



# **Resident Guidelines & Community Handbook**

**Andrews Air Force Base  
AMC East Communities**

Publication Date  
October 2, 2007

---

1190 Menoher Drive  
Andrews AFB, MD 20762  
301.736.8081 FAX 301.736.8085  
[www.andrewsfamilyhousing.com](http://www.andrewsfamilyhousing.com)

# TABLE OF CONTENTS:

## RESIDENT GUIDELINES AND COMMUNITY HANDBOOK

<b>Welcome</b> .....	<b>1</b>
<b>General Information</b> .....	<b>2</b>
A. Location / Hours / Staff .....	2
B. Local Directory .....	3
C. Moving Tips .....	4
D. Vacation Checklist .....	5
<b>Section 1: Operations</b> .....	<b>6</b>
1.A. Appliances .....	6
1.B. Enforcement Procedures .....	8
1.C. Guest Policy / Parties .....	8
1.D. Live- in Housekeepers, Aides or Nannies .....	8
1.E. Housekeeping .....	8
1.F. In-Home Child Care .....	9
1.G. Rent Collection – Other Receipts .....	9
1.H. Resident Responsibilities .....	10
1.I. Resolution / Grievance Procedures .....	11
1.J. Right of Entry .....	11
1.K. Temporary Absence from Homes .....	11
1.L. Trash & Recycling .....	11
1.M. Weapons & Firearms .....	12
<b>Section 2: Maintenance</b> .....	<b>13</b>
2.A. Emergency .....	13
2.B. Urgent .....	13
2.C. Routine .....	14
<b>Section 3: Pet Rules and Regulations</b> .....	<b>15</b>
3.A Pet Application .....	15
3.B. Registration of Pets .....	15
3.C. Pertinent Definitions .....	15
3.D. Pet Deposit .....	15
3.E. Removal of the Pet by AMCEC-PM .....	16

3.F. Pets Outside the Residence.....	16
3.G. Leaving Pets Unattended .....	16
3.H. When Pets Die.....	17
3.I. Emergency .....	17
3.J. Threat.....	17
3.K. Basic Requirements.....	17
3.L. Restricted Areas.....	18
3.M. Due Process.....	18
3.N. Liability Insurance.....	19
3.O. Carpet Cleaning: .....	19
<b>Section 4: Fire Regulations/Severe Weather .....</b>	<b>20</b>
4.A. Fire Prevention and Regulations.....	20
4.B. Severe Weather .....	25
<b>Section 5: Energy Conservation.....</b>	<b>26</b>
<b>Section 6: Parking Restriction / Vehicle Procedures.....</b>	<b>27</b>
6.A. Parking.....	27
6.B. Recreational Vehicle Parking Restriction.....	27
6.C. Speed Limit/Operating Areas.....	27
6.D. Vehicle Maintenance .....	28
<b>Section 7: Alterations / Additions.....</b>	<b>29</b>
7.A. Fencing .....	29
7.B. Antennas / Satellite Dishes .....	30
7.C. Additional Locks .....	30
7.D. Home Decorating & Yard Maintenance .....	31
7.E. Pools.....	32
7.F. Trampolines .....	32
7.G. Yard Ornaments .....	32
7.H. Patio/Lawn Furnishing & Playground Equipment.....	32
7.I. Storage.....	32
7.J. Security Alarms .....	33
7.K. Waterbeds .....	33
7.L. Holiday Lighting & Ornaments.....	33
7.M. Flags & Banners.....	33
7.N. Hot Tubs / Window Mounted Air Conditioning Units .....	33

7.O. Carpet Installation.....	33
<b>Section 8: Move-Out Procedures.....</b>	<b>34</b>
8.A. Abandonment Policy.....	34
8.B. Move-Out Inspections.....	34
<b>Section 9: Responsibilities &amp; Supervision of Minor Children.....</b>	<b>35</b>
9.A. Bicycles, Scooters and Rollerblades.....	35
9.B. Children at Home Policy.....	35
9.C. Key Authorization / Policy.....	36
9.D. Prohibited Play Areas.....	36
9.E. Supervision Levels.....	37
<b>Section 10: Miscellaneous.....</b>	<b>38</b>
10.A. Basketball Backboards.....	38
10.B. Bicycles, Skateboards, Scooters, Tricycles, Roller Blades, & Play Equipment.....	38
10.C. Crime, Vandalism, & Community Safety.....	38
10.D. Fireworks.....	39
10.E. Garage /Yard Sales.....	39
<b>Section 11: Pest Control.....</b>	<b>40</b>
<b>Section 12: Renters Insurance.....</b>	<b>41</b>
<b>Section 13: Security Deposits.....</b>	<b>42</b>
<b>Section 14: Commercial Enterprises.....</b>	<b>43</b>
<b>Section 15: Mold.....</b>	<b>44</b>
<b>Section 16: Lead Based Paint.....</b>	<b>46</b>
16.A. Lead Based Paint General.....	46
16.B. Cleaning a Home With LBP Present.....	46

## **APPENDICES**

**Appendix A: Move-Out Checklist**

**Appendix B: Schedule of Charges**

Welcome to AMC East Communities. You have made a wise decision in choosing to live on base. Relocation can be very stressful – and you will find that our management team will do everything possible to ease the stress of your relocation and help you enjoy your new home to the fullest.

The first section of the Resident Guidelines and Community Handbook (Handbook) contains general **‘quick-reference’** information on the following subjects to help your family settle into your residence:

1. AMC East Communities Property Management (AMCEC-PM) office hours and locations
2. Phone Numbers – important phone numbers and addresses
3. Moving – Things to do prior to moving
4. Vacation time – What to check prior to going away on extended vacations

Other sections of this Handbook discuss **rules and regulations** for the communities. Every fine community must have rules to ensure safe and peaceful neighborhoods in which to live and raise your family. By observing these regulations, Residents will find their community a more desirable place to live.

Additionally, this Handbook explains **housing policies, procedures, and services**. In these sections you will find information to help you understand our mission and the standards of service we strive to deliver.

Please note that the sole purpose of this Handbook is to protect you and your neighbors from practices that would be detrimental to your stay and the overall community. AMCEC-PM personnel are obligated to enforce these regulations and we ask that you comply with their requests, and give us an opportunity to be of service. We'll do our best to exceed your expectations.

Thank You

## GENERAL INFORMATION

### A. LOCATION / HOURS / STAFF

AMCEC-PM staff is located at 1190 Menoher Drive, Andrews AFB, MD. As new community center facilities are constructed, our offices may relocate to better serve you and your neighbors.

Hours of operation for our offices will be **Monday through Friday, 7:00 a.m. – 5:00 p.m.**, with the exception of federal holidays. For Resident convenience, Saturday and evening appointments will be accommodated at any time upon request.

Please note that office hours may change based on need.

## **B. LOCAL DIRECTORY**

<b>Emergencies</b>	
<b>FOR EMERGENCY CALLS</b>	<b>911</b>
<b>AMCEC-PM Office</b>	<b>301-736-8083</b>
<b>Maintenance Office</b>	<b>TBD</b>
<b>CRIME STOP (to report a crime in progress)</b>	<b>301-981-COPS (2677)</b>
<b>Child Services</b>	
<b>Child Development Center</b>	<b>301-981-3035</b>
<b>Community Activities Center</b>	<b>301-981-6560</b>
<b>Youth Center</b>	<b>301-981-5637</b>
<b>Family Support Center</b>	<b>301-981-7087</b>
<b>Other Services</b>	
<b>Transportation Office</b>	<b>301-981-4451</b>
<b>Dental Clinic</b>	<b>301-981-2806</b>
<b>Hospital Emergency</b>	<b>301-981-2333</b>
<b>Lodging Office</b>	<b>301-981-4614</b>
<b>Verizon Phone</b>	<b>301-954-6230</b>
<b>Comcast Cable TV</b>	<b>301-499-1980</b>
<b>Security Forces</b>	<b>301-981-4442</b>
<b>Base Recycling Center</b>	<b>301-981-6140</b>

### **C. MOVING TIPS**

Moving can be stressful no matter how many times a family may have gone through the process. The following information was compiled to help ease some of that stress.

#### **Calls To Make:**

1. Verizon Telephone Company
2. Base Office/Change of Address
3. Comcast Cable
4. Car Insurance Company
5. Tag Registration
6. License Change
7. Banking

#### **Confirm Move-In / Move-Out Dates:**

1. Contact the AMCEC-PM office for move-in lease signing & inspection or for move-out inspection.
2. Contact the Transportation Office to set up a date and time for moving into or out of a home.

#### **Keys:**

1. Contact the AMCEC-PM office if you have not received your home key(s).
2. Return all keys to the AMCEC-PM office prior to departing the Base.

#### **Inspections:**

When you move-in, you will be asked to assist AMCEC-PM with an inspection of your selected home. A move-in inspection form will be completed and signed by both you and our representative. You will be provided with a copy of this form for your permanent records. The completed move-in inspection form will be used during the move-out inspection to avoid any potential misunderstandings regarding the condition of your home.

#### **D. VACATION CHECKLIST**

- Trash and perishables removed from home and placed in outside trash can?
- Windows closed and secured?
- Stove turned off?
- Check refrigerator settings if equipped with icemaker place in off position,
- Stopped newspaper delivery?
- Called Post Office to hold mail or asked a neighbor to pick-up?
- Ensured pets are taken care of and the designee has keys?

If you will be gone for an extended period of time, have you...

- Advised the AMCEC-PM office you will be away?
- Provided the AMCEC-PM office with emergency contact information for a local friend or neighbor?
- Found a designee for lawn care?

To ensure that pets are adequately protected and comfortable, turn the thermostat down to approximately 60°F in the winter (but do NOT turn heat off). During summer vacations turn the thermostat up to approximately 80°F (it is recommended to NOT turn off the air conditioner).

**HAVE A TERRIFIC TIME!!**

# SECTION 1: OPERATIONS

## 1.A. APPLIANCES

### GENERAL

A Housing Coordinator or Maintenance Technician will acquaint you with the operation of the heating and air conditioning systems as well as all appliances (range, refrigerator, etc.) during the move-in inspection. They will ensure that you understand the operation of any appliance or piece of equipment with which you are not familiar.

In case your appliance doesn't operate, first check the electric cord to make sure it is firmly plugged into the wall. If the plug is in place, check the circuit breaker to see if it was tripped. If these appear to be in order, refer the problem to the AMCEC-PM office.

### RANGE AND OVEN

Clean the top burner pans with a glass or tile cleaner each day they are used. This will eliminate grease build-up. When they become spotted with burned-on grease or food, use a scouring pad to remove all burned-on residues.

If you have a self-cleaning oven you should clean it each day it is used with a glass or non-abrasive tile cleaner to remove burned-on food. When it becomes necessary to fully clean the self-cleaning oven, follow the manufacturer's directions. **Never use oven cleaners in a self-cleaning oven.** If you do not have a self-cleaning oven, use a good oven cleaner, according to directions. Never use any sharp instrument to clean the oven. Hood vent filters should be removed and cleaned monthly in hot soapy water. Clean the range hood itself with a glass or tile cleaner (non-abrasive) to keep the outside and inside free of grease or soil of any kind. Any malfunctions should be reported to the AMCEC-PM office immediately.

### REFRIGERATOR

Frequent cleaning of your freezer is important to maintain sanitary food storage conditions. It is recommended that you remove all food, food bins, and ice bin, and wipe down the interior of your refrigerator and shelves with a disinfectant cleaner monthly. Also wash the food bins and ice bin.

The outside of the refrigerator should be cleaned about once a week by using a glass or non-abrasive tile cleaner. Be sure to clean the refrigerator coils. This will help to reduce your energy costs. The inside can be kept fresh smelling by using baking soda and water to wipe down the inside on a regular basis.

### GARBAGE DISPOSAL

A disposal is trouble-free if used properly. It should not be loaded too heavily or run longer than two (2) minutes at a time as the safety overload on the motor may kick out due to overheating. To reset the safety overload, turn disposal on/off switch to off, remove contents, wait three or four minutes for the motor to cool, then push the red "Re-Set" button on the underside of the motor (in the cabinet under the sink). If the motor will not start, call the AMCEC-PM office for service. Any time the disposal is being used, the COLD water must be running. Even after the disposal is empty, it is wise to let the water run briefly to clear the line. With the above care, your disposal will give good service. **NEVER PUT YOUR HAND DOWN THE DISPOSAL WHEN IT IS TURNED ON, OR WHEN ANYONE ELSE IN THE RESIDENCE COULD MISTAKENLY OPERATE THE WALL SWITCH. SERIOUS PERSONAL INJURY MAY RESULT.**

## HOW TO OPERATE YOUR FOOD WASTE DISPOSAL:

- Turn COLD water on to full flow
- Push food refuse through the splashguard into the disposal. Do not stuff.
- Flip starting switch to ON. Allow disposal to operate until shredding sound ceases; however, do not allow the disposal to operate longer than two (2) minutes without being turned off to allow the motor to cool.
- Flip switch to OFF.
- Run cold water briefly, and then turn off.

Water is necessary to wash the food waste down the drain. Cold water, besides being economical, is necessary because it helps prevent overheating of the disposal motor and it congeals greasy substances so that they are not so apt to accumulate and clog drain pipes. A MIXED LOAD of hard and soft textured waste is the secret to optimum service from the disposal. When the disposal grinding sound diminishes and becomes a humming sound, the grinding operation is over, and food waste is flushed away.

**IMPORTANT:** DO NOT DISCARD THE FOLLOWING ARTICLES IN YOUR DISPOSAL: metal, glass, plastic, tea bags, dish rags, celery, corn husks, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, etc. Remember, if you can't chew it, neither can your disposal. If a spoon, bottle cap, or other foreign item should be lodged in your disposal, make an attempt to retrieve it, but never when the disposal is on. You will be charged if damage is caused by these objects. The disposal is self-cleaning. Do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep it odor free. It is recommended that the cover be kept on the drain when not in use to prevent foreign material from accidentally dropping into the waste disposal unit.

## **HOT WATER HEATER**

This appliance does not need attention on your part. The water temperature has been set to conserve energy. Do not attempt to adjust or tamper with the heater in any way. Please call the AMCEC-PM office for service if you do not have sufficient hot water or if you detect 1) an unusual odor from the hot water, 2) discolored water, 3) pastel granules or flecks being discharged from hot water faucets, or 4) if there is a leak.

## **SMOKE DETECTOR**

Any smoke will set off the detector, not only from a fire, but also sometimes from cooking or cigarette smoke. If the smoke alarm goes off due to cooking or thick cigarette smoke, turn on kitchen and bathroom exhaust fans and open windows to generate a cross draft within the home and attempt to clear the room of smoke to stop the detector from going off. Never disconnect the smoke detector. If a smoke detector will not stop sounding, call the AMCEC-PM office immediately. Residents are required to test their smoke detectors when they move into the unit and every thirty (30) days thereafter (see attached checklist).

## **CARBON MONOXIDE DETECTOR**

Your home is equipped with a carbon monoxide (CO) detector. Never unplug / disconnect the carbon monoxide detector. CO is a colorless, odorless gas. When a CO detector omits an audible alarm, notify the Fire Department by calling 301-981-4985 as soon as possible and then contact the AMCEC-PM office. The Fire Department will respond and test the residence to determine if CO is present.

## **1.B. ENFORCEMENT PROCEDURES**

The Tenant Lease Agreement and associated Handbook were established to foster a pleasant and safe community for all families.

It is important for Residents to be aware of their contribution to this success by fully understanding how they can ensure their collective enjoyment of the community and their homes, while avoiding disturbing or undesirable behaviors that adversely impact their or other Residents' enjoyment of the homes and community. The AMCEC-PM staff is charged with the responsibility to enforce occupancy rules and Handbook for the welfare of all Residents.

Therefore, those who violate or fail to comply with the terms of their Tenant Lease Agreement and the Handbook are subject to various remedies that can include eviction from their home. AMCEC-PM will also advise the Air Force of such instances and resulting action.

## **1.C. GUEST POLICY / PARTIES**

Guests are welcome, but they too need to abide by the rules contained in the Handbook.

Residents are welcome to have a relative(s) and/or temporary guest(s) reside in the residence for up to fourteen (14) consecutive days or up to thirty (30) days in a calendar year. If a guest is to remain longer than fourteen (14) consecutive days or more than thirty (30) days in a calendar year, a Guest Registration Form must be completed and submitted to the AMCEC-PM office. The Community Manager will review the request and based, upon all available facts, will render a decision on the request. Residents are not permitted to sublease their premises in whole or in part, or to take in borders or guests making payment to Residents. The Tenant Lease Agreement establishes that the Resident is responsible for the actions of all guests including any damage or violations of the Tenant Lease Agreement they cause.

## **1.D. LIVE- IN HOUSEKEEPERS, AIDES OR NANNIES**

Requests for live-in domestic help, such as housekeepers, aides, nannies, and other non-family members to reside in the home must be submitted in writing to the Community Manager and receive approval from both AMCEC-PM and the Air Force. The family must meet the following criteria:

- Resident has a dependent child, infant through high school, living in the residence
- Name, age, relationship to family, and length of stay are detailed in the request.
- Live-in help will reside in family housing, unaccompanied
- A private bedroom is available

A non-dependent authorized by the Community Manager to reside in quarters does not entitle the military member to an additional bedroom.

## **1.E. HOUSEKEEPING**

Residents are responsible for keeping their homes in a reasonably safe, sanitary, and serviceable condition. Homes and yards that have been well cared for enhance the lives of all Residents and foster community pride. Therefore, Residents must exercise care to:

- Avoid improper disposal of refuse;
- Regularly clean buildup on kitchen exhaust units;

- Follow common-sense fire safety practices such as avoiding accumulation of trash, safe storage of household volatiles, and proper storage of fuels;
- Regularly clean and sanitize the premises, with particular attention to food preparation and storage areas to minimize pest infestation. Be especially conscientious in properly cleaning and sanitizing floors and carpets soiled by pets;
- Keep stove and stove top free of grease or build up as this is a potential fire hazard;
- Avoid pest infestation resulting from an unsanitary environment.

If, in the normal course of performing requested service calls or while conducting preventive maintenance, the Maintenance Technician notices that inappropriate conditions exist in a residence, the Resident will be notified through the violation process and afforded an opportunity to correct the condition prior to a re-inspection.

### **1.F. IN-HOME CHILD CARE**

Residents desiring to provide childcare services in their private residences can do so provided they comply with the policy and procedures established by the Family Day Care Program.

The Family Day Care Program allows base Residents to care for children in their homes after they have completed training, screening, and have met all of the Base's requirements. The only exception to this policy is for those Residents providing intermittent care not exceeding ten (10) hours per week on a regular basis, and persons who provide child care in the child's home. AMCEC-PM is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider.

Any modifications or alterations to the home required for certification must be requested in advance and made in compliance with the Tenant Lease Agreement. Any modifications or alterations for this purpose will be paid for by the Resident. The Resident must also return the residence to its original condition prior to vacating the home.

### **1.G. RENT COLLECTION – OTHER RECEIPTS**

The monthly rental rate for the premises shall be equal to the military Resident's Basic Allowance for Housing (with dependants) (BAH/WD). Payment will be made through an allotment from Residents' pay accounts as provided in the Tenant Lease Agreement. The allotment will be increased/decreased when increases/decreases occur to a Resident's BAH rate (i.e. promotion, demotion, etc.). The Resident shall notify AMCEC-PM within fourteen (14) days of any changes in his/her family status, military status, or pay grade.

In the instance of a married military couple living together, the monthly rent will be equal to the BAH/WD of the senior ranking active duty individual. If a non-active military spouse of a higher rank is activated for a period of six months or more that spouse will be considered the senior ranking active individual and the rent will be increased accordingly for the duration of the activation period.

Rent will be pro-rated at move-in. The pro-rated rent must be paid by personal check, cashier's check, money order or debit card at the AMCEC-PM office at the time of move-in. On a case-by-case basis, economic hardship for a family may be accommodated by AMCEC-PM arranging for extended payments (up to three months) to satisfy the initial prorated rental amount.

Rent will be pro-rated at move-out. For Residents who were living in family housing at the time of the transfer to private operations and pay rent in arrears, the pro-rated amount must be paid by personal

check, cashier's check, money order or debit card to the AMCEC-PM office. For all other Residents, the appropriate pro-rated rental amount will be refunded within thirty (30) days.

Occupants who are not eligible for an allotment payment such as unaccompanied geographic bachelors, foreign students, etc. will be afforded the opportunity to pay rent with a personal check, cashier's check, money order or debit card.

A Resident's BAH is not attributable to the base until the military person has officially registered with the Base. This arrival registration with AMCEC-PM must be completed before a family can be offered an on-base home to consider.

As a condition of housing, military personnel are to ensure that their BAH allotment is activated for AMCEC-PM before they will be eligible to physically move-in to a home. In the instance of deferred travel, the family must join the military member within thirty (30) days of initial move-in date.

### **1.H. RESIDENT RESPONSIBILITIES**

Residents are responsible for the following:

- **Lawns:** Residents are responsible only for mowing, edging and maintaining the grass within fenced-in backyards, if applicable. This area should be mowed at least once a week. Residents are expected to remove any trash, litter or debris from the yards.
- **Flower Gardens:** Residents are permitted to plant flowers and are expected to keep flowerbeds neat and clean of weeds and grass.
- **Refuse Areas and Containers:** Residents are responsible for keeping these areas and containers clean and sanitary. Garbage containers should be placed at the curb on the morning of pickup and removed the same evening.
- **Bicycles, etc:** Residents are to store items such as bicycles, toys, carts etc., in garages, carports, or other areas not visible from the front of the property to avoid hazards and an unsightly appearance.
- **Fire Safety:** Fire safety should be practiced in and around the neighborhood and the home.
- **Exterior Home Maintenance:** Residents are responsible for ensuring their home's exterior (trash/litter, lawn care in fenced-in yard, flower beds, etc) is maintained during extended absences (i.e. unaccompanied tours, deployments, deferred travel, and personal travel). AMCEC-PM will maintain a list of potential vendors to perform these maintenance items at reasonable costs to the Resident.
- **Snow and Ice Removal:** Residents are responsible for removal of snow and ice from Resident's sidewalk, the area around the front and/or rear door, including steps and driveways (up to the street).
- **Packages:** AMCEC-PM office will not accept packages on behalf of Residents.
- **Game / Livestock:** The hanging and/or butchering of game animals or livestock, is not permitted in any part of the housing area due to the inherent health problems associated with blood borne pathogens.
- **Water Pipes:** To prevent the freezing and bursting of water pipes, when temperatures drop below freezing (i.e. Oct through May) it is the Resident's responsibility to remove all exterior hoses from spigots and ensure the valve is completely shut off.

### **1.I. RESOLUTION / GRIEVANCE PROCEDURES**

If a resident disputes a notice of violation or a letter of eviction, the resident may submit a letter to the Community Manager requesting an appeal. Should no resolution satisfactory to the resident be reached, the resident may request the involvement of the AMCEC-PM Project Director. The decision of the Project Director is final unless the resident seeks binding arbitration in accordance with Maryland State law. The cost of the binding arbitration is the resident's sole responsibility. Once a decision is reached through binding arbitration, there will be no further appeal or review.

### **1.J. RIGHT OF ENTRY**

Consistent with the terms of the Tenant Lease Agreement, AMCEC-PM reserves the right to enter a home with or without notice under the following general circumstances:

- When there are normal and routine work orders that need to be addressed in a home, AMCEC-PM will make every attempt to schedule such work at the convenience of the Resident. However, in order to efficiently schedule work, AMCEC-PM reserves the right to enter a home with twenty four (24) hours written notice to the Resident.
- In the case of an emergency, where life, general occupancy or structure are believed to be in imminent danger, AMCEC-PM reserves the right to enter a unit immediately, without notice, to assess and address incidents that fall into these aforementioned categories.

### **1.K. TEMPORARY ABSENCE FROM HOMES**

Residents planning to be away from their assigned homes for a period exceeding seven days should contact the AMCEC-PM office. Residents should provide contact information for a local friend, neighbor or family member should an emergency arise to allow for adequate care of the residence during their absence.

Should an emergency arise during periods of absence of the Resident, AMCEC-PM staff may enter the home to ensure the integrity and safety of the housing systems and surrounding residences. Written notice of such entry will be left in a conspicuous location.

### **1.L. TRASH & RECYCLING**

#### **TRASH**

Curbside pickup occurs twice a week. Please do not include recyclables, cardboard, bulk items, used oil, batteries and yard/wood waste.

#### **RECYCLING**

Curbside recycling pickup occurs once a week. The following items are to be placed in your curbside recycling container:

- Aluminum cans, crushed to save space
- Metals cans
- Glass, all colors, but not broken
- Plastic containers, rinsed, no cap
- Newspaper
- Computer paper

The following items may NOT be placed in your curbside recycling bin:

- Light bulbs
- Cardboard – Flatten and drop off at Base Recycling Center
- Used paper towels/napkins
- Phone books, mixed paper, magazines and paperboard, such as soda boxes or cereal boxes can be dropped off at the Base Recycling Center.
- Batteries
- Contaminated food containers (wet, greasy, etc)

## **YARD /WOOD WASTE AND BULK PICKUP**

Pickup occurs twice a month. Leaves, grass, branches and limbs should be placed in brown containers on first and third Wednesdays of each month, beginning in March and ending in mid-November.

Bulky items, such as furniture, should be placed curbside with your scheduled trash pick-up or can be taken to the large containers on Celmer's Lane.

## **HOUSEHOLD HAZARDOUS WASTE**

Residents are responsible for the disposal of Hazardous Household Waster (HHW) generated in the home. Some of these wastes can be disposed of on base. Used oil, used oil filters, and spent antifreeze can be taken to the Auto Hobby shop. Usable paints and cleaning agents, batteries, computer monitors, televisions, fire extinguishers, and compressed gas cylinders can be taken to the Prince George's County Brown Station Road Landfill Household Hazardous Waste Drop-Off Site at 11611 White House Road. The site is open between 7:30 p.m. and 3:30 p.m. Sundays. Call 301-883-5045 for more information.

## **1.M. WEAPONS & FIREARMS**

Weapons, firearms, and ammunition may be kept in residences provided that the weapons are properly licensed in accordance with Maryland laws and registered with the Base Security Forces. Certain weapons, such as those capable of automatic fire, may not be kept in residences even though individuals may legally possess the weapons under Maryland law. A list of weapons that may not be kept in residences is available through Security Forces. All weapons must be stored and secured under lock and key and weapons and ammunition must be kept separate. A copy of the firearm registration must be submitted to the AMCEC-PM office to be maintained in their file.

## **RESTRICTION / VIOLATION**

The inappropriate display or use of weapons or the discharge of firearms in family housing areas is considered a major violation of the Tenant Lease Agreement and may result in an eviction action against the Resident.

## SECTION 2: MAINTENANCE

AMCEC-PM's overall approach to service calls is to make all repairs as quickly as possible with the least inconvenience to the Residents. In general, maintenance staff will seek to complete service orders within twenty four (24) hours, subject to scheduling with the Resident.

If possible, service requests will be scheduled immediately at the time of the call or walk-in visit from the Resident. Appointments can be scheduled in three blocks of time: either from 8:00 a.m. – 12:00 p.m. or 12:00 p.m. – 4:00 p.m. Monday through Friday or 10:00 a.m. – 2:00 p.m. on Saturday. The Resident may also submit their work request via the web site [www.andrewsfamilyhousing.com](http://www.andrewsfamilyhousing.com). For maintenance and repair work, Residents may call our AMCEC-PM office twenty four (24) hours a day, seven (7) days a week.

Service orders are classified as either emergency, urgent, or routine and associated service response time standards are as follows:

### 2.A. EMERGENCY

- **Definition:** Failures in service that result in imminent danger to Residents or risk serious damage to property (e.g. electrical power outage, loss of heating in winter, loss of A/C in summer). Note: In the case of gas leaks, carbon monoxide alarms, or any other serious condition that would cause fire, electric shock, or unhealthy air, Residents are instructed to immediately evacuate the unit and call the Fire Department. Examples of emergency service requests include:
  - Lockout
  - Heat failure with outside temperature below 55°F
  - AC failure with outside temperature above 85°F
  - Toilet or sewage backflow
  - Water leak
  - Loss of utility service
  - Any request by emergency personnel needing an onsite representative
- **Response Time:** Maintenance staff will respond within one (1) hour.
- **Resolution Time:** Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved in twelve (12) – twenty four (24) hours.

### 2.B. URGENT

- **Definition:** Failures in services that do not immediately endanger Residents or property, but would soon inconvenience and/or affect the health or well-being of Residents. Examples of

urgent service requests include broken appliances, clogged toilets, and clogged shower drains.

- **Response Time:** Maintenance staff will respond within twenty-four (24) hours.
- **Resolution Time:** Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved within one (1) to five (5) days.

## **2.C. ROUTINE**

- **Definition:** services that do not qualify as an emergency or urgent. Examples of routine service calls include broken floor tile/ tear in vinyl floor covering, loose baseboard, drippy faucet, etc.
- **Response Time:** Maintenance staff will contact the Resident within twenty four (24) to seventy two (72) hours to set an appointment at the Resident's convenience.
- **Resolution Time:** The goal will be to resolve the request within twenty four (24) hours of a verified appointment with the Resident. Depending on requirements for material or parts or the need to employ an outside contractor, completion time may be extended, but will not exceed fifteen (15) working days.

### **ENTRY WITHOUT A RESIDENT PRESENT**

Entry without a Resident present will follow the two-person rule, that is, two people will enter the unit to resolve the service order. A note will be left to let the Resident know that a service order was performed.

### **ENTRY WITHOUT AN ADULT RESIDENT PRESENT**

Maintenance technicians will not enter the unit if the oldest person present is not at least eighteen (18) years old.

### **ENTRY WITH A PET PRESENT**

Residents will be notified in advance of the scheduled preventative maintenance visit, or by appointment for a service order, and will be asked to secure pets (put in a room with a closed door, outside, etc.). If technicians arrive and the pet is not secured, they will not enter the unit and the visit will be rescheduled.

## SECTION 3: PET RULES AND REGULATIONS

### 3.A PET APPLICATION

Residents are permitted to have a maximum of four (4) pets per home. All Residents who own pets (defined as a domesticated animal such as a dog or cat) must submit a pet application as a condition for having the pet in AMC East Communities. AMCEC-PM has the right to refuse to allow any pet it determines to be “vicious” (i.e. any animal which by virtue of its breeding, training, characteristics, behavior or other factors the owner or custodian thereof knows, or has reason to know, has a propensity, tendency or disposition to attack unprovoked, to cause injury). **The Pit Bull breed is banned in Prince George’s County and therefore not authorized in AMC East Communities.** AMCEC-PM has the right to terminate the Pet Addendum, which is an attachment to the Tenant Lease Agreement if the covered pet does not meet the requirements of these Pet Rules and Regulations. Raising animals for commercial purposes will not be allowed without written authorization from the Base Commander, a copy of which must be provided to AMCEC-PM. Operating a commercial kennel is prohibited.

### 3.B. REGISTRATION OF PETS

Any Resident who owns a pet must complete a Pet Addendum and must register their pets within five (5) days with the base Veterinarian Clinic. The Veterinarian Clinic will provide registration tags to all the animals registered on base; Residents are required to attach the tag(s) to the pet’s collar, worn at all times when the animal is outside the Resident’s quarters.

A stipulation in the pet registration document is the provision to provide the name and contact information of an individual(s) that is allowed to take over the care of a Resident’s pet(s) in the event of an emergency, such as an extended delay in returning home, sudden illness, or other event that results in the Resident failing to return to their pet in a timely manner.

### 3.C. PERTINENT DEFINITIONS

Pets are defined as a domesticated animal such as a dog or cat ordinarily kept in the house for pleasure or companionship, rather than commercial purposes. Wild animals, domesticated game animals, and exotics, such as reptiles are not considered pets. Animals trained and certified to assist handicapped Residents are not considered to be pets, but rather are considered trained companions and will not be limited by the pet policies.

In the event a pet that is currently registered is sold or given away, the original owner will be considered the legal owner until the registration information is changed. If the pet remains on base, the new owner must register the pet in accordance with this policy. If the pet is purchased by or sold to a family off base, the address of the new owner will be required by the AMCEC-PM office to verify transfer of ownership.

### 3.D. PET DEPOSIT

Two (2) pets per home are permitted without deposit. A \$300 per pet deposit will be charged for each additional pet up to a maximum of four (4) pets per home.

### **3.E. REMOVAL OF THE PET BY AMCEC-PM**

A pet may be removed from the residence by Security Forces because of Resident complaints or if the pet(s) has displayed aggressive, menacing or vicious behavior. This is also true if the pets are a nuisance, abused or neglected. Complaints may be registered with either the AMCEC-PM office or Security Forces. If the complaint is made to the AMCEC-PM office the Community Manager will review the complaint and determine the necessary action to remedy the situation. The Community Manager may require that the Resident remove the animal if the complaint is founded and cannot be resolved to the satisfaction of AMCEC-PM.

Communication with Security Forces will also be made by the Community Manager to ensure that all parties work together toward an amicable resolution of the issue. In the case where the Resident refuses to correct the situation or to remove the offending pet(s) from the residence they will be required to vacate their unit.

### **3.F. PETS OUTSIDE THE RESIDENCE**

Dogs and cats must be on a leash when in public or outside the individual Resident's unfenced yard. Cats are not permitted to roam – they must be kept confined while outdoors or kept indoors. Residents are responsible for disposing of pet waste both inside and outside their yards. **Residents may be fined \$25.00 for not cleaning up properly after pets.**

Pets may be housed in Resident's yard only when a fence meeting residential guidelines is installed. Pets must have suitable shelter from inclement weather and have continuous access to food and fresh water. Suitable shelter shall be deemed to be a structure of sound construction, sufficient to provide shade from sun and protection from rain and wind. The shelter must be painted to match or blend in with the color of the pet owner's home. Inclement weather shall be described as excessive wind, rain, snow or temperatures above 80°F or below 50°F. Bedding for the pet should be of a material suitable to provide adequate comfort such as straw, woodchips, shredded cloth or blankets. Any outside pet houses must have waste cleaned every other day. The bedding is also to be kept free of ticks, fleas and other parasites that may affect their family and the families of their neighbors.

If pets are tethered outside they must be on a suitable rope or chain capable of restraining the animal's motion, not to exceed fifteen (15) feet in length. It is not permitted to chain or tether animals to or in front of quarters. If animals are tethered or chained they will be limited to a boundary not less than four (4) feet from sidewalks or streets. Pets in fenced in areas are not required to be leashed. Owners are required to ensure that pets are wearing a collar that displays their current ID tags and current immunization tags when outside the residence. The pet owner is required to provide fresh water and adequate food daily. Pet owners will remove pet houses prior to clearing housing or they will be charged for removal and disposal.

All dogs and cats must wear pet collars, displaying their ID tags and current immunization tags. Compliance with all sanitary regulations and the necessary maintenance of the area where the animal is kept is mandatory and the direct responsibility of the pet owner. Residents owning or keeping animals at AMC East Communities are responsible for any damage to Government or private property caused by their pet.

### **3.G. LEAVING PETS UNATTENDED**

Pets are not to be left unattended within the residence for more than twelve (12) hours at a time. If the pet(s) are kept outside they should not be left unattended for more than eight (8) hours unless adequate shelter (i.e. shelter capable of providing shelter from excessive wind, rain, snow or

temperatures above 80°F or below 50°F), fresh water, and food have been provided. It is the responsibility of the pet owner to establish proper care and provide alternatives for the possibility that the pet owner may be away from the home.

In any circumstance where Security Forces have been called to handle a complaint or when an animal is found as a stray, nuisance, menace or neglected. In circumstances of pet abuse, the owner will be given thirty (30) days to correct the situation by the Base Veterinarian and will then be reviewed by the AMCEC-PM. Written complaints received by the AMCEC-PM office will result in investigation by the Community Manager and, when substantiated, a Notice of Violation will be issued to the Resident. Repeated lease violations may be cause for termination of the Tenant Lease Agreement by AMCEC-PM.

### **3.H. WHEN PETS DIE**

If a pet dies while living on base the Resident may contact the Veterinarian Clinic regarding disposal of the remains. There is an AMC East Communities prohibition against burying animal remains on base grounds.

### **3.I. EMERGENCY**

#### **AN EMERGENCY**

An emergency exists if a pet becomes vicious or demonstrates peculiar behavior that is documented as unsafe or dangerous to people or property. A pet owner is to designate an emergency contact within forty five (45) days of move-in to take responsibility for the pet in the event of an emergency and the pet owner is unavailable.

### **3.J. THREAT**

A pet is considered a threat to the safety of others if:

- The pet does not conform to local law requirements governing licensing, behavior, or inoculations.
- The pet does not conform to pet requirements in effect by the Base Commander.
- AMCEC-PM has received written reports of complaints that the pet has behaved in a menacing manner towards humans or other animals or is destructive to property.

### **3.K. BASIC REQUIREMENTS**

- a) All pets must be inoculated according to base regulation and local law.
- b) All pets must be licensed according to base regulation and local law.
- c) Four (4) pets per home are permitted. Over two (2) a \$300 per pet deposit is required.
- d) Noisy pets that whine or bark to a level that disturbs neighbors may be deemed a nuisance. Residents are responsible for the actions of their pets and must take corrective action so as not to infringe on the peace and quiet of the neighborhood.
- e) The Resident will maintain proper sanitary conditions in their home. It is the pet owner's responsibility to control odors and to remove pet waste daily.

- f) All pets must be free of fleas or other pests. Certification of extermination for fleas will be required if an infestation service order has been received, or fleas are suspected due to complaints of infestation by immediate neighbors. The written complaints will be reviewed by the Community Manager who will monitor the situation and communication with all parties involved. If the extermination is deemed necessary by the service contractor, the cost will be charged to the Resident account unless they provide their own receipt for professional extermination.
- g) Solid waste from litter boxes must be removed daily and disposed of by placing in a strong plastic bag which should then be placed in a trash container with a lid that secures, to reduce odor. Litter boxes must be changed twice per week to reduce odor and possibility of the pet using an alternative area for waste that is *not* a litter box.
- h) Dogs must be taken out as needed and their waste disposed of properly as to not create unsanitary conditions in or out of Residents' yards.
- i) Waste must be removed and disposed of in trash receptacles at home (as described in (h) above or, if walking or running with their pet in the housing areas, in trash receptacles located throughout those areas. Residents may be fined \$25.00 for not cleaning up properly after pets. In the event that the Resident does not remove the pet waste from their yard area, maintenance will remove the waste at a charge of \$25.00 per occurrence.
- j) The AMCEC-PM office reserves the right to schedule an inspection of any home suspected of failing to meet cleanliness standards due to the existence of pets in the home.
- k) Pet owner agrees to abide by these Pet Rules and Regulations.

### **3.L. RESTRICTED AREAS**

All Residential areas in the community other than the immediate area of the pet's home are restricted areas. All pets must be kept away from playgrounds located in housing areas. AMC East Communities provides walking/biking/jogging trails that will allow the Resident to exercise with their pets. Pet waste must be removed by the pet owner and placed in a waste receptacle.

### **3.M. DUE PROCESS**

In case of emergency, as defined in these Rules and Regulations, AMCEC-PM will contact the proper authorities to have the pet removed. AMCEC-PM will not be liable for any steps taken by the proper authorities. The pet owner will be responsible for any fines, fees, or related expenses as a result of the actions of their pet.

If the Community Manager determines that the pet has become a nuisance, he/she will notify the pet owner, in writing, via first class mail along with a hand delivered copy. If the Resident is not available, a notice will be slipped under or attached to their door. The notice gives the Resident ten (10) days to arrange a meeting with the Community Manager to resolve the problem. If it is determined that the pet must be removed, a notice will be given to the Resident via first class mail along with a hand delivered copy. If the Resident is not available, the notice will be slipped under or attached to their door. This notice will give the Resident ten (10) days from the date of notice to remove the pet. If at the end of the ten (10) days the pet owner has not removed the pet, AMCEC-PM will issue a thirty (30) day eviction notice based upon material non-compliance with the Rules and Regulations and substantial lease violation.

The pet owner is responsible for all charges arising from action taken as a result of their pet including but not limited to attorney's fees, court fees or other related expenses. If demand for payment of said charges is ignored or refused by the pet owner, AMCEC-PM will deliver a ten (10) day notice of past

due charges. If at the end of ten days the past due charges are not paid, a thirty (30) day eviction notice will be delivered via first class mail, as well as by hand, based on material non-compliance and substantial lease violation.

If the pet owner repeatedly fails to provide proper care for their pets, as determined by AMCEC-PM or a Veterinarian Office, the designee as provided by the pet owner on application will be contacted by mail to remove the pet. If designee cannot be contacted or does not respond, AMCEC-PM will place the pet with a Veterinary Facility for a period not to exceed thirty (30) days. During that thirty (30) day period, contact and resolution will be attempted again with designee and pet owner. AMCEC-PM will not be responsible for the well being of the animal or the cost incurred during the thirty (30) day period while the animal is placed in this facility. At the end of the thirty (30) day period, the pet will be turned over to the proper authorities who will determine its disposition; AMCEC-PM will not have responsibility for further notification of the pet owner or for the pet after this thirty (30) day period.

### **3.N. LIABILITY INSURANCE**

Pet owners are urged to obtain additional Liability Insurance other than the policy provided as part of their housing package to protect them in the event their pet injures or damages another Resident, employee, visitor or their property.

### **3.O. CARPET CLEANING:**

AMCEC-PM will determine if cleaning or replacement of the carpet is necessary due to the presence of or damage by pets in the home. Resident must supply AMCEC-PM with receipt for proof of the professional cleaning upon request.

## **SECTION 4: FIRE REGULATIONS/SEVERE WEATHER**

### **4.A. FIRE PREVENTION AND REGULATIONS**

The head of the household is responsible for enforcing the following fire prevention measures:

- Never leave young children unattended! Familiarize your babysitter with your family's escape plan. The babysitter's first duty is to get the children out!
- Basements are not to be used for sleeping quarters unless they have two means of egress. Doors are primary means of egress and windows are secondary means of egress. Basement sleeping quarters must have two (2) exits.
- Keep matches, lighters, candles, flammable liquids, and similar materials out of the reach of children. Do not allow children to play in heater rooms, attics, under buildings, in or near vacant buildings, or on construction sites.
- Smoking in bed is strictly prohibited on AMC East Communities. Noncombustible ashtrays of ample size should be used for disposal of smoking materials. All burning embers must be totally extinguished prior to emptying ashtrays. Empty all ashtrays into metal containers; never use plastic containers for disposal of smoking materials indoors. Make it a habit to inspect all upholstered furniture prior to retiring.
- Portable extension cords:
  - a) Portable extension cords will not be used in lieu of permanent electrical wiring. Cords will not be spliced, taped or draped over nails or metal objects, run through holes, doors or windows; attached to building surfaces, run under rugs, or fixed in a way that may subject the wiring to physical damage. Extension cords will not be concealed behind building walls, ceilings or floors.
  - b) Only one cord will be used from each outlet plug and no more than one extension cord will be connected together.
  - c) The use of extension cords with multiple outlet plugs from a single outlet is prohibited.
  - d) An extension cord will not be smaller than the appliance cord to which it is connected, and will not exceed eight (8) feet in length.
  - e) High amperage equipment, electrical ranges, deep fat fryers and grills will not be operated with extension cords.
  - f) Multiple outlets with built-in circuit breakers and surge plugs are authorized.
  - g) Adapters which allow multiple use of a single receptacle are prohibited.
- The use of gasoline and other flammable liquids for cleaning purposes is strictly prohibited! Pilot lights on kitchen stoves, furnaces, and water heaters can ignite vapors of gasoline, paint thinners, and similar flammable liquids. Kerosene, oil-burning lamps, space heaters and wood burning stoves will not be used or stored with fuel in base housing or buildings on AMC East Communities, with the exception of storage sheds. Portable gas or liquid fuel space heaters are prohibited in family quarters, where people sleep (including tents).

- a) Paints, varnishes, floor waxes, furniture polishes, and similar materials in tightly sealed metal containers are permitted in amounts not to exceed immediate requirements. Storage of these products follows the same rules as for flammable liquids described in the preceding paragraph. Flammable liquids will not be stored in glass or plastic containers or in any other container made of combustible material.
  - b) All rags, waste, mops, or other material permeated with flammable liquids and the like should be cleaned or disposed of outside the house to prevent spontaneous combustion. Disposal of flammable liquids will not be made by pouring on the ground, in sewers or drains.
  - c) DO NOT store materials in the same room as the furnace. Combustible material should not be placed within three (3) feet of any portable heating device, wall, space, or floor heater.
- Storage of Gasoline-Powered Motors
    - a) Lawn mowers, edgers, tillers, etc. shall be stored in storage sheds, if the residence has one. If there is no storage shed, they can be stored in the garage. Only one (1) gallon of gas plus what is in the equipment gas tank can be stored. Gas must be in the Underwriter's Laboratory (UL) type container with a spring-closing lid and spout cover or metal container with a tightly fitted lid. Container must be appropriately marked.
    - b) Fueling of equipment and dispensing of any flammable liquids will be done outside of all buildings.
    - c) Lawn mowers, edgers, tillers, etc. shall not be refueled until sufficient time is allowed for engine to cool.
    - d) Do not store flammable materials in heater closet or near the hot water heaters.
  - Open fires are prohibited outdoors except in specifically designed outdoor cooking equipment.
  - Barbeque grills and turkey fryers should be at least ten (10) feet away from structures when in use. Turkey fryers should only be used on concrete surfaces. Never use grills under porches or overhangs. Grills should not be placed near a building until cooled. Allow ashes from barbeque grills to completely burn out and cool prior to discarding them. The metal self-closing type can is again a good idea to protect your family from fire. Once the coals are cooled, generally overnight, they may be placed in a trash bag and disposed of in your regular trash. Always ensure that LP-gas cylinders valves are turned off at the cylinders.
  - Good housekeeping, care, and cleanliness are synonymous with good fire prevention. Don't block exits. Accumulations of combustible materials must not be allowed in basements, attics, storage areas, closets, under stairs, or under buildings and porches. Proper periodic cleaning will prevent grease from accumulating around cooking equipment.
  - All combustible decorations will be flame retardant and kept to a minimum. Special instructions relative to preventing Christmas trees from becoming dry will be published prior to the holiday season. Such instructions will include re-cutting the base of the tree diagonally above the original cut and rigidly supporting the tree in a container filled with water.

- Vehicles will not be parked within fifteen (15) feet of fire hydrants.

### **FIRE EVACUATION PLAN**

The head of household should instruct all members of the family about fire prevention. Establish a home fire evacuation plan with primary and alternate routes of escape in the event of a fire, and designate a place to assemble after escaping a fire. Establishing and practicing an escape plan as a family activity can save the lives of loved ones. Notify the Fire Department of handicapped family members.

### **FIRE EXTINGUISHERS**

Personally owned extinguishers are encouraged, but checking and recharging them is the Resident's responsibility.

### **FIRE PREVENTION INSPECTIONS**

A fire in the home is often a reflection of someone's carelessness. Every member of the family should be familiar with the hazards that cause fires and assist in eliminating them. Self-inspections, using checklists furnished by the Fire Department, are encouraged. The Fire Department will inspect your quarters if invited by you, or when there is a reason to believe that guidance is needed.

### **FIRE REPORTING**

Anyone who discovers a fire or smells smoke, leaking fuel oil, or gas will:

- Immediately warn all occupants and help them leave the premises.
- Close all doors when leaving.
- Notify the fire department promptly by calling 9-1-1.
- Give your name, house number, and street; do not hang up until told to do so by the fire department.
- Wait at a safe distance to direct fire department and advise them if all persons are out of the building.

**ALL FIRES MUST BE REPORTED REGARDLESS OF SIZE AND WHETHER OR NOT THEY HAVE BEEN EXTINGUISHED.**

## TESTING OF HOUSHOLD SMOKE DETECTORS

**REQUIRED TESTS:** Not less than once a month for all detectors.

- a) Test power supply.
- b) Check physical appearance for damage, abuse, or tampering, which may render the devices inoperative.
- c) Make sure unit is securely mounted.
- d) Check audible alarm for operation; it should be heard in all rooms of the dwelling.
- e) If the devise has one, check indicator lamp. Some will be on, some not. When testing the device, the lamp unit will come on when operational. Others will have a lamp light indicating power on.
- f) Depress test button.
- g) In approximately fifteen (15) to thirty (30) seconds the alarm will sound.
- h) Light will glow on the side or bottom of smoke detector.
- i) If the detector does not clear itself after a short time, disconnect circuit breaker temporarily for alternating current units. If that does not reset the unit, call in a work order to correct the problem.
- j) Do not remove batteries or disconnect the alarm.
- k) If a question arises about smoke detectors, call the AMCEC-PM office for assistance.

## TESTING OF HOUSHOLD CARBON MONOXIDE DETECTORS

- a) Test power supply.
- b) Check physical appearance for damage, abuse, or tampering, which may render the device inoperative.
- c) Make sure unit is securely plugged in.
- d) Check audible alarm for operation; it should be heard in all rooms of the dwelling.
- e) Check indicator lamps. While testing, all lamps will illuminate and an audible alarm will sound.
- f) The detector should clear itself in a few seconds.
- g) Do not disconnect or disable the detector.
- h) If a question arises about the detector, call Director of Maintenance.

Fire safety requires an on-going partnership with Residents.

The greatest protections for families are the smoke detectors and carbon monoxide detectors in the homes. Residents are responsible for testing smoke detectors and carbon monoxide detectors on a monthly basis. Residents should not disconnect detectors or remove batteries. Any problem with a detector should be immediately reported to AMCEC-PM in order to generate a service order.

Removal / disabling of smoke detectors or carbon monoxide detectors by a Resident family is considered a major violation under the Tenant Lease Agreement.

Residents' housing number (address) should remain clearly visible from the street at all times.

## **4.B. SEVERE WEATHER**

Tornadoes, floods, high winds and thunderstorms are possible in our area. An alert signal is sounded in the event of a natural disaster to warn you. Depending on the severity of the impending severe weather, you may be directed to take shelter in your home or evacuate the area.

Hurricanes can cause catastrophic damage to coastlines and several hundred miles inland. Winds can exceed 155 mph. Hurricanes and tropical storms can also spawn tornadoes, create surge along the coast, and cause extensive damage due to inland flooding from trapped water.

A tornado is a violently rotating column of air, which extends from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with winds speeds of 250 mph or more. While May through July is the "peak tornado season" for Maryland, tornadoes can occur at any time of the year.

Thunderstorms typically produce heavy rain for a brief period, anywhere from 30 minutes to an hour. Every thunderstorm produces lightning. Warm, humid conditions are very favorable for thunderstorm development and can be followed by tornadoes, strong winds, hail, and flash flooding.

During a severe weather "watch", there is a high likelihood that severe weather will occur. Listen to news broadcasts for the latest weather updates.

During a severe weather "warning", severe weather has been reported by spotters or indicated by radar. Warnings indicate an imminent safety concern to those in the path of the storm.

Families should follow these general safety rules in the event of severe weather:

- Bring anything inside that might be blown away or turn into weapons with the force of the wind.
- Close all windows and doors.
- Ensure that you have a supply of non-perishable food items (which do not require cooking).
- Prepare a safe room away from windows, such as a large closet.
- Have on hand a supply of drinking water, a flashlight, batteries, a radio and other necessities such as medication, infant formula, diapers.
- Unplug appliances and other electrical items such as computers. Power surges from lightning can cause irreparable damage.
- Stay away from metal objects and fixtures.
- Do not take showers or baths and do not use corded telephones.
- If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately!

## SECTION 5: ENERGY CONSERVATION

Energy conservation is a joint effort. The goal is to accomplish energy conservation without impacting the Residents' quality of life, by initiating a focus on public awareness. Residents are responsible for practicing energy conservation.

Remember: The energy saved today will be available for the future.

To conserve and reduce energy consumption, Residents should:

- Set air conditioners between 75-80°F;
- Set heat between 68-70°F and reduce to 60-62°F at night;
- Close all doors and windows while operating HVAC;
- Do not place furniture and/or carpets in such a way that it blocks HVAC registers and/or returns;
- Immediately report any problems with HVAC;
- When the home will be vacant for an extended period of time (weekends, holidays or vacations) during the heating season, turn thermostats back to the lowest possible setting, but no lower than 50°F to prevent water lines from freezing;
- If the home will be vacant for an extended period of time (weekends, holidays, or vacations) during the air conditioning season, the air conditioning should be set to 85°F.
- Do not use stove/oven for heating the home;
- Be aware of passive solar energy. Open blinds and drapes to allow heat in during the winter. Close blinds and drapes to keep heat out during the summer;
- Understand that both vented gas fireplaces and wood burning fireplaces generally waste energy, use them sparingly and be sure to close the flue damper when not in use;
- Turn off all exterior / outside lights during daylight hours;
- Turn off lights and appliances (TVs, Stereos, etc.) in unoccupied rooms, including basements and garages;
- Remove excess food from dishes prior to running the dishwasher;
- Run dishwashers when fully loaded;
- Avoid heated dry cycle on dishwashers when possible;
- Use cold water when operating the garbage disposal;
- Do not keep refrigerator/freezer on the coldest setting;
- Ensure door seals on refrigerator/freezers are airtight;
- Make sure faucets are shut off properly;
- Immediately report all leaking faucets and/or running toilets to AMCEC-PM;
- Do full loads of laundry and make sure the water level is set to the proper size load;
- Do not remove or replace devices that have been installed to conserve water such as low flow showerheads and faucets;
- Be aware that showers use less water than baths;
- Reduce water usage to clean sidewalks, patios, and driveways;
- Report sources of air infiltration to AMCEC-PM (gaps around doors, windows, etc.).

## **SECTION 6: PARKING RESTRICTION / VEHICLE PROCEDURES**

### **6.A. PARKING**

Recreational vehicles (RVs), boat trailers, trailers, or commercial trucks with exposed storage racks or more than four (4) wheels or exceeding a Gross Combined Vehicle Weight Rating (GCVWR) of 12,000 pounds must park in the designated RV Parking Area. Family vehicles not considered RVs (6.B below), which are properly licensed and registered, may be parked in the garage, in the driveway, or in authorized parking areas along the road surface beside the curb, in that priority. Parking in common parking lots will be on a first-come, first-served basis.

Vehicles parked in the street pose hazards for 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 school buses. Therefore, it is imperative vehicles be parked in their intended locations.

Residents and guests must not park in the following locations:

- In a location that interferes with residential mailbox access;
- Within fifteen (15) feet of a fire hydrant or any location with a red or yellow 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);
- Motorcycles/mopeds on patios, sidewalks or grassy areas.

Vehicles that are inoperable are allowed to be parked for a period of not longer than thirty (30) days, with the proper static permit issued by Security Forces. 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 AMCEC-PM for policy compliance. If the problem is not corrected, or presents a traffic or safety hazard, the vehicle will be towed at owner expense immediately, in accordance with base regulations.

### **6.B. RECREATIONAL VEHICLE PARKING RESTRICTION**

RVs, including boat trailers, trailers, or commercial trucks with exposed storage racks or more than four (4) wheels or exceeding a GCVWR of 12,000 pounds must park in the designated RV parking lot located at San Antonio and Virginia Avenue and are not allowed to be parked in the housing areas. The exception to this policy is an RV that is parked at the residence 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 the AMCEC-PM office.

### **6.C. SPEED LIMIT/OPERATING AREAS**

The speed limit on Andrews AFB is 25 miles per hour (mph) unless otherwise posted or specified, excluding parking areas (5 mph) and housing neighborhoods (15 mph). Privately owned vehicles

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

Traffic regulations on the base are detailed in current regulations from Security Forces. Consult these existing documents for information on punitive measures for traffic regulations enforceable by Security Forces (such as, parking where prohibited, on sidewalks, in crosswalks, within fifteen (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.).

#### **6.D. VEHICLE MAINTENANCE**

Vehicle repair and maintenance activities are prohibited in the housing areas. Permissible activities include the replacement of a flat tire and charging of a battery or any other maintenance that can be completed to ensure the vehicle is in running condition within twenty four (24) hours. No other vehicle service or repairs are allowed at any time. Preventative measures should be taken to keep the garage floor and driveway free of stains; i.e., car oil, grease and rust. Garage floors and driveways must be reasonably free of stains upon move-out.

Vehicle repair can be done at the Auto Hobby Shop.

## SECTION 7: ALTERATIONS / ADDITIONS

Residents are not permitted to make any alterations or additions to the residences or grounds without prior written approval from AMCEC-PM.

Permanent alterations to the home will not be authorized. Permanent alterations include (but are not limited to):

- Latticework;
- Plastic Sheeting;
- Non-standard fences;
- Structural Changes;
- Remodeling;
- Awnings, signs, window tenting or screen doors;
- Alterations to carports, porches, patios, or balconies.
- Changes in landscape planting beds, site drainage, or hardscape features.

All equipment must be permanently retained in its original location. Unless AMCEC-PM gives advance written consent in each and every instance, Residents may not install machinery, refrigeration, heating devices, air conditioning apparatus, or use any other illumination other than electric lights. Because they are deemed hazardous to life, limb, and property, kerosene heaters are strictly forbidden to be used or brought into the homes.

All requests for temporary alterations, as well as the attaching or removing of fixtures or appliances, must be submitted in writing to AMCEC-PM using the Request to Make Alterations Form which can be obtained from the AMCEC-PM office.

Prior to vacating a home, the following must be completed at the Resident's expense:

- All approved temporary alterations must be removed and the residence returned to its original condition; and
- Any damages to the residence or yard area of residence must be corrected.

Residents will not be allowed to nail, screw, or bolt items onto the exterior of the residence. Additional detail regarding installation of satellite dishes is presented below.

### **7.A. FENCING**

AMCEC-PM will allow Residents to install chain link fencing in the rear of their homes. Installation of fencing must be approved by AMCEC-PM and the fencing must be installed by an approved contractor. An excavation permit must be obtained before work begins. Fencing is not to exceed 48" in height. The perimeter bounds of the fence will be determined by AMCEC-PM based on the specific neighborhoods and style of home.

If the existing home has pre-positioned fence post holes, any new fencing will be restricted to this area.

The cost of installing fencing is the Resident's responsibility. If a Resident paid for the installation of a fence, the Resident will have the option to remove the fence themselves. Upon move-out, any fencing that is left behind becomes the property of AMCEC-PM and will remain in place at the residence.

Fence that is rented and/or installed at the Residents expense is the Resident's responsibility to maintain in a safe and aesthetic manner. AMCEC-PM will advise the Resident of all fencing problems. The Resident may contract with an outside contractor for repairs.

### **7.B. ANTENNAS / SATELLITE DISHES**

While external television and radio antennas are not permitted, satellite systems will be allowed. However, only one satellite dish is allowed per residence. Satellite dishes must be four feet in width or less to be approved for installation. In order to ensure installation does not damage homes or detract from the appearance of the homes or the community, approval of the system and installation must be given by the Community Manager.

Satellite dishes may be mounted on a separate pole in the backyard or on a pole on the side/back of the home. Dishes may not be mounted directly on homes, including the roof, clothesline pole, false chimney, vent pipe, or attached to any part of the gutter. The satellite dish and its supports must be constructed of rust proof materials and placed away from any electrical power lines.

All cables serving a ground-mounted satellite dish antenna must be buried a minimum of 2" below the surface, up to a point of 1' from where the cable enters the house. A small hole may be drilled in the foundation to allow entry into the house. Prior to the installation of the ground-mounted satellite dish antenna, AMCEC-PM will arrange for all utility service lines to be located and marked; i.e. gas, water, sewer, telephone, etc. and excavation permit. Upon completion the Resident will be notified that he or she may proceed.

All interior cables must be internalized within the wall cavities and/or located in attics, crawl spaces or basements and properly secured. Exposed lines are not allowed. Satellite systems may not connect into the home's cable television system. Television antennas are prohibited.

Satellite dishes must be removed prior to move-out and any damage resulting from the installation must be repaired. Residents are liable for any damage or injury caused by the satellite dishes.

All requests for satellite installation must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

### **7.C. ADDITIONAL LOCKS**

Residents requesting that locks be changed should contact the AMCEC-PM office. Residents must pay for the lock changing service unless a copy of Security Forces 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 Community Manager;
- Residents needing assistance due to lock out should contact AMCEC-PM during regular operating hours. After regular hours, the call center will page the appropriate person. There will be a \$50.00 charge for after-hours lockouts;

- Residents will not change locks or lock cylinders;
- Residents will be charged for repair or the replacement of the locks in violation of this policy.

### **7.D. HOME DECORATING & YARD MAINTENANCE**

AMCEC-PM will clean, perform maintenance and paint each home with a standard paint scheme prior to a new family moving in. Residents may wish to add customized accents to make their house feel more like home. While AMCEC-PM supports such projects, it requires Residents to secure authorization for alterations from the Community Manager prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, borders, ceiling fans, structural changes and remodeling.

- Only small nails or “J” hooks should be used for hanging items on walls;
- Limit the number of nails or wall hanging devices installed. Do not put nails or screws into wood, doorframes, metal, cement, brick or cinder block surfaces;
- Adhesive wall mirrors, corkboards, paneling, etc. are prohibited on the walls;
- Only removable shelf paper should be used in cabinets;
- Tub decals are prohibited;
- Removal of window blinds is prohibited;
- Window coverings should be attractive and required to have a white or beige backing. Sheets, blankets, plastic, and other such items are not acceptable window coverings;
- Mops, brooms, rags, or other clutter are unsightly and may not be stored at any location in front of the house;
- The front lawns of all buildings must be kept clear of furniture, bicycles, toys, and other personal belongings;
- Trees and shrubbery are a vital and valuable part of the community, and the Resident will be liable for damages for any mutilation or defacing for which the Resident, his or her family and/or guests are responsible;
- Littering is a major cause of property deterioration. To help eliminate this problem, Residents are strongly encouraged to refrain from doing so;
- Window shades, blinds, screens, and curtain rods that are torn, bent, or damaged must be replaced immediately for esthetic appearances;
- Any expense incurred by AMCEC-PM as a result of mistreatment of the residence or common areas will be assessed against the Resident. This includes the destruction of the lawn around the residence as a result of traffic on the grass areas, from children digging in the ground, etc.

All requests for alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to the Community Manager. No alterations will be allowed for the historical homes due to the historic nature of these homes. AMCEC-PM reserves the right to allow/disallow alterations.

### **7.E. POOLS**

Small wading pools that allow not more than eighteen (18) inches of water and are no larger than eight (8) feet in diameter are permitted. An adult (18 years or older) must be present to supervise pool use, and pools must be drained each evening by emptying the water so that the water drains away from the home. Pools are not to be utilized in the front of the residence; they must be placed in the back of the residence or on the side of the residence if there is no backyard. Pools should be located in a fenced-in area.

Occupants assume all liability and lawn will be restored to original condition when pool is removed.

### **7.F. TRAMPOLINES**

Safety of all residents and their guests is of utmost importance. Because of the possibility for serious injuries to occur, trampolines are not permitted.

### **7.G. YARD ORNAMENTS**

Residents may place lawn ornaments on the lawn if the decorations are maintained and presented in a pleasing appearance and will not interfere with maintenance of the lawn. If ornaments become worn and show wear, the Community Manager will issue a violation occurrence and, if not resolved within forty eight (48) hours, the Community Manager will cause the removal of the ornaments. Residents may collect any ornaments so removed from the AMCEC-PM office.

### **7.H. PATIO/LAWN FURNISHING & PLAYGROUND EQUIPMENT**

Patio furniture should be located on the front porch or in the back yard. Lawn furnishing and playground equipment are to be located in the backyard or the side yard where no back yard exists. Furnishings and playground equipment must be maintained and presented in a pleasing appearance. The equipment must be properly assembled without defects to ensure the safety of those using it. The Resident is completely responsible for the supervision, safety, and maintenance of the equipment. Upon move-out, the Resident is responsible for any lawn areas damaged due to installation, removal, or use of equipment.

### **7.I. STORAGE**

Residents whose homes do not already have a shed are permitted to install one (1) shed.

AMCEC-PM approval for the placement of sheds or utility structures must be obtained at the AMCEC-PM office prior to installation. Residents are required to get a utility clearance from AMCEC-PM 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 vacating the home;
- Restoring turf to its original condition upon removal of storage shed;
- Damages to any property caused by the installation or removal of the storage shed.

## **7.J. SECURITY ALARMS**

The installation of new security systems without the permission of AMCEC-PM is strictly prohibited. The Air Force may install and maintain security devices and communication equipment necessary in high-profile units. AMCEC-PM will not prohibit the installation of a security alarm if it is a requirement.

## **7.K. WATERBEDS**

It has been decided that waterbeds are not approved for use in any home. However, if there are extenuating circumstances an exception to policy can be processed. This exception includes a written statement that the Resident is willing to accept full responsibility in the event of damage. This authorization through the exception to policy proves begins with a letter to the AMCEC-PM including proof of waterbed insurance. Use of waterbeds may be restricted to first floor bedrooms only.

**Residents will be held liable for any damage caused by the use of a waterbed.**

## **7.L. HOLIDAY LIGHTING & ORNAMENTS**

A reasonable amount of inside/outside electrical holiday decorations can be displayed thirty (30) days prior to the holiday and removed within two weeks after the holiday. Holiday exterior lighting should only be used during the evening period between 6 p.m. – 11 p.m. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples, or any other type of fastener that leaves permanent damage are prohibited.

- Residents may use clips or tape to install holiday lighting;
- Residents will carefully inspect and control ornamental lighting to avoid fire;
- Outside light and electrical cords must be designated for outdoor use;
- Residents will check their smoke alarms prior to using holiday decorations.

## **7.M. FLAGS & BANNERS**

Flags of an offensive nature are prohibited. AMCEC-PM, in its sole discretion, will determine if a flag is offensive. Flags must be attached to a flagpole and the flagpole must be placed into an approved flagpole bracket. Flagpole brackets may not be attached to brick, vinyl, aluminum or any other metal siding or windows. Flags must be in good condition with no fraying or visible wearing. In general, banners and signs are prohibited; however, Residents may request an exception, which will be reviewed on a case-by-case basis.

## **7.N. HOT TUBS / WINDOW MOUNTED AIR CONDITIONING UNITS**

Hot tubs and window mounted air conditioning units are not permitted.

## **7.O. CARPET INSTALLATION**

Carpet installation on top of an existing hard surface with tack strip, glue, double backed tape or any adhesive is strictly prohibited. Use of carpet and area rugs with non-skid pads and/or tape is permitted. This carpet must be rolled up and removed at move-out and prior to any move-out or pre-termination inspections.

## **SECTION 8: MOVE-OUT PROCEDURES**

### **8.A. ABANDONMENT POLICY**

Residences are considered abandoned when, after thirty (30) days, there is no reasonable evidence that the home is occupied. The AMCEC-PM Community Manager will determine if the unit is abandoned and will advise the Air Force of this determination. If an abandoned unit is reclaimed, the Resident will be responsible for the cost of damages above and beyond normal wear and tear, cleaning, unpaid charges and rent due. The Resident will be notified prior to AMCEC-PM availing themselves of other remedies. AMCEC-PM will not be responsible for belongings that are left in an abandoned unit and identified by the Community Manager as items to be discarded.

### **8.B. MOVE-OUT INSPECTIONS**

A written notice of move-out must be provided to the AMCEC-PM office in accordance with the time frames required in the Tenant Lease Agreement.

Upon receipt of the above information, the AMCEC-PM office will provide the Resident with written instructions on minimum standards of cleanliness and conditions that are required. Attached hereto is Appendix A that details these minimum standards.

AMCEC-PM will schedule a pre move-out inspection once notified that the home is ready for inspection. Usually, this inspection will take place not more than ten (10) days prior to the vacate date. The purpose of the inspection is to make the Resident aware of any items that may not meet standards prior to moving such that the Resident might take appropriate action to remediate such deficiencies. The Property Condition Report (also known as "Move-in Report") will be referenced when performing the move-out inspection. Charges will be assessed for any items that are determined to be beyond normal wear and tear in accordance with the attached schedule of charges (Appendix B). The Resident will be made aware of the amount of charges associated with whatever deficiencies are noted, and ultimately the Resident will be assessed these charges if damages are not satisfactorily repaired. Final clearance will not be given until all invoices for damages and repair are paid in full.

A final inspection will be performed within twenty-four (24) hours prior to the planned move-out date. If documented damages caused by the Resident and as noted in the pre move-out inspection are not repaired, the Resident will need to ensure that any damages are fixed that day or the Resident will pay for those damages by debit card or money order prior to leaving the base. Any itemized damage(s) in excess of \$200.00 will be documented by photographs. Upon completion of the final inspection, AMCEC-PM will accept the keys and will issue a Termination from Housing Notice to the Resident, and a copy of the document for electronic transfer of BAH will also be provided.

In the event there is a need to change move-out dates, the Resident will notify the AMCEC-PM office as soon as is practicable. AMCEC-PM will endeavor to make every accommodation to the Resident consistent with the need to change dates including weekends by appointment.

## **SECTION 9: RESPONSIBILITIES & SUPERVISION OF MINOR CHILDREN**

### **9.A. BICYCLES, SCOOTERS AND ROLLERBLADES**

To promote a pleasing property appearance, all bicycles are to be stored in the designated storage area or in the garage. If the bicycle is stored outside it is to be chained to a permanent fixture. Bicycles, scooters or tricycles are not to be left on sidewalks, in driveways or on the grass areas around the residence.

Other toys and play equipment may be placed on the grounds in the yard of the residence. Written permission to place swings, sandboxes, play houses and the like must be secured from the AMCEC-PM prior to placement or installation.

Policing the grounds around the house is the responsibility of the parent or guardian. Maintaining a neat appearance is the community goal.

### **9.B. CHILDREN AT HOME POLICY**

Residents are responsible for the monitoring, care and safety of children living on base at AMC East Communities. Under no circumstances will children under the age of ten (10) living on the Base be left unattended in the residence at any time. Children under the age of six (6) will not be permitted on grounds or on any public area or playground without adult supervision or the presence of a licensed childcare provider. Supervision is defined as being under the care of an adult or licensed childcare provider within the home or in the immediate vicinity of the person supervising, not to exceed visual contact and/or forty (40) feet, which ever is less.

Every Resident of the community is responsible for reporting any suspected neglect or child abuse or known violations of the "Children at Home" policy to Security Forces and to AMCEC-PM. Security Forces will respond to the reported violation of this policy and will remand the child/children to the care of Children and Youth Support staff on the Base. This policy will be strictly enforced. Residents or guardians who knowingly allow their child/children to remain in the home unsupervised or who fail to prevent child abuse are subject to disciplinary actions, civilian prosecution and/or termination of their Tenant Lease Agreement.

In accordance with Andrews AFB Instruction 21-206, Law Enforcement, all juveniles are restricted to their quarters, yard and the area surrounding their quarters not to exceed 75 feet. Curfew hours are:

Sunday through Thursday - 10 p.m. – 5:00 a.m.

Friday, Saturday & Federal Holidays – 12:00 a.m. – 5:00 a.m.

A plan of action for families with children below the age of eighteen (18) is required from all households. A plan of action is a written plan submitted by the family outlining who is designated to be in the home during periods when the children have no adult supervision. This plan must include a point of contact in case of emergency. The plan must include procedures for children who lock themselves out of the home, including authorizing AMCEC-PM to open the door. It is the family's responsibility to ensure this plan is updated annually or when any changes occur.

For children aged twelve (12) – seventeen (17), it is the parent's responsibility to determine the level of maturity necessary to be allowed "Latch Key" privileges. Latch Key is defined as authorized to be in the home alone or in the presence of other juvenile family members, not to exceed five (5) children for a period of not more than nine (9) hours during the day and/or evening, between school and their parents return from duty for the day. Authorization for this shall be requested in writing and will be maintained within the family's residence file. The family is also required to have a Plan of Action maintained in the file.

The family shall be responsible for keys to the home and acknowledge that AMCEC-PM shall not be responsible for providing entry to the unit in the event the responsible juvenile forgets/loses their key to the unit unless authorized in the plan of action. There will be no charge to open the door during normal office hours so long as it is not of a repetitive nature. On the second or subsequent occurrence a charge of \$25.00 will be assessed

### **9.C. KEY AUTHORIZATION / POLICY**

During the normal course of preparing a unit for re-occupancy, the locks are changed on the unit. All keys will match the new locks. One key will be issued to all members of the family listed on the Housing Agreement aged eighteen (18) and over or designated latch key children. Exceptions to this policy may be made on a case-by-case basis.

In the event that keys are lost, they will be replaced at a charge of \$10.00 per key. Garage door openers will be replaced at a cost of \$50.00. Locks may also be changed at the request of an adult member of the household at a charge of \$50.00. If this is requested, the replacement of the keys for the allowed family members shall be at a cost of \$10.00 per key.

Only adult members (over eighteen) will be issued a mailbox key. Should these mailbox keys be lost they will be replaced at a cost of \$10.00. These charges are subject to periodic change, with proper notice.

Replacement keys will be issued at the replacement cost to adult members of the household. There will be no charge to open the door during normal office hours so long as it is not of a repetitive nature. On the second or subsequent occurrence of a lock-out occurring during business hours, a charge of \$25.00 will be assessed. There will be a \$50.00 charge for after-hours lockouts. AMCEC-PM will not open the door for any person under the age of eighteen (18) who is locked out unless there is a recorded parental plan of action in the Resident's housing file authorizing the entry. Exceptions will be dealt with on a case-by-case basis.

### **9.D. PROHIBITED PLAY AREAS**

Children are prohibited from playing on or near the following:

- Buildings under construction and or any construction site, whether or not work is in progress;
- Any unoccupied building, surrounding yard or structure;
- Any trees, shrubs or plantings in public areas that will cause damage to the landscaped areas;
- Any equipment owned by contractor or government, including but not limited to mowers, construction equipment or trailers, maintenance trucks etc.;
- Any drainage ditches or culverts.

Parents or guardians will be held responsible for any damages or injuries resulting from violation of this policy and/or any rescue, if necessary.

### **9.E. SUPERVISION LEVELS**

Parents are responsible for the conduct of their children and/or dependants at all times. They assume liability for any charges caused by the unlawful or negligent conduct of their children, dependants and any visitors to their home.

This policy applies to all Residents and their family members and is designed to ensure that all family members and agencies cooperate to produce an environment that promotes the safety of the children living in AMC East Communities. This policy also applies to any civilian personnel who may be present during the performance of official childcare duties and who are registered with the Child and Youth Services on the base.

At no time may a child under the age of fifteen (15) be left home alone **overnight** without a parent being able to check on them via telephone.

## SECTION 10: MISCELLANEOUS

### **10.A. BASKETBALL BACKBOARDS**

Rules for basketball backboards are as follows:

- 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, will result in that service not being provided to the residence on the first occurrence. Any subsequent occurrence will result in the household being requested to relocate the basketball apparatus interfering with the services. On the third occurrence AMCEC-PM will require the permanent removal of the basketball apparatus from that residence.

Backboards will not be located within ten (10) feet of the street or in cul-de-sacs.

### **10.B. BICYCLES, SKATEBOARDS, SCOOTERS, TRICYCLES, ROLLER BLADES, & PLAY EQUIPMENT.**

Bicycles, skateboards, scooters, tricycles, roller blades and other play equipment should be used responsibly. Responsible usage includes obeying traffic laws, ensuring equipment is in proper working order, and not engaging in “trick riding” (i.e. jumping curbs, riding rails, etc.). Equipment should also be properly stored in designated storage areas or garages. Proper storage of such equipment will not only lengthen its useful life but also promote a more pleasing property appearance in housing areas. While AMCEC-PM encourages the use of such equipment to arrive at community centers and playgrounds, this equipment is not permitted inside or on these community amenities. AMCEC-PM encourages Residents to secure such equipment to fixed objects with locks when not in use.

Written permission from AMCEC-PM to place swings, sandboxes, play houses and the like must be procured from the AMCEC-PM office prior to placement or installation. Policing the grounds around homes is the responsibility of the parent or guardian. Maintaining a neat appearance is a primary community goal.

### **10.C. CRIME, VANDALISM, & COMMUNITY SAFETY**

It is expected that the Residents living in AMC East Communities will abide by the rules and regulations related to the individual neighborhoods and public areas on Base. These rules and regulations are basic in nature and are intended to provide the Residents peaceful enjoyment of the area surrounding their home.

AMCEC-PM will develop a plan of action to incorporate a Resident Block Watch in each individual neighborhood area as part of a comprehensive plan to reduce crime and promote personal involvement in developing community. Part of this will include:

- Ensuring that the site lighting is sufficient to provide well lit avenues of travel for both pedestrians and motorists;

- Maintaining the trees and shrubbery in a manner to ensure that there are no blind spots for drivers backing into the street, no areas blocking visual paths to doors and windows where intruders could loiter;
- Building lighting is well maintained;
- Developing block watch meetings and personal safety clinics within the community to promote personal safety;
- Knowing and looking out for neighbors and family members;
- Coordinating with Security Forces and any local police authorities to develop the most beneficial plan for the property.

Resident involvement and awareness of personal safety are always the most effective deterrents to crime and vandalism.

#### **10.D. FIREWORKS**

Fireworks are strictly prohibited.

#### **10.E. GARAGE /YARD SALES**

Subject to AMCEC-PM approval, Residents may hold yard and garage sales in the housing area subject to the following conditions:

- Sales transpire during daylight hours;
- Sales are approved for up to three (3) days;
- Signs may be displayed on the day of the sale;
- Items and signs are removed when the sale is over;
- AMCEC-PM is not liable for any misconduct, negligence or other offenses as a result of a garage/yard sale;
- Resident is responsible for any damage that may result from a garage/yard sale;
- Residents are limited to one garage/yard sale every nine (9) months.

## **SECTION 11: PEST CONTROL**

If you are experiencing a pest problem and are unable to resolve the problem with household resources; i.e. glue traps, mouse traps, wasp spray, etc., you can contact the AMCEC-PM office and the staff will assess the situation and contact a commercial pest control company, if necessary. Due to liability issues you are not authorized to contract with a commercial pest control company.

Should a family member have a medical condition that would be aggravated by commercially applied pest control products, please notify AMCEC-PM immediately. AMCEC-PM will ensure that any pest control applications requested during occupancy will be sensitive to the family's needs. AMCEC-PM maintains a log for each residence indicating when the premises were last treated and with what chemicals. This information will be provided upon request.

## **SECTION 12: RENTERS INSURANCE**

All residents will receive this baseline coverage at no extra charge, as an insurance component of BAH. This policy consists of the following major components: Personal Property Coverage of \$20,000, Per Incident Deductible of \$250, and Liability Insurance of \$100,000.

Please contact AMCEC-PM for a complete description of covered incidents and how to submit a claim.

Residents are strongly encouraged to obtain supplemental insurance up to the total value of personal property.

## **SECTION 13: RENT DEPOSITS**

Rent Deposits will not be required from military families occupying family housing as long as their rent is paid by allotment. Refer to Section 3.D. regarding deposits for pets.

## SECTION 14: COMMERCIAL ENTERPRISES

The current Base-approving authority will continue to govern this program. Once approval is granted by the Base, the Resident will submit a request to AMCEC-PM for the home-based business activity and include installation approval as supporting documentation. AMCEC-PM will have the right to decline the approval at this point but will not have the authority to approve a home-based business if the Base disapproves the initial request.

Request for permission to conduct a home enterprise such as tailoring, tax preparation, dressmaking, cake decoration, hobby/crafts, manicures, breeding of pets and selling products such as Avon, Tupperware, Longaberger Baskets, Mary Kay, Home Interiors, etc. in AMC East Communities should be made in writing to the Community Manager. All local, State, and Federal Laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through the command's officially sanctioned commerce (the BX).

To operate home businesses, other than in-home childcare, the following conditions apply:

- Residents must have permission from the Base Commander and AMCEC-PM;
- Approval for home-based businesses is valid for one year;
- A letter to AMCEC-PM should be submitted to renew approval;
- The following paperwork must be provided with an application: Business registration tax identification number (if applicable).

Solicitation, fund raising, scout activities, school sales, etc will require the approval of the Installation Commander requested through Public Affairs.

## **SECTION 15: MOLD**

Molds are a normal presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water-infiltration or flooding, molds may grow and become apparent as visible discoloration of surfaces or through the detection of “musty” odors. Helpful information on prevention of mold growth is provided in the below “Resident Tip Sheet on Mold”.

Any visual mold growth must be immediately reported to AMCEC-PM office and properly remediated.

## RESIDENT TIP SHEET ON MOLD

Resident can help minimize mold growth in their home by taking the following actions:

- **Open windows.** Proper ventilation is essential.
- **Close windows when it is rainy weather or damp conditions exist.**
- **Maintain temperature between 50° and 80°F at all times, even while on extended vacations.**
- **Clean and dust residence on a regular basis.** Regular vacuuming, mopping and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- **Consider the use of a HEPA filtering system**
- **Periodically clean and dry walls and floors around sinks, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.**
- **On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windowsills and windows.**
- **Use pre-installed bathroom fan when bathing or showering.**
- **Use exhaust fans in your kitchen when cooking.**
- **Dry up any excess water immediately.**
- **Do not overfill closets or storage areas – ventilation is important in these spaces.**
- **Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.**
- **IMMEDIATELY report to the AMCEC-PM office any evidence of a water leak or excessive moisture in your house, storage room, garage or any common area.**
- **IMMEDIATELY report to the AMCEC-PM office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area.**
- **IMMEDIATELY report to the AMCEC-PM office any failure or malfunction with you heating, ventilation, air-conditioning system or laundry system.** Do not block or cover any of the heating, ventilation or air-conditioning ducts in your residence.
- **IMMEDIATELY report to the AMCEC-PM office any inoperable windows or doors.**
- **IMMEDIATELY report to the AMCEC-PM office any musty odors that you notice in your residence.**

## SECTION 16: LEAD BASED PAINT

### **16.A. LEAD BASED PAINT GENERAL**

Health research has revealed that lead, when swallowed or inhaled, can be harmful to human beings. It can be especially harmful to small children, pregnant women, men and women during their reproductive years, and people with hypertension.

The lead hazards in buildings come primarily from the past use of lead-based paint (hereinafter referred to as LBP). The mere presence of LBP, however, does not constitute a hazard. The risk of adverse human health effects depends on the paint's location and condition and on the way occupants use the building. If circumstances are such that people, especially children, may inhale or ingest lead, then a hazard is present. Public Law 102-550 (Federal "Title X") defines lead-based paint hazard as "any condition that causes exposure to lead from lead-contaminated dust, lead-contaminated soil, lead-contaminated paint that is deteriorated or present in accessible surfaces, friction surfaces, or impact surfaces and chewable surfaces that would result in adverse human health effects as established by the appropriate federal agency."

Buildings built prior to 1978 have a higher likelihood of containing lead-based paint than those constructed after 1978. If the lead-based paint is in poor condition, hazards from dust and debris are more likely. Abrasive action on lead-based painted surfaces can create lead-contaminated dust in a building. Floors, windowsills and wells pose the greatest concern for LBP hazards because lead dust settles on to horizontal surfaces. Lead in bare soil outside a building can increase the lead-contaminated dust inside. Chips from exterior paint in poor condition often fall into the surrounding soil. This contaminated soil can then be brought indoors by foot traffic. Children frequently contact lead-contaminated dust and soil because they play indoors on the floor and outdoors on the ground.

### **16.B. CLEANING A HOME WITH LBP PRESENT**

#### **AREAS OF CONCERN:**

Encapsulated Lead-based paint is not considered a hazard. However, if you have children six years old or younger, you should be concerned about lead-based paint in the following locations:

- Paint on surfaces that rub together, such as windows or door casements. Friction or impact on these surfaces can generate small lead chips and lead dust;
- Paint on surfaces that small children can chew on and are accessible to them, such as windowsills.

Lead-based paint is often present on the following surfaces:

- Window sashes, frames, and sills;
- Doors and doorframes;
- Stairs, railings, and banisters;
- Woodwork, molding and baseboards.

## **RECOMMENDED CLEANING PROCEDURES:**

- Clean floors, baseboards, window troughs, windowsills and other hard surfaces on a weekly basis. Use a good detergent or a high-phosphate (5-9%) cleaning solution made from a dishwasher detergent or the TSP cleaning solution. Wearing gloves will aid in avoiding possible skin irritation.
- Do not use the same mops, sponges or rags for other cleaning jobs; you could spread the dust. Wrap used cleaning materials in a plastic bag and dispose in your household trash.
- Do not use your household vacuum cleaner to remove dust from these surfaces. Lead dust will pass through the filters in your household vacuum and become airborne. Special vacuum cleaners with highly efficient filters are available at many retail establishments. These vacuums are called high efficiency particulate air (HEPA) vacuums.

# APPENDICES

## APPENDIX A MOVE-OUT CHECKLIST

This information is being provided to assist you in completing your final inspection with the least amount of difficulty. The inspector has only thirty (30) minutes to complete your inspection, please be prepared as there will only be one inspection. The inspector will clear your property inventory, collect your keys and name letters. The inspector will also sign your clearance papers if required and give you orders terminating your quarters. Completion of all minimum cleaning standards is the responsibility of the occupant even if it was listed as a deficiency on the assignment check-in sheets. If damage has occurred, call AMCEC-PM office for assessment.

Interior Minimum Cleaning Standards		
Description	yes	no
<b>Walls &amp; Ceilings</b> Remove all dirt, cobwebs, crayon and pencil marks, food, etc., from walls. Remove all nails and hooks,		
<b>Floors</b> Broom cleaned & Mopped		
<b>Doors</b> Remove all dirt and stains on both sides.		
<b>Light Fixtures</b> Ensure all fixtures have operating bulbs		
<b>Cabinets, Closets, Drawers, and Shades</b> Remove all tape, staples, and tacks. Remove all food particles, trash, and personal items.		
<b>Refrigerator/Freezer</b> Defrost and wipe down interior and exterior surfaces. Remove all food particles.		
<b>Range and Range Hood</b> Remove all burned/crusted-on food from accessible surfaces. Wipe down range hood.		
<b>Kitchen, Bathroom, &amp; Toilet</b> Remove dirt, and excessive soap residue from all surfaces and fixtures.		
<b>Furnace Room</b> Broom swept and cleaned of debris and spider webs.		
<b>Government Owned Furniture &amp; Equipment</b> Wipe down and remove stains.		

Exterior Minimum Cleaning Standards		
Description	yes	no
Remove all trash and animal waste from yard.		
Clean debris from window wells.		
Sweep and clear all debris in carports, patios, balconies, porches, steps, and walks.		
Remove oil spots from driveway and sidewalks.		
Clear Rent-A-Fence (if applicable)		
Remove Satellite Dish Equipment		

Storage Rooms/Sheds: Remove spider webs, nails, hooks, sweep, and remove any privately owned or unserviceable shelving from rooms/sheds.		
--	--	--

Garage Minimum Cleaning Standards		
Description	yes	no
Remove hooks, nails, and sweep out debris/dirt.		
Remove spider webs.		
Broom sweep the garage door.		
Remove all oil from floor.		
Mop floor (Do not wash down with a hose)		
<b>Notes:</b>		

## **RESIDENT RESPONSIBILITIES**

Residents need to take a “prudent home-owner” approach to minor maintenance requirements to clear their quarters. Based on this concept, the self-help requirements to clear quarters are listed below:

### EXTERIOR AND GROUNDS

- Remove excessive dirt, mud, chalk, crayon, oil, grease or other substances off siding, sidewalks, patio slabs, driveways and garages.
- Clean mud spots, chalk, pencil, or crayon marks.
- Remove all trash and leaves from under porches, window wells, stairs, porches, stairwells, and grounds adjacent to the quarters.
- Remove all vegetable gardens and vegetable plants.
- Police yard of all trash and debris. Remove all animal waste.
- Repair yard damage. Fill holes and seed bare spots caused by the family or pets.
- Remove all firewood from quarters.
- Replace all burned out porch lights.
- Replace any broken exterior light globes, covers, or fixtures. Resident need to try to match existing globes or hardware, if they are unable, they need to contact office, AMCEC-PM will replace and charge Resident accordingly.

### GARAGES AND CARPORTS

- Remove all personal property and sweep out area.
- Remove all nails and hooks.
- Remove dirt, spilled paint, and grease stains from shelves and floors.
- Broom sweep garage floors.

### WALLS AND CEILINGS

- Remove all nails, hooks, tape, and mollies/anchors carefully to avoid damage, greater than ¼ inch.
- Remove all marks, dirt, cobwebs, crayon, pencil marks, etc. from walls and doors.

### CARPENTRY

- Refasten/replace any loose or missing coat hooks, clothes rods, and closet shelves.
- Tighten excessively loose kitchen or bathroom hardware.
- Repair or replace damaged or missing kitchen cabinet and drawer pulls and closet doorknobs. Knobs need to match existing hardware. If this is not possible, contact the office and AMCEC-PM will provide the hardware and charge the Resident.

### ELECTRICAL

- Replace broken globes on lights. Replace with fixtures of similar design and style. If this is not possible, Resident will need to contact AMCEC-PM office for replacement. Resident will be charged accordingly.
- Replace damaged switch plates and receptacle plate of same design, if not possible, contact office and AMCEC-PM will replace and charge Resident accordingly.
- Ensure there is a working light bulb in each socket.

### BATHROOMS

- Replace cracked, chipped, stained, and broken toilet seats caused by the Resident. Replace with fixtures of similar design and style. If not possible, contact the office and AMCEC-PM will replace and charge Resident accordingly.
- Remove dirt and soap residue from showers/tubs, to include, shower doors and sinks.

- Remove all sanitizers from commodes.
- Ensure there are two shelves in the medicine cabinet (if applicable).
- Repair or replace excessively loose, broken, or missing bathroom towel bars, toilet paper holders, or towel rings.

#### APPLIANCES

- Ensure all the shelves are in place in the refrigerator. Wipe out to remove food particles.
- Remove all burnt/crusted-on food and grease from range. Ensure all broiler pans and oven racks are in place.
- Replace range hood light if inoperative.
- Replace broken or burned out bulbs in range or refrigerator.
- Run garbage disposal. Make sure it is operational. Report any malfunctions.

#### MISCELLANEOUS

- Before the packers arrive, remove carbon monoxide detectors from walls and put them in a bag labeled "Do Not Remove." Put the bag on the kitchen cabinet.
- Remove all personally owned property including carpets, wallpaper, yard fences, swings, etc. when preparing to clear quarters.

## APPENDIX B SCHEDULE OF CHARGES

Residents will be charged for any damage done to the units as a result of Resident negligence. Below is a list of the most frequently occurring items for which charges may be assessed. This schedule will be periodically reviewed and changed as necessary.

Sample Schedule of Charges		
	Number	Charges
1.	Aerator	\$30
2.	Bathroom Faucet	\$75
3.	Bathroom Floor Replacement Vinyl	\$12 per sq ft
4.	Bathroom Sink & Vanity	\$150
5.	Broiler Pan and Tray	\$20
6.	Carpet Replacement	\$28 per sq. yd.
7.	Ceramic Tile Replacement - Bathroom	\$10 per sq. yd.
8.	Cleaning – debris left in unit per room	\$25 per room
9.	Cleaning – Exhaust Hood	\$15
10.	Cleaning – Refrigerator	\$25
11.	Cleaning – Stove	\$25
12.	Closet Bar	\$20
13.	Closet Knobs	\$15
14.	CO2 Detector	\$40
15.	Commode or Drain - foreign object removed	\$45
16.	Commode or Drain - time snake or plunged	\$35
17.	Contact Paper Removal (also drywall repair costs)	\$2 per sq. ft.
18.	Extermination Contractor	\$35 per visit
19.	Counter Tops	\$25 per linear ft
20.	Crisper Drawer	\$15
21.	Door Stop	\$15
22.	Drip Pans - Small	\$20
23.	Drip Pans - Large	\$20
24.	Drywall Replacement	\$28 per sq. ft.
25.	Entry Door	\$375
26.	Entry Door Jam	\$8 per linear ft.
27.	Entry Door Lock Change	\$50
28.	Furniture Removal – Sofa	\$25
29.	Furniture Removal – Love Seat	\$25
30.	Furniture Removal – Chair	\$25
31.	Furniture Removal – Mattress & Box Spring	\$25
32.	Garage Door Opener	\$50
33.	Garage Door Replacement	\$450-750
34.	Grass Cutting	\$100 per cut
35.	Hinges	\$30

Sample Schedule of Charges		
	Number	Charges
36.	Ice Cube Trays	\$5
37.	Interior Door – Pre-hung	\$175
38.	Interior Door ( Closet)	\$75
39.	Keys (duplicate)	\$10
40.	Kick Plate	\$25
41.	Kitchen Facet	\$100
42.	Labor	\$40 per hour
43.	Lock Out (after hour)	\$50
44.	Landscape Damage Materials (Labor Minimum)	TBD
45.	Light Fixtures – Bath	\$40
46.	Marble Threshold	\$50
47.	Medicine Chest	\$45
48.	Outlet Covers	\$5
49.	Painting Other than White	\$1 per sq. ft.
50.	Pop Up	\$15
51.	Porcelain Chips	\$35
52.	Range Burners	\$15
53.	Refrigerator Shelf Bracket	\$15
54.	Replacement Vinyl (kitchen)	\$12 per sq. ft.
55.	Roto-Rooter	Actual charge
56.	Screens - replacement	\$35
57.	Screens – re-screening	\$15
58.	Shelf Brackets – in closet	\$25
59.	Shower Head	\$20
60.	Shower Rod	\$20
61.	Smoke Detector Hard Wire	\$45
62.	Soap Dish	\$30
63.	Switch Plate Covers	\$5
64.	Thermostat	\$45
65.	Toilet	\$140
66.	Toilet Seat	\$25
67.	Toilet Tank Cover	\$20
68.	Toothbrush Holder Chrome	\$20
69.	Towel Bar	\$25
70.	Tub Surround	\$450
71.	Wall Paper Removal	\$2 per sq. ft.
72.	Window Replacement – Small	\$150
73.	Window Replacement – Large	\$250
74.	Other	Cost of Material plus labor

\* AMCEC-PM may amend these prices as required to cover the full cost of replacement & repair.