caused by the use of a waterbed. Resident must get approval prior to installation and show proof of insurance that specifically covers potential damage caused by waterbeds to be maintained on file at the community management office.

4.9 Laundry

All homes are equipped with a washer and dryer. In order to maintain the aesthetics of the community, hanging or placing laundry on the exterior of any building or lawn is not permitted. Camping / hunting gear can be hung outside to dry for no more than a 24 hour period.

4.10 Curb Appeal

All residents are responsible for maintaining minimal curb appeal which includes not impairing the general look and feel of the community by installing or placing items (such as storage sheds, dog kennels, outdoor furniture, vehicles, decorations, sporting equipment, etc.) in highly visible areas or in manners that disturb the community curb appeal. Items should not be visible above fencing from the roadways. Residents must maintain yards and home fronts to ensure the community general upkeep.

Chapter 5 – Personal Recreational Equipment

5.1 Skateboards

Skateboarding is permitted in family housing areas. Where possible, skateboards should remain on sidewalks rather than on any roadways. Skateboarders must always yield to pedestrians and vehicular traffic. The following protective equipment is mandatory for each user: helmet, shoes, wrist guards and elbow and knee pads.

5.2 Swimming Pools

Small, well-maintained wading pools, 12 inches or less in height and no more than 5 ft wide, are authorized. Wading pools may be positioned in the back yard on grassed areas and must be emptied and removed when not in use. Any damage to grassed areas is repaired at the expense of the resident. Adult supervision is required at all times when wading pools are in use.

5.3 Swing Sets

Swing sets and other similar types of children's exterior recreational equipment are permitted in family housing areas but must be without defect so that the equipment does not present a health and safety risk. The resident is responsible for the safety, supervision and upkeep of equipment. The resident is also responsible for restoring damaged areas of turf / landscape caused by use of recreational equipment.

5.4 Trampolines

Trampolines are inherently dangerous for the owner and, more importantly, for the neighboring children. Therefore North Haven Communities enforces a strict policy surrounding trampolines.

All trampolines must have safety netting. In neighborhoods where the homes have a fenced yard, the trampoline must be placed within the fenced yard. Otherwise, if left outdoors unattended or overnight it must be taken down or turned upside-down when unattended. Residents are responsible for damages or personal injury associated with trampolines and therefore should obtain appropriate liability insurance.

Chapter 6 - Miscellaneous

6.1 Insurance

North Haven Communities provides each resident with a renter's insurance policy, funded with the renter's insurance component of the military members BAH, that goes into effect upon move-in. North Haven Communities uses a standard policy for each resident that provides \$100,000 liability coverage without any deductible, and \$20,000 of personal property coverage with a \$250 deductible. This approach affords coverage to North Haven Communities military families that are comparable to the typical coverage available in the private sector. Residents may also purchase supplemental coverage from another carrier of their choice at their own expense if these coverage levels do not provide adequate coverage for their circumstances.

Coverage

A coverage policy summary will be provided to each family describing the terms, limits and conditions of the policy and coverage. Residents should carefully read the policy that is provided.

Claims

Residents should contact the appropriate insurance carrier for claims and also contact the Community Management Office. Visit our website at www.nhcalaska.com if questions arise or if additional assistance is needed.

6.2 Use and Residency

Only listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The resident agrees that the number of residents in the home will not exceed the number and names shown on the Resident Occupancy Agreement per the authorized dependents on the service member's orders. Residents must notify the Community Management Office if the family size or the identity of the family members changes. North Haven Communities will update their records to reflect the correct family size.

In the event that any person using the premises or visiting the home shall suffer any fall or other injury, the injury must be reported to North Haven Communities with the date, time, place and conditions of the incident and the names of all persons who witnessed the incident. A report is given to the North Haven Communities Community Manager no later than the next business day after the incident occurred.

6.3 Home Businesses

Residents wishing to engage in home businesses must not be in competition with services offered through the installation. Businesses such as childcare, the sale of home or beauty products and fund raising events require a written authorization from the Community Management Office. Consideration of such requests requires endorsement from the Garrison Commander. Engaging in other commercial ventures is not permitted.

Any resident who intends to provide child care for a third party must comply with US Army Family Child Care (FCC) provider requirements. A resident must provide North Haven Communities with a copy of an FCC approval certification which may only be issued by the North Haven Communities Family Child Care Manager after completing a course study and home inspection.

6.4 Family Child Care

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

Individuals who provide child care in privatized housing for more than ten childcare hours per week on a regular basis are required to become certified FCC providers. Both the "10-hour" and "regular basis"

conditions must be met for this requirement. Children from the same family count as one child. Contact the Family Child Care Office or your Community Management Office for more information.

FCC homes usually require minor modifications and equipment, which are handled through FCC Coordinators. The Community Management Office must approve modifications that require permanent installation. Also, to assure proper installation, neighborhood maintenance staff will install or supervise the installation of those modifications. Examples of equipment include safety latches, ground fault interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children.

North Haven Communities will repair any health, safety and maintenance concerns discovered during the FCC pre-certification through the regular maintenance and repair program. Any additional safety equipment or FCC specific modifications are performed at the expense of the resident and / or the FCC program. Residents seeking to become an FCC provider must contact the FCC Coordinator.

6.5 Exceptional Family Member Program (EFMP)

Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support and personnel services to Families with special needs. Families arriving that have special needs should check in with the EFMP Coordinator at the installation. If applying for a North Haven Communities home, please let your Community Manager know that there is an EFMP need. EFMP staff will then be consulted. General program information and enrollment forms are available on the web at www.militaryhomefront.dod.mil.

6.6 Pet Policy

Pet damages can be a significant and substantial expense to you. Pet ownership is a privilege that will be extended to all residents at North Haven Communities unless previously lost by order of the GC. 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 residency for repeated violations. North Haven Communities recognizes the importance of pets to residents. With that in mind, the established rules are designed to encourage the healthy raising and maintaining of all pets. The following are guidelines all residents must follow.

- . The policy is aligned with current U.S. Army policy:
 - Upon move in, the resident must pay a pet fee of \$100 per pet.
 - Residents are limited to a total of two (2) domestic pets per house.
 - Domestic pets are defined as dogs, cats, small caged animals and small fish tanks (less than 20 gallons)
 - The two (2) pet rule does not include caged birds, fish or frogs.
 - Pets must not be left alone in a home for more than 8 hours at a time.
 - Pets are not to be left in a vacant vehicle at any time.
 - Wild animals, exotic animals or farm animals are prohibited.
 - All cats and dogs must be registered with the garrison in accordance with U.S. Army policy and with North Haven Communities within 7 days of assignment to a North Haven Communities home. Cats and dogs owned by residents must be micro-chipped. Cat and dog owners may be requested to provide a copy of verification of appropriate immunization along with pet registration to the North Haven Communities Management Office.
 - Breeding of animals for commercial purposes is in violation of U.S. Army and NORTH HAVEN COMMUNITIES policies. Non-commercial owners will register litters and dispose of litters within 60 days of birth.
 - The two (2) limit pet rule applies to fostering and rescuing of animals as well. Under no circumstances may a resident exceed the two (2) pet limit.
 - Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas or within fenced in common areas. Please note that the fenced in common areas at some North Haven Communities homes are not designed to contain a dog.

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- Dogs must be confined to the home, in a fenced yard, or restrained by a chain or leash in the back yard. In no case will the restraining line be longer than 8 feet or allow the animal to move outside the owner's back yard or reach within 6 inches of a side walk. The restraining line can not be attached to any part of buildings or landscaping to include electrical services, water faucets, porch railing, or chain link fences. When dogs are outside the owner's yard for any purpose, they must be leashed and at all times under the control of the owner or another person capable of controlling the animal.
- Pets are not allowed in playgrounds or Tot Lots at any time.
- Garages or balconies are not suitable housing. Dog houses and kennels are permitted within yards only and should be removed prior to move-out. Kennels or houses must not be taller than the existing fencing (if applicable).
- All yards and common areas should be kept clean of pet droppings. Owners must pick up and properly dispose of pet droppings immediately in common areas as well as one's own premises. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Resident will be responsible for carpet cleaning and odor treatment of the carpet which will be identified during the final inspection.
- Residents are asked to remove pets that are aggressive or a nuisance. Pets must not prevent or obstruct employees or associates of North Haven Communities from properly performing their functions, duties and responsibilities. North Haven Communities reserves the right to terminate the Resident Occupancy Agreement for those residents failing to comply with removal notices.
- Abandonment of pets is prohibited.
- Guide Dog regulations will have exceptions to some of the rules as defined by "Title 40, U.S.C., and Section 291".
- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for North Haven Communities to request the removal of the pet or termination of the Resident Occupancy Agreement. North Haven Communities decision to have a pet removed is on a case-by-case basis but only after review of all case histories, facts and any future potential safety risks have been carefully considered

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These policies are to be strictly observed and will be enforced by the Management staff. These policies have been set forth to ensure a quality living experience for all those living in North Haven Communities. Management reserves the right to make such other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines may result in fines. Please refer to the North Haven Communities website at www.nhcalaska.com for a list of potential fines applicable.

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.

6.7 Parking

Fort Wainwright: Each home has 2 private parking spaces

Fort Greely: each home has 1 private parking space and additional parking is available on a first come first serve basis.

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Residents should also consider the following items in regards to parking:

- Parking on lawns, planted areas, and sidewalks is prohibited.
- Recreational vehicles, (Boats, Off Road Vehicles (ORV), trailers, dirt bikes, ATV's Snow Machines and Go Carts) and associated equipment may not be parked, stored on the streets, in driveways, yards or parking lots in any housing area. RV's must be parked in the installation authorized recreational vehicle storage lot or another storage facility off the installation. Campers and nonfunctioning vehicles CANNOT BE STORED IN NORTH HAVEN COMMUNITIES.

- Campers and other recreational vehicles are only allowed in housing areas while loading and unloading.
- All vehicles must be registered on the installation and insured. Parking areas are to be used only for passenger vehicles and are not to be used for storage of unregistered, uninsured vehicles.
- Vehicles parked in North Haven Communities must be kept free of snow at all times.

| Parking fines, ticketing and towing may occur for failure to adhere to these guidelines.

Off Road Vehicles (ORV):

| Fort Wainwright. Use on main post is restricted to the area beginning at the North end of River Road Bridge, north across the Trainer Bridge, East along River Road to the junction with Ski Road, to Birch Hill Road along the southern limits of the Ammunition Supply Point restricted area, to the FWA post boundary. The zone is bordered on the South by the Chena River. Questions concerning ORV use may be addressed to the Game Warden's Office at (907) 361-7692. Maps of off-limit areas and areas that are for ORV use are available at the Community Offices or the MP station.

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Fort Greely. Use on main post is restricted to the east of Robin Road and to the west of the woodline behind the 800 series housing units. To the north, the north side of Building 601 and the fuel point. To the south, the woodline behind the 900 series housing units.

Range Areas: Permission to ride on any range or training area must be obtained prior to use from range control.

Improved grounds: Permanently off limits to ORV's

Firetower Hill Ski Area, designated cross country ski areas and other areas marked are strictly off limits.

Abandoned vehicles

Notify your Community Management Office if you are aware of an abandoned vehicle. Residents departing Alaska permanently or on temporary basis may not abandon their vehicle in any of the North Haven Communities.

6.8 Vehicle Repairs

Automobile repairs are not authorized on North Haven Communities property. Residents may use the installations Auto Crafts Center for do-it-yourself automotive repairs.

6.9 Landscaping

All common areas of each neighborhood, including those turf areas immediately bordering homes are thoroughly maintained by North Haven Communities. Residents are responsible for maintaining turf areas within their fenced areas.

6.10 Telephone and Cable Service

The resident is responsible for telephone instruments, services and additional equipment. A minimum of one telephone jacks and wiring are provided in each home. All buildings are pre-wired for cable. Cable television is the responsibility of the resident.

6.11 Yard Sales

Community yard sales are authorized. Residents are required to obtain approval from the Community Management Office. The resident(s) must remove all posted signage regarding the yard sale at the conclusion of the sale. Unsold items must not be left out or in common areas. Failure to adhere to these guidelines may result in fines. Please refer to the North Haven Communities website at www.nhcalaska.com for a list of potential fines applicable.

6.12 Lockouts

Residents should visit the Community Management Office should they get locked out of their home. Upon providing proper identification, the resident is provided access to the home.

If lockout occurs outside of normal business hours, the resident should call their Community Management Office and request assistance. Once identity is confirmed, the resident will be given access to the home. After hours lockouts or repeat lockouts, residents may be assessed a fee. Please refer to the North Haven Communities website at www.nhcalaska.com for a list of potential fines applicable.

Residents are not permitted to change or in any way alter the locks installed on the doors of the leased premises. In the event of lost keys the resident may be charged \$10 per key replacement.

6.13 Resident Utility Conservation Program

In an effort to encourage the efficient use of energy, the Office of the Secretary of Defense (OSD) established an energy conservation policy which holds the Service member and their family responsible for their electric and gas utilities. Water and waste water are not included in the policy. The policy seeks to increase awareness of usage and ultimately lead to reduced energy consumption. For more information on our energy conservation programs, log on to www.nhcalaska.com.

6.14 Freeze Warnings

During the winter, temperatures may drop low enough to freeze pipes. In an effort to minimize the associated risk, residents are required to perform the following tasks when temperatures are below 30 degrees:

- Remove all garden hoses from exterior faucets from 1 September to 1 May, unless otherwise notified by the community management office. These must be completely disconnected, drained and stored.
- Keep garage overhead doors and other entry doors to garages, closed.
- Keep access doors and ventilator covers under and around buildings closed.
- Maintain the thermostat at a minimum temperature of 65 degrees when the temperature falls below freezing.
- If absent for more than one week, residents must notify their Community Management Office.

6.15 Exterior Decorations

North Haven Communities encourages residents to show their spirit during various holiday seasons. North Haven Communities is also concerned with neighborhood appearance and recommends having holiday decorations removed within 3 weeks of the holiday. North Haven Communities requests residents consider natural décor before choosing décor that requires electricity to further support the Army's goals to reduce energy consumption by 30%.

Chapter 7 – Move-out

7.1 Notice to Vacate

A minimum 30 day vacate notice prior to rent due date is required from families moving out of privatized housing. Service members who's PCS / Separation orders are written with less than a 30 day notice will generally be the only exception. However, they are required to provide immediate notification to their Community Management Office, upon receipt of their PCS / Separation orders.

7.2 Move-Out Procedures

When a Family provides notice that they intend to vacate, the Community Management Office works with the Family to schedule a final assessment and move-out date. Additionally, Families are encouraged to attend a "Move-out Information Session" which occurs weekly in each community. The schedule of the information sessions will be provided to the resident at time the notice to vacate is received.

Whenever possible, residents should attend the session in the community where they live.

A pre move-out assessment is optional and offered for the convenience of the departing Family. A member of the North Haven Communities staff conducts the assessment which may identify potential damages or cleaning items that require corrective action prior to the move-out in order to avoid damage charges.

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of Family members and guests. For a current list of damage costs, please visit the North Haven Communities website at www.nhcalaska.com and Appendix C. This includes loss or damage caused by pets. Normal wear and tear is anticipated and acceptable. Residents should return all keys and provide a forwarding address. North Haven Communities will:

- Accept the home from the service member if the home is properly cleaned and no payment is due.
- Provide a list of damage costs to residents if applicable.
- Determine the need for additional estimates for repairs and replacements.
- Collect any money due or set up a payment plan for damages.

Normal wear and tear is the expected deterioration which occurs in the normal use of homes. Homes should be used as intended without negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets, invitees or guests. For example, small nail holes are expected; large holes are not.

7.3 Expectations for Move-out

North Haven Communities designed a simple move-out process for families to reduce the stress of moving. North Haven Communities expects that a home is kept clean throughout including the kitchen, bathroom(s) and garage. When a home is cleaned regularly, it should only require a wipe down and sweep / vacuum at move-out. The home is thoroughly cleaned after move-out during the Change of Occupancy Maintenance (COM) turnover process by professional cleaners. For a current list of damage costs, please refer to the appendix C of this resident guide or visit the North Haven Communities website at www.nhcalaska.com.

7.4 Conflict Resolution

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

7.5 Abandonment

If during the term of residency, a military family abandons a home, North Haven Communities will send a letter to their emergency contact stating that unless a reply is received from them within ten (10) days,

Army Alaska Family Housing, LLC

CDMP: Army Residential Communities Initiative

Submitted: 11 July 2008

North Haven Communities shall consider the premises abandoned and may re-rent the premises. Abandonment is considered to have occurred if a resident vacates a home without notice to North Haven Communities, removes possessions from the premises and / or does not pay rent for more than fifteen (15) days after the date due.

APPENDIX A

GUIDE FOR OPERATION OF APPLIANCES, SMOKE DETECTORS AND GROUND FAULT INTERRUPTERS

Garbage Disposal Unit

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

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

- Turn off switch and water and allow garbage disposal unit to cool.
- Push reset button located on bottom or side until it clicks.
- Turn on switch and water.
- If not operational, call your Community Management Office to report a service request.

Stoves

Ovens, grills and burners will be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish and is a glass-like substance and must be treated gently. Do not use oven cleaner on any surfaces except the interior of the oven on non self cleaning ovens. Do not use cleaner on self-cleaning ovens.

Dishwasher

Dishes, pots, and pans will be scraped of food and rinsed before being placed in the dishwasher. Lime-Away can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.

Range Hoods

Excessive grease build-up is a fire hazard. Metal filters can be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors can be removed for cleaning. Pay careful attention to the inside housing of the range hood.

Exhaust Fan

Always run your exhaust fan when showering in order to vent any extra moisture out of the house and prevent mildew and mold problems.

Refrigerator

Do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident.

Toilet

If your toilet overflows, use the shutoff valve first. It is located under the toilet tank next to the wall.

Basement Drains

Please do not wash paint, gasoline, solvents, pet feces, cat litter, toys, etc. into the basement floor drain. This will pose a health and safety hazard. Fumes accumulate in low areas and a danger of fire is the result. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted

from one basement to another. Please be aware that basement drains can and do back up. We recommend you use your basement for storage items only, and place those items on wood pallets to prevent water damage. Once a month, please pour a bucket of water down the basement drain to keep the drain moist and functioning properly. Report back-ups in the basement immediately.

Instructions for Testing Ground Fault Interrupters

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

- 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.
- 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 request.
- To restore power, push the “reset” button on all ground faults.

Smoke Detectors

Each home is equipped with at least one electrically powered smoke detector. These units have been installed for resident safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by smoke particles. The smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

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To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify the Community Management Office if it doesn't reset.

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

Accidental activation of your smoke detector may be annoying but this is an indication that the detector is functioning.

If a detector malfunctions, contact the Community Management Office. Please do not attempt to repair it. The installations Fire Department is available to assist with any fire prevention information or questions. Don't hesitate to contact the Fire Prevention Office, (xxx) xxx-xxxx.

APPENDIX B

Household Tips

Carpet Care

Place doormats at all entrances

Large mats, covering two or three strides, will help keep dirt, pesticides and other pollutants from getting on carpets.

Remove shoes upon entrance into the home

If going shoeless is not acceptable, individuals may wear house shoes (that don't go outside), slippers or socks. Bare feet can deposit natural skin oils on carpet which attract dirt.

Vacuum two or more times per week

Frequent vacuuming helps reduce the level of dust mites, which trigger asthma and allergy attacks. It also removes surface dirt on carpets before it has a chance to get ground in. A vacuum cleaner with strong suction, rotating brushes and a HEPA filter, so the dirt and dust won't get blown back out in the exhaust, is best. Go back and forth over the same spot several times, especially in high traffic areas, to get all of the dirt and dust! Take care to vacuum thoroughly along walls and carpet edges as dirt and dust accumulate there.

Clean up spills on carpets immediately to prevent stains

- Soak up liquid spills by covering them with clean white (or light-colored) towels or paper towels.
- Scrape sticky substances off carpets with a spatula or spoon. *Don't rub the spill.* This will damage carpet fibers and make the stain spread.
- To clean the stain, mix 1 cup warm water and 1/2 teaspoon mild liquid soap, such as dishwashing liquid or fine fabric detergent. Apply a small amount, blot by pressing a clean white towel into the carpet and lift. Repeat the process until the stain is removed. Don't scrub. Be patient.
- After stain is removed, rinse the area with a solution of a few teaspoons of white vinegar to one cup water. Blot with another clean towel.

Use household ingredients to clean carpet stains

- Club soda removes red wine stains.
- Use an ice cube to harden gum and candle wax, then scrape.
- Sprinkle greasy stains with baking soda, corn starch or corn meal. Let stand six hours or overnight, then vacuum.
- Mix 1/3 cup vinegar with 2/3 cup warm water and apply to carpet to remove stains resulting from daily usage. Blot with a clean towel and repeat until the stain comes clean.

Use baking soda to remove odor from carpets

Carpet deodorizers and fresheners often contain fragrances that merely mask the smell. Baking soda soaks up the odor. Sprinkle baking soda over the surface of the carpet. Let it stand for 15 – 30 minutes. Then vacuum. Keep kids away to prevent accidental inhalation.

Steam clean carpets with plain water

Use water and operate the machine as directed. The hot water will remove a considerable amount of dirt, even without detergent. Alternatively, use a mixture of 1 cup white vinegar and 2-1/2 gallons of water. (Add another cup of vinegar for a stronger solution.) This is an effective way to remove shampoo residues from earlier cleanings.

If soap or detergent must be used, prepare a mixture of no more than 3-4 tablespoons of mild liquid soap or detergent and at least one gallon of water. Do not mix vigorously as suds may clog the machine. Safe carpet cleaners are also available.

Ventilate well during and after carpet cleaning

To speed drying time and prevent mold growth, keep windows open and use fans. Avoid carpet cleaning on humid or damp days.

Although research is still inconclusive about a connection between carpet cleaning (with or without chemicals) and Kawasaki Disease, **it is recommended that children are kept out of the house for at least 4 hours after carpets are cleaned.**

Energy Conservation

Conserving energy is a win-win for everyone! Saving energy helps to make our environment a longer lasting, cleaner place to live. Saving energy allows more dollars to be spent on improvements and new construction rather than energy consumption. Saving energy makes the home a more comfortable and efficient place to live.

Heating

- Maintain the temperature between 65-70°F.
- Keep blinds open on sunny days and closed at night.
- Keep all windows (including storm) and outside doors firmly closed, especially those near the thermostat.

Cooling

- Keep electric lights and lamps on low or off. They generate heat.
- Draw drapes and blinds during the hottest part of the day.
- Open a window(s) before turning on a fan. Draw cool night air into the house with a whole house fan.
- Open windows at night to bring in cool night air; close them during the day.
- Use energy-efficient room air conditioning only as needed.
- Maintain an air conditioned house at 78°F or higher.
- Regularly change air filters and clean the condenser.

Cooking

- Match the size of the pan to the heating element. To avoid inefficient use of energy, the element should cover the bottom of the pan.
- When using the oven, make the most of heat by cooking as many foods as possible.
- Boil water in a closed kettle or covered pan; it saves time and prevents heat loss.
- Cook on the range top instead of using oven whenever possible.

Lighting

- Install compact fluorescent light bulbs (CFL's) in all light fixtures.
- Turn off exterior lights during the day.
- Turn off interior lights in rooms when not in use.
- Keep lamps and light fixtures clean. Dirt absorbs light.

Water

- Reduce water usage when washing vehicles and driveways.
- Use cold water when using the garbage disposal.
- Run dishwashers only when full to save energy.
- Operate special features on your washing machine, to avoid using more energy (water) than necessary.
- Use the cold water feature on your washing machine whenever possible.
- Report any leaking faucets and running toilets immediately.
- Water grass only as needed.

Dryer Usage

- Make sure dryers are fully loaded before running.
- Clean dryer lint filter before and after each use for efficiency.

Safety

- Lock all doors and windows. Do not leave the home unlocked, even for a quick errand.
- Immediately report any needed repairs of locks, latches, doors or windows to maintenance.
- Do not hide key under the doormat.
- Arrange to stop newspaper delivery when on vacation.
- Never answer the door to a stranger. North Haven Communities employees wear uniforms or have proper identification.
- If keys are lost or misplaced, make arrangements with maintenance to have locks changed. There may be a charge for this service.
- Keep emergency numbers posted next to every phone
- Mark or engrave personal possessions for identification
- Never leave children alone without appropriate supervision.

Although North Haven Communities cannot guarantee anyone's safety, we strive to do everything we can to provide residents with the means to take responsibility for your personal safety. Please see Chapter 1 of the Resident Guide for more safety information.

Winter Information

Snow Removal

Snow is removed in the following areas of priority:

- I. Main roadways
- II. Loops and Streets
- III. Bus Stops
- IV. Sidewalks along major roadways
- V. Mail Kiosks
- VI. Overflow parking areas
- VII. Sidewalks along side roads in front of homes
- VIII. Fire Hydrants

*Please understand that during storms of long duration, blowing or drifting snow and / or periods of heavy snow (more than 2 inches per hour), the priority to maintain the main roads and loops will supersede all other areas.

In the event of a major snow or ice storm, the community management offices are set up with generators, water and bathrooms.

Residents are responsible for removing snow on stairs, driveways or any walkway leading to the home or common building.

North Haven Communities does not provide or maintain snow blowers.

If planning to leave the area for vacation, trips or any extended period of time, the resident must arrange for snow removal. Please contact the community management office for a list of snow removal service providers.

APPENDIX C

Charges for Repairs / Services

ITEM	DESCRIPTION	UNIT	COST
Floor Tile	Remove and replace non-asbestos floor tile	sf	4.00
Sheet Vinyl	Remove and replace non-asbestos sheet vinyl	sf	7.00
Cove Base	Remove and replace cove base or base board	lf	3.00
Door Jamb	Remove and replace door jamb	lf	11.00
Surface Preparation	Perform surface preparation	sf	3.00
Stairway Carpet	Remove and replace stairway carpet	ea	320.00
			0
Carpet	Remove and replace carpet	sy	25.00
Exterior Solid Door	Remove and replace exterior solid core door/includes paint	ea	250.00
			0
Interior Hollow Core Door	Remove and replace hollow core door/includes paint	ea	160.00
			0
Interior Bi-fold/Sliding Door	Remove and replace bi-fold or sliding closet door/includes paint	ea	215.00
			0
Counter Top	Remove and replace counter top	lf	32.00
Drywall	Repair damaged hole in drywall	sf	25.00
Window Glass	Replace cracked window glass	sf	9.00
Sliding Door Glass	Replace cracked sliding door glass	sf	15.00
Medicine Cabinet Mirror	Replace medicine cabinet mirror	ea	30.00
Sliding Door Mirror	Replace cracked sliding door mirror	sf	15.00
Window Screen	Replace broken/damaged window screen frame	lf	2.00
Light Fixture	Replace broken/damaged interior/exterior light fixture	ea	50.00
Diffuser	Replace broken/damaged light diffuser	ea	20.00
Ceiling Fan Blades	Replace broken/damaged ceiling fan blades	set	30.00
Ceiling Fan	Replace broken ceiling fan	ea	75.00
Refrigerator Shelf/Rack	Replace broken/damaged refrigerator shelving or rack	ea	30.00
Refrigerator Drawer	Replace broken/damaged refrigerator drawer	ea	50.00
Mini-Blinds	Replace broken/damaged mini-blinds	ea	25.00
Carpet Cleaning	Professional cleaning	room	50.00
Wallpaper Removal	Remove wallpaper from unit	room	50.00
Interior Painting	Residents' painting in excess of one wall or unapproved colors	room	75.00
Satellite Dish	Removal of satellite dish	ea	100.00
			0
Resident Lock Out	After hours	ea	50.00
Lock Change	Resident requested lock change	ea	75.00
Keys	Key duplication	ea	10.00
Garage Door	Garage door opener replacement	ea	35.00