CHERRY POINT
FAMILY HOUSING
HUNT MILITARY COMMUNITIES

Sign	Date	Sign	Date
Sign	Date	Sign	Date
Sign	Date	Sign	Date

RESIDENT GUIDELINES

COMMON DEFINITIONS

Owner	Atlantic Marine Corps Communities
Owner's Representative	Cherry Point Family Housing
Tenant(s)	Hunt Military Communities
Occupant	Those persons listed as Occupants in Box 14 of Schedule 1 of the Lease Agreement

OFFICE INFORMATION

Community Management Office	MCAS Cherry Point, Bldg 496 Madison Drive, Havelock, NC 28532 (252)501-2511 Hours of Operation: 8:00am-5:00pm
Maintenance Office	496 Madison Drive, Havelock, NC 28532 (252)501-2511
Self Help Store(s)	
Cherry Point Community Centers:	
Grant's Landing Community Center:	494 Wilson Dr., Havelock, NC 28532 (252)501-2550
Slocum Village Community Center:	102 Bern Street, Havelock, NC 28532 (252)501-2560

COMMUNITY WEBSITE LINKS

Links to Portal/Website/Rent Café etc

Community Website	https://www.cherrypointfamilyhousing.com/
Hunt Resident Portal	https://www.cherrypointfamilyhousing.com/leasing-information

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COMMUNITY SPECIFIC GUIDELINES

In addition to the guidelines listed herein, the Lease Agreement and any applicable Lease Addenda, Tenants in the communities specified below are required to follow the Community Specific Guidelines listed.

Cherry Point Family Housing Tenants Only

Quiet Hours

Quiet Hours are referenced in these guidelines. Quiet hours are observed between the hours of 10:00p.m and 6:00a.m.

Foster Care Additional Guidance

Determination of additional bedroom eligibility for a foster child will be made by the Navy Housing Office. As stated in CNIC M-11103.1, "Additional bedrooms will not be required for persons not enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) as a dependent (i.e., short-term foster child or foreign exchange student).

Keys/Lock Out

In the event you are locked out of your home, please call the office during business hours. After normal business hours please call the after-hours emergency number. You must be listed as a Tenant or Occupant on the Lease Agreement and present identification in order for the maintenance person to provide entry into your home. Children must present ID card and if under the age of 18, parent or guardian must approve entry. This is for your safety. Owner understands that lock outs can occur, therefore the first response per year is exempt from any fee but subsequent calls will result in a lock out fee. A $25.00 lock out fee will be charged if the call is after normal business hours, or on a Holiday. If you desire a new lock, Owner will do so for a fee of $20.00 per lock. In the event a key is lost, a fee of $10.00 will be charged to replace the key.

Fire Pits / Bonfires

Portable fire pits or chiminea are allowed once the Tenant has satisfied the following requirements:

Portable Fire Pit or Chiminea Approval Process:

- Tenant should contact local fire and command authorities to determine if a permit is required. Owner is not responsible for tenant permits or compliance with local regulations.
- Tenants are prohibited from constructing, digging, or utilizing non-commercial fire burning equipment.
- Tenants are required to be sufficiently insured to cover any property damage or personal injury that may result in the use of a portable fire pit or chiminea.

Portable Fire Pit or Chiminea Requirements:

- All state, county, local and military installations regulations will be followed.
- In the event of a burn ban being issued by local authority(ies) having jurisdiction, all fire pits and chiminea use is prohibited in accordance with such mandate.
- Portable fire pit or chiminea hours of usage will be set by Owner.

- Portable fire pit or chiminea must be used in accordance with manufacturer's instructions.
- Portable fire pits or chiminea are not permitted for use in any common area or front/side yards.
- Portable fire pit or chiminea are authorized for use in the Tenant's backyard.
- The fire must be small and manageable, no greater than 3 feet in diameter.
- A competent adult must constantly attend all recreational fires until extinguished.
- Within 15 feet of a structure or combustible materials that could burn or catch fire, both overhead and to the sides such as building components, especially siding, fences, tree limbs, sheds, awnings, power lines, electrical cables, etc., fires shall not be permitted.
- It is required that a fire extinguisher, garden hose, or water bucket be available for quick extinguishment if necessary.
- Only use noncombustible flat surfaces for placement of approved fire pits and chiminea.
- Never use an accelerant to light any fire.
- Prohibited burning includes trash, rubbish, painted or stained wood and construction debris.
- Fire pits and Chiminea are prohibited for use with winds in excess of 10 mph.
- Fire pits and Chiminea must be extinguished if smoke causes an unreasonable interference with the use and enjoyment of another person's property.

Ash Disposal:

- A good rule of thumb is to wait at least 24 hours after your fire has been extinguished before attempting to touch or otherwise move the ashes. Even if they look cool, ashes may contain enough heat to spark a fire long after the original fire has gone out. This is why it is best to wait at least one full day before touching the ash.
- After the ash has thoroughly cooled, you can use a shovel to remove it. It is best to use a metallic shovel designed specifically for ash removal, just in case the ash is still hot.
- When removing the ash 24 hours after being extinguished, be sure to transfer it into a dedicated ash bucket made of metal. Never attempt to dispose of fire pit ash in a trash can, as this may cause an unwanted fire.

Storage:

- The fire pit or other equipment must be stored inside the garage, carport, or on the Unit's back patio when not in use and ONLY AFTER the equipment has cooled down for safe handling.

Firewood

Firewood may not be stored in the home and must be stored a minimum of 22 feet from any buildings to protect homes from insect infestation. Tenant will be responsible for any damages to the grounds related to firewood storage.

Barbecue Grills

- Outdoor grills are permitted only outside the Premises no closer than ten (10) feet to the house or fence.
- Barbecue grills shall not be left unattended when in use or while still hot.
- Do not dispose of ashes or hot coals until coals are completely out and cold to touch.
- Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, egg smokers, etc. is prohibited.

MAINTENANCE WORK ORDER CLASSIFICATION

EMERGENCY

- Emergency Work Orders are defined as all work orders that consist of correcting failures that constitute an immediate danger to tenants or threaten to damage property.
- Target response time for Emergency Work Orders is thirty (30) minutes if submitted during regular business hours and within sixty (60) minutes if submitted after hours, weekends, or holidays.

URGENT

- Urgent Work Orders are defined as all work orders that do not present an immediate threat to the life, health, or safety of the occupant, however, if left unaddressed, over time, could escalate to an immediate threat to the life, health, or safety of the resident.
- Target response time for Urgent Work Orders is within four (4) business hours.

ROUTINE

- Routine Word Orders are defined as all work orders that do not qualify as the following: Emergency, Urgent, COM, Preventative Maintenance, or Owner-generated work orders.
- Target response time for Routine Work Orders is two (2) business days (Business hours are defined as: Monday – Friday, 8:00 am – 5:00 pm, excluding after hours, weekends, and holidays).
- For Routine service requests, the Resident may submit the work order service request via phone, in person, email, or through the online resident portal or online mobile application (noted in the Community Website Links section on p.3).

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SECTION I. ADMINISTRATIVE MATTERS

I.1 - DEFINITIONS

For these Community Guidelines & Policies, as referenced and incorporated into the Universal Lease, also commonly referred to as Resident Guidelines and/or Tenant Guidelines or simply Guidelines, terms capitalized herein shall have the same meaning as in the Lease Agreement. Any term defined in these Guidelines not otherwise defined in the Lease Agreement shall have the meaning as forth herein.

For these Guidelines, the term "Community Management Office" generally refers to any location on the property where the Owner or Owner's representatives conduct business such as but not limited to the Leasing Office, Welcome Center, Community Office, Neighborhood Management Office, and Maintenance Office.

"Neighborhood" shall refer to the area surrounding the Premises in which the Owner operates and leases units to tenants.

I.2 - LEASE

Tenant is required to comply with all terms stated in the Lease Agreement and these Tenant Guidelines. Only authorized Tenants may use and occupy the Premises and will do so solely as a private dwelling. The Tenant agrees that the number of tenants will not exceed the number and names shown on the Tenant Lease Agreement. Tenants must notify the Community Management Office if the occupancy size increases or decreases. Occupancy restrictions are site specific, and details can be obtained by contacting the Community Management Office. Persons registered or required to register as sexual offenders are not permitted as Tenants, Occupants, or Guests.

I.3 - CHANGES TO GUIDELINES

From time to time, it may be necessary for management to change the Community Guidelines, including the existing rules and/or adopt new rules. If rule changes or additions are required; thirty (30) day written notice of such rule changes and/or additions will be delivered to Tenants via email notification to the address(es) Tenant lists upon Lease execution. Tenant agrees that, upon the expiration of the thirty (30) day notice period, they agree to adhere to such changes and/or adoptions. For avoidance of doubt, the most currently applicable Tenant Guidelines shall be available at the Owner's website for the specific location of the Premises.

I.4 - GUEST POLICY

The Tenant is allowed to have guests, including immediate relatives and social visitors, visit, not to exceed thirty (30) calendar days in one year as stated in the Lease, unless as otherwise approved by the Owner in writing. Guests and invitees must comply with the provisions of the Community Guidelines & Policies, Lease Agreement, including any lease addenda, and any applicable federal, state, and local laws.

I.5 - COMMON AREAS

All common areas and amenities, including but not limited to parking lots, stairwells, breezeways, jogging trails, courtyard areas, the grounds surrounding the Premises, clubrooms, sport courts, pools, splash pads, and creeks, must be kept clear at all times of trash, refuse, and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by the Community Management Office without notification. Common areas are for the use and enjoyment of all Tenants of the Neighborhood. Any Tenant, Occupant, or Guest(s) behaving in an unreasonable, illegal and/or offensive manner will be required to leave the common areas and such conduct may constitute a breach of the Lease Agreement.

Tenants are responsible for their own actions and those of their household, visitors, guests, and live-in aides while in the community. Tenants are expected to behave in a manner which does not interfere with the rights, safety, or well-being of others.

Tenant agrees to use the equipment or facility in a prudent manner that is not offensive or dangerous, and in a manner that is in compliance with policies established by Owner or its representatives. Owner and Owner's representative(s) are to be held harmless for any and all injuries, accidents, or losses suffered while using facilities, other than those that may result from the negligence or willful misconduct of Owner or Owner's representative(s). Owner does not make any warranties concerning the equipment or facilities, and Tenants agree representations have not been made regarding the safety, desirability or quality of equipment or facilities. Owner retains the right to deny use or access to any Tenant, occupant, or guest who, in Owner's opinion, fails to read and follow instructions or fails to comply with the rules or with any of the requirements. Tenants will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Tenant, occupants, or guests. Tenant shall notify Owner of any malfunctioning equipment or facilities. Pets are not permitted in the Recreation Areas unless otherwise posted.

I.6 - WEAPONS

Any violation of the firearms/weapons regulations, most notably the Weapons Addendum or other state, local, or, base-specific rules and regulations, may result in termination of the Lease Agreement. Please refer to the Weapons Addendum for the definitions and regulations in place for your Community.

I.7 - SOLICITATIONS

Door-to-door sales, surveys, and/or solicitations of any sort are prohibited. Likewise, commercial advertising, flyers or promotional signs of any kind may not be posted or distributed, unless the Community Management Office designates an approved location.

I.8 - YARD SALES

For these Community Guidelines, this Yard Sales section also refers to rummage, garage, jumble, and tag sales. Tenant Yard Sales prohibited. Tenants will be invited to participate in community sponsored yard sales that will be coordinated and marketed by the Community Management Office. Notification of these dates will be communicated to Tenants from Management.

I.9 - FIREWORKS

Fireworks are strictly prohibited. The manufacture, sale, storage, possession, transport and/or use of fireworks and all incendiary devices are expressly prohibited on the Premises or in the Neighborhood. Violation of the provisions of this fireworks policy is cause for immediate termination of the Lease Agreement and eviction from the Premises, as referenced in Section 10.I (i) of the Lease Agreement

I.10 - SELF HELP

The Owner may provide complimentary items for use in maintaining a Tenant's Premises. Tenants should contact the Owner to inquire about items that are available as these items will vary by location, demand, and season.

Please keep in mind that from time to time the Owner may provide various services, equipment, and facilities for Tenant's use at their own risk for Self Help. Tenant acknowledges that the use of the Self-Help services, equipment and/or facilities may be canceled or modified at any time, at the sole discretion of Owner, and Tenant will not be relieved from the terms of this Lease or entitled to any reduction in rent. Tenant acknowledges that such Self-Help services and facilities are voluntary and not related to Owner's required services or facilities.

I.11 - FOSTER CARE

Tenant must submit a request for approval to the Community Management Office and the Government Housing Office to receive written approval to add children as additional Occupants, as defined in the Lease Agreement. All military, federal and state rules, regulations, and laws regarding foster care will apply.

I.12 - DELIVERIES

Deliveries will not be accepted for Tenants by Owner or Owner's representatives at the office. All packages must be delivered to your home or post office box. Owner is not responsible for packages.

I.13 - COMMUNITY CENTERS

Some Neighborhoods will have use of a Community Center(s), for social events, classes, Neighborhood projects and other related events. Owner may offer a variety of programs to the Tenants. These programs will be listed in the Tenant Newsletter and/or the community website. At some communities, Tenants may reserve the community center. Reach out to your Community Management Office for details. The following policies are to be followed by the Tenant:

- Tenant, Occupants, and Guests will comply with and obey all safety and posted regulations in the Community Centers.
- Tenant shall immediately report any malfunctioning equipment in the Community Centers.

- Tenant is responsible for the behavior and actions of the Occupants and their Guests at the Community Centers.
- Tenant is responsible for cleaning and damages incurred during their use of the Community Centers.
- Pets are not permitted in the Community Centers unless otherwise posted.

I.14 - ABSENCE FROM PREMISES

In addition to Tenant's obligations as stated in the Lease Agreement, in the event of an absence (as defined in the Lease Agreement), Tenant is required to take the following actions prior to leaving the Premises:

- Check the forecast for the time that you plan to be away.
  - Be sure to have a plan in place for any anticipated inclement weather procedures.
  - An example of this is having to open cabinets or drip faucets during a freeze warning or winter storm.
- DO NOT TURN OFF THE THERMOSTAT.
  - Set the temperature on the thermostat to 78 degrees in the summer and 65 degrees in the winter.
- Disconnect and properly store all hoses from outdoor faucets.
- Lock all doors and windows.
- Lower, but do not completely close blinds, shades or curtains.
- Stop deliveries of newspapers, mail, and other routine deliveries. Do not make any purchases for home delivery, such as Amazon or Walmart, that may accumulate or alert bad actors to your absence.
- Lawn Care
  - Arrange for any items in the yard to be moved or removed for lawn care services to mow the lawn, for sites where lawn care services are provided to fenced-in yards.
  - Arrange for any fenced areas to be mowed, for sites where lawn care services are NOT provided to fenced-in yards.
- During your absence, make arrangements to care for your pet(s).
- Make arrangements to have trash taken to the curb for weekly pickup and retrieved according to guidelines.

SECTION II. EXTERIOR RESPONSIBILITIES

II.1 - REFUSE COLLECTION AND RECYCLING

Owner facilitates the procurement of appropriate refuse bins for refuse and recycling collection in all Neighborhoods. Large, bulky items such as mattresses, furniture, and appliances will not be picked up with regular trash pickup. Please contact the Community Management Office if you have questions on correct disposal procedures. Information about recycling in the community is available by contacting the Community Management Office.

The following policies are to be followed:

- Tenant is responsible for the refuse bin(s) assigned to Tenant's unit.
- Tenant will be responsible for regular cleaning of the bin(s).
- Refuse bins must be at the curb before 0700 hours on the scheduled pick-up days, unless otherwise instructed by the Community Management Office.
- If desired, Tenant may place the refuse bins at curbside after 1800 hours the day before collection day.
- The bins must be returned to proper storage by 2000 hours on the day of collection.
- Proper storage is considered along the side of the house, in the garage, in a designated storage area, or as otherwise instructed by the Community Management Office.
- Plastic liners and covered trash bins may minimize odor and pest control problems.
- Tenants are responsible for understanding the rules and restrictions of local refuse, recycling, and other discarded item vendors. Owner is NOT responsible for items mistakenly removed.
- Recycling is strongly encouraged and is mandatory in most communities.
- Recycling containers must be properly stored with trash bins.
- Recycling and compost/organic waste (if applicable) may not be picked up with regular trash collection.
- Tenants are not to dispose of trash in refuse bins outside and/or adjacent to Community Management Office.

II.2 - EXTERIOR CONDITIONS/APPEARANCE

While Owner is responsible for all exterior repairs and maintenance, Tenants are responsible for maintaining the overall appearance of the areas around their homes. Tenants should care for their homes on the exterior.

The following are some of the basic rules which apply to all homes:

- Patios, balconies, and front yards must be kept neat and clean by the Tenant.

- Driveways and sidewalks will be free of oil stain marks and writing.
    - Sidewalk chalk is allowed on the Premises when used directly in front of or behind the Tenant's home. Sidewalk art of a religious, derogatory, or political nature is strictly prohibited. All sidewalk chalk supplies must be properly stored when not in use. Proper storage is considered inside the home or garage. Tenants must adhere to cleanliness obligations when cleaning up any remaining art within a reasonable amount of time after the art is created, not to exceed three (3) days.
- Trash, debris, boxes and/or equipment may not be stored on patios or balconies and are not allowed to accumulate around the Premises.
- Carpeting is prohibited on the exterior of the Premises.
- Exterior window shades are not permitted.
- Clothes lines are prohibited unless otherwise noted in the Community Specific Guidelines.
- Towels and laundry may not be hung within patios, balconies, or from balcony railings.
- No holes will be made on the exterior surface of the Premises, including brick/stucco walls, siding or over-hang.
- Nothing will be fastened to the exterior of the Premises, including signs, flag holders, bicycle racks or hooks, plant holders or hooks, wreaths, hose racks, antennas, satellite dish antenna, basketball goals, dog runs, security cameras, hanging lights, and similar items.
- Trees and utility poles will not be used to install dog runs, flag holders, signs, basketball goals and similar items.
- Patio furniture that is properly maintained and in good taste (as determined by Owner) may remain on the backyard patio.
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited.
- Attached patio covers (i.e. awnings, enclosures, etc.) of any type are prohibited.
- Construction materials for self-help projects should be neatly stored in an unobtrusive location.
- No self-help projects are permitted that physically alter the exterior or interior structure of a Premises.
- The use of any extension cords must meet fire safety codes and UL listings on electrical equipment.
- Exterior painting of the Premises is not authorized.
- Tiki Torches or like items are prohibited, unless otherwise permitted by the Community Specific Guidelines.
- Burning rubbish is prohibited.
- Deep fryers are prohibited on the Premises.

- Decorative landscape lighting (e.g., solar pathway lighting) may interfere with landscape maintenance – tenants understand the risks of damage to these devices and install at their own risk.
- Chicken/Animal Coops are prohibited.
- Any item that holds water, such as Koi pond, bird baths, water gardens, or decorative water features are not permitted due to safety.
- The playing of games and/or sports in common areas that are not designated for such or interfere with the use and enjoyment of other tenants is prohibited.
- Tree houses and tree swings are not permitted on the Premises, in common areas, or in any tree within Neighborhood grounds, unless otherwise permitted in the Community Specific Guidelines.
- Skateboarding and bicycle ramps are prohibited.
- Bicycle helmets are required in all Neighborhoods for all cyclists, including children in safety seats, regardless of age.
- Bikes, toys, and lawn equipment, when not in use, should be moved to the backyard or garage. These items may not be stored in the driveway or carport or hung on any fences. Bicycles and toys shall not be left unattended in public areas or on sidewalks will be removed and disposed of by Owner.

II.3 - STORAGE SHEDS

Storage Sheds are not permitted in the community, unless otherwise permitted in the Community Specific Guidelines.

II.4 - DOG HOUSES

Dog houses are not permitted in the community, unless otherwise permitted in the Community Specific Guidelines.

II.5 - METAL DETECTING

The use and operation of metal detecting equipment, or other activities in which the ground or water is disturbed in search of hidden metal or other treasure, is not permitted anywhere in the community.

II.6 - TENTS

Assembling of tents is authorized only for temporary use for family camping in backyards. Tents may not remain in place for longer than 48 hours. Running electric extension cords from the Premises to the tent for the purpose of providing electrical power is strictly prohibited. Property, lawn, or landscaping damaged by use of a tent must be restored by Tenant.

II.7 - TRAMPOLINES

Personally owned trampolines are limited to sixteen (16) feet in width and must have side-netting. Side-netting must be used at all times and maintained to manufacturer standards (free of rips and holes). The safety net must have a lock to guard against unauthorized use. A written request to erect a trampoline must be submitted to the Community Management Office and approval must be granted prior to installation. Trampolines must be erected within fenced yards, be compatible in size to the homes' rear yard, and only on a flat surface. At no time should the equipment be placed in the front or side yard of the home. An adult (18 years or older) must be present to supervise trampoline use. Tenants are responsible for all lawn care (mowing, edging) under and around the trampoline. Tenants are required to restore landscaping under and around the trampoline to its original condition upon move-out. Trampolines must be properly secured to prevent movement, rolling, or blowing away. Trampolines must be anchored to the ground using steel stakes and not attached to fences, decks, sheds, trees or any other part of the premises' structure. Tenants are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage.

II.8 - PERSONALLY OWNED PLAYGROUND EQUIPMENT

Personally owned playground equipment is discouraged. A written request to erect the equipment must be submitted to the Community Management Office and approval must be granted prior to installation. Personally owned play equipment shall be kept in good working order and shall not be secured to the ground using concrete anchors. Play equipment should be limited to toddler plastic swing sets and sliding boards. If personally owned play equipment is installed, it must be confined to the Unit's fenced-in backyard. At no time should the equipment be placed in the front or side yard of the home. An adult (18 years or older) must be present to supervise use. If digging is required as part of the installation, approval in advance must be obtained from the Community Management Office. Tenants are responsible for all lawn care (mowing, edging) under and around the equipment. Tenants are required to restore landscaping under and around the equipment to its original condition upon move-out. Equipment must not be attached to fences, decks, sheds, trees, or any other part of the premises' structure. Tenants are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of usage.

II.9 - PORTABLE SPORTING EQUIPMENT

All sporting equipment shall be used and maintained in accordance with the manufacturer's instructions. Only portable sporting equipment such as basketball backboards, hockey or soccer goals, and other recreation equipment are authorized for use within the outdoor areas of Premises. Portable units must be used and stored in areas that are safe, away from public way, other housing units, structures, or public grounds; do not affect trash or utility vehicles; do not interfere with landscaping; and do not create a nuisance or affect the quiet enjoyment of other Tenants. It is prohibited to attach anything to any structures such as homes, garages, utility poles, fences, or trees. It is prohibited to install permanent or semi-permanent freestanding poles. No court markings are to be painted on to the ground or playing surface. Owner is not responsible for damage or disruption to sporting equipment left in the public way, alleys, or streets. Tenants are encouraged to use the courts and playing fields provided throughout the housing areas and in the community recreation centers.

II.10 - WADING POOLS/ SPLASH PADS/SWIMMING POOLS/HOT TUBS

Use of small wading pools, not exceeding 12 inches in height, is authorized only under the following conditions:

- The water must not exceed 12 inches in depth and shall be emptied on a daily basis.
- Wading pools are to be constantly monitored by an adult during use and must not be left unattended while holding water.
- Pools are to be emptied, turned over, and properly stored when not in use.
- Grounds damaged by the pools must be restored by Tenant.
- Hot tubs, swimming pools (anything that holds water in excess of 12 inches), spas, whirlpools, fountains, and ponds are prohibited.

II.11 - GROUNDS MAINTENANCE

- Fertilizing and use of herbicides may be performed by a vendor contracted to Owner on a periodic basis. Tenant must remove pets, children, and lawn furniture so the yard can be treated. Failure to comply may result in a charge for a re-visit.
- Removal of personal items from yard for a clear mowing area on grounds maintenance days. Items left out will be at the Tenant's own risk.
- Fenced Backyards
    - Mowing, raking, weeding, and trimming of shrubs and other routine maintenance in fenced backyards are the Tenant's responsibility. Grass shall be maintained at a height of two inches, not to exceed five inches. Raking of grass and leaves is to be done as necessary to maintain a healthy and attractive lawn. Shrubs are to be trimmed to maintain their shape and not block windows or doors. Tenants who do not perform such maintenance may be given a compliance notice, and the Community Management Office may arrange needed mowing / cleanup at Tenant's expense should the Tenant not take proper care of their fenced area after receiving a compliance notice.
- Do not use or store fertilizers or herbicides in or on the Premises. Plant food for indoor plants and seasonal fertilizing (with approval from Community Management Office) of annuals and perennials are exceptions to this rule.
- Do not create new planting beds or remove existing plantings or trees on the Premises without prior written approval.
- Prior approval is required by the Community Management Office to alter the landscaping.
- Introduction of any new plantings requires the written approval of the Community Management Office.
- Tenants are encouraged to maintain flower gardens and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves as applicable to the Premises.
- Digging is only permitted with prior approval from the Community Management Office.

- Tenants are responsible for the watering of their lawns (front and back, fenced and not fenced) and planter bed areas.
    - Watering should be avoided during the heat of the day.
    - Check these guidelines or with the Community Management Office to determine if your community has time restrictions on watering.
- Tenants may not use the unit's water supply to wash or rinse roads, parking lots, driveways, sidewalks, etc. except for health/safety reasons.
- If your home has an automated irrigation system, the lawn and planter bed areas will be automatically watered based on a set schedule. Automated irrigation system timers will be maintained by the Owner. If an irrigation head or other components malfunction or if there is excessive runoff, please call the Maintenance Service Request Line.
- Tenants are responsible for removal of all pet waste from Premises and ensuring proper disposal.

Should a Tenant prefer to care for their own lawn, special exceptions may be granted at the Owner's discretion. Inquire at the Community Management Office for information.

II.12 - ANIMAL CONTROL

Stray animal control is handled differently based on different localities. For concerns about an animal inside the home, please contact the Community Management Office. For concerns about an animal outside the home and in any emergency, please contact local law enforcement and/or Security Forces.

II.13 - WILDLIFE/BIRD FEEDING

Tenants are not permitted to feed, bait, or trap any wildlife in the community. Tenants should call the Community Management Office to determine the proper entity to manage nuisance wildlife. In an emergency, please contact local law enforcement and/or Security Forces.

To prevent the local wildlife in the neighborhood from becoming a pest or danger, the following rules and regulations must be followed:

- Tenant shall not feed animals or wildlife.
- Wild chickens/roosters should never be fed or housed.
- Do not put food scraps outside.
- Trash bins must be properly stored with lids securely closed.
- Do not leave pet food outside.

II.14 - FLAGS

United States Flag:

Tenants are permitted to fly a United States flag and other flags specifically authorized by the Department of Defense. If a Tenant does fly a flag, it must be displayed in accordance with Title 36, U.S.C., Section 17a or applicable Department of Defense policy. Tenants are prohibited from affixing flag holders onto the unit structures without Owner permission.

Examples of flags authorized by Department of Defense policy, include:

- Flags of U.S. States and Territories and the District of Columbia
- Military Service flags
- Flag or General Officer flags
- Presidentially appointed, Senate-confirmed civilian flags
- Senior Executive Service (SES) and Military Department-specific SES flags
- The POW/MIA flag
- Flags of organizations in which the United States is a member (e.g., NATO)
- Ceremonial, command, unit, or branch flags or guidons

Other Flags:

It is prohibited to display or install any signs, flags, posters, banners, statues, or other displays of a similar nature, whether at, on, or within the Premises or the community, that may be visible to neighbors and the public (including, without limitation, any exterior windows, lawns, gardens, roofs, telephone poles, or driveways).

II.15 - HOLIDAY DECORATIONS/OUTSIDE LIGHTING

Holiday decorations and outside lighting are permitted when placed lower than the edge of the roof gutter. The use of staples, nails, screws, or other mechanical fasteners to attach decorations or lighting to homes and associated structures is prohibited. Plastic clip-on hooks may be commercially obtained and used to attach decorative lighting, garlands etc. Attachment of anything to vinyl siding is prohibited. Tenant is prohibited from using over-door wreath hangars as those may damage the door or frame and may lead to an improper door seal. Holiday decorations must be in good taste and in accordance with the standards associated with the holiday.

All electrical decorations must be unplugged when Tenant is away from the Premises.

Holiday lighting and decorations may not be erected before Thanksgiving and must be removed no later than January 10th. Outside decorative lights are to be turned off no later than midnight. Outside lights are not authorized during daylight hours. Holiday lighting and decorations are subject to Owner's discretion.

Decorative lighting for other occasions such as Halloween is authorized but cannot be put up earlier than one month prior to the occasion and must be removed no later than one week after the occasion. All decorative lighting must be UL or FM approved for either indoor or outdoor use.

All live Holiday trees must be kept watered to reduce the fire hazard. If the pine needles begin to fall off or if branches break when bent, the tree must be removed from the Premises. Use extreme care while decorating live trees and use UL approved lights that are not frayed nor have missing lights that may cause a fire. There will be a designated time for tree removal that will be communicated yearly in our newsletter and website.

SECTION III. SPECIAL CLIMATE SITUATIONS

Many of our communities are at increasing risk of impact from hurricanes, tropical storms, tornadoes and other special climate situations. Tenants must follow all federal, command, state, local, and Owner guidance in preparation for these storms. Tenants should immediately contact the Community Management Office to report any damage once it is safe to do so.

III.1 - DISASTER

Disasters can occur naturally or be human caused. Preparing for, responding to, and recovering from disasters and traumatic events is essential to the health and safety of individuals and communities alike. Tenants should familiarize themselves with the local area shelters and evacuation routes and plans.

Should severe weather conditions ever arise, please listen to local radio or television stations for shelter designations and instructions set forth by local command (if applicable), Civil Defense, and local law enforcement agency.

The Federal Emergency Management Agency recommends that each family have an emergency kit readily available for transport in case of severe weather, hurricane, earthquake, or other emergency. Please visit the following sites for more information:

https://www.ready.gov/kit

https://www.huntmilitarycommunities.com/resident-resources

III.2 - FREEZING TEMPERATURES

Tenant is required to follow all guidance listed above in the "Absence from Premises" section of these Guidelines related to notifications and thermostat temperatures. Tenant shall be held responsible for damage to the Premises for failure to follow instructions on how to prepare the Premises for severe weather.

Tenant is required to follow any posted signage or focused communications from the Neighborhood Management Office regarding preparation for winter weather.

During the winter, temperatures may drop low enough to freeze pipes. To minimize the risk associated with this, Tenants are asked to perform the following tasks when temperatures are below freezing:

- Remove all garden hoses from exterior faucets from October 1st to April 1st. This is required. Hoses left on during freezing weather will be cut from the exterior faucet and the cost will be incurred by the Tenant.

- Keep garage doors closed.
- Keep access doors under and around buildings closed.
- Open kitchen and bath cabinet doors to expose pipes to heat.

Tenants will be responsible for damage caused by neglect during freezing temperatures.

III.3 - HURRICANES

The hurricane season is traditionally from June through November. Tenants are required to follow the direction of local authorities and wing commanders during such events. For our Military sites, no one is allowed in military family housing areas after a base Evacuation Order is given.

III.4 - THUNDERSTORMS

Thunderstorms are usually of short duration and vary in intensity. Stay indoors away from windows, screens, and electrical appliances. Listen to your local television or radio station for the latest weather information. We highly recommend the use of surge protectors for your personal computers (you need to protect modem telephone lines, also), TV, stereo, microwave ovens and other sensitive electronic equipment.

III.5 - TORNADOES

A tornado WATCH means that weather conditions are favorable for the formation of a tornado. A tornado WARNING means that a tornado has been sighted and could be in the area, take cautionary action immediately. If a WARNING is issued, take safe shelter immediately. Remember to stay calm and use common sense to protect yourself and your family.

III.6 - TSUNAMI

If applicable to your Community, learn about your community's tsunami evacuation plan. Be ready to move quickly to higher ground or inland. A tsunami WATCH means that an earthquake has occurred, and a tsunami is possible. Be aware and prepared. A tsunami ADVISORY means that dangerous currents or waves are expected or occurring. Take action to move away from beaches and waterways. A tsunami WARNING means that widespread flooding is expected or occurring. Take immediate action to avoid danger.

III.7 - SNOW AND ICE REMOVAL

Where applicable, Tenant is responsible for snow removal on driveways and sidewalks in front of and around their Premises, except where such snow removal services are provided (as noted in the Lease Agreement).

SECTION IV. INTERIOR RESPONSIBILITIES

IV.1 - MODIFICATIONS

Tenants are prohibited from creating additional living space outside of what is provided. This includes converting attic spaces or garages into living spaces such as additional bedrooms and making structural modifications such as removing, relocating, or repurposing internal or external doors.

IV.2 - PET POLICY

Tenant agrees to comply with rules, regulations and restrictions of Base Command and/or Owner, in addition to any associated Lease and/or Pet Addendum, which may be changed by Landlord from time to time at Landlord's sole discretion and upon written notice to Tenant.

Disposal of Deceased Pets:

Tenants are responsible for disposing of deceased pets. Tenants should contact local veterinarian services for proper disposal procedures. Deceased pets are not to be buried on the premises. Tenants are NOT to dispose of dead animals in trash bins. In addition, Tenants may not clean animals that have been killed for sport on or near the property. This includes but is not limited to deer, pheasant, etc.

IV.3 - WATERBED

Waterbeds are prohibited.

IV.4 - TENANT INTERIOR MAINTENANCE OBLIGATIONS

IV.5 - Dishwasher:

- Manufacturer guidelines suggest users wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

IV.6 - Heating and Cooling (As applicable):

- Follow the Owner-suggested settings on the thermostat.
- Residential air conditioning systems are typically designed to operate at a temperature that is approximately 20 degrees difference from the outside ambient temperature. Avoid setting your thermostat lower than these recommended settings. It is never recommended to set the temperature lower than 70 degrees. This is essential to ensure the air conditioner operates in accordance with manufacturer's instructions and to avoid moisture events in the unit.
- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control.

- Tenants with day-night set back thermostats should consult the instruction manual or contact the Community Management Office for information on how to obtain the most comfortable and efficient settings.

- Keep vents free from obstructions by items such as furniture, plastic, clothing, and other materials and/or objects and ensure they are never fully closed. Inspect vents for signs of moisture – inform the Owner immediately if discovered.
- Window mounted and other building mounted air conditioning units are not permitted in the Neighborhoods. A Tenant supplied portable air conditioning unit may be used and installed without permission if it does not require mounting to the window or any other structure of the premises. Any reasonable request for accommodation should be submitted to the Community Management Office.
- When accessible, Tenant should check the furnace air filter regularly:
  - Please contact Owner for details on frequency and accessibility.
  - If the Tenant chooses to replace it monthly, please feel free to call the Service Request Line to obtain a replacement filter.

IV.7 - Laundry:

Dry full loads and clean lint filter after each load.

IV.8 - Lights and Other Appliances:

Turn off and/or unplug lights and appliances when not needed, especially in unoccupied areas such as garages and outdoor areas.

IV.9 - Stove:

Keep oven and range free of grease and food residue.

IV.10 - Water:

- Check toilets for leaks and make sure faucets are shut off properly.
- Do not remove or replace devices that have been installed such as faucet aspirators and low flow showerheads.
- Always use flow controlling nozzle/spray head device for outdoor hoses.

IV.11 - Refrigerators:

- Open refrigerator door only long enough to get desired food items.
- Be sure to follow safe food handling guidelines.

IV.12 - PEST CONTROL

Tenant shall be responsible for routine control of normal household pests, along with keeping all pets free of fleas and ticks. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, may be performed by the Tenant.

Common Causes of Infestations:

- Roaches and mice thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, un-swept floors, and on food left out for pets.
- Roaches may also feed on paper and glue products, including shelf paper.

Some things the Tenant shall do to reduce the likelihood of roaches, mice, and other household pests are:

- Maintain a sanitary living environment.
- Deposit garbage in trash cans in plastic bags.
- Wipe up spilled food or drinks immediately.
- Do not keep empty soft drink cans or bottles under the sink and rinse them well before placing in recycling bins.
- Store leftover food in airtight containers.

Tenant should contact the Maintenance Service Request Line for assistance for infestations of pests that are not responding to the use of non-residue insecticides. Tenant shall cooperate with the Owner and its third-party professional exterminator instructions on how best to prepare for extermination services.

SECTION V. VEHICLES

Owner shall not be responsible for any theft or damage to equipment or vehicles parked in the Neighborhood. Vehicles found in "No Parking" areas, red zones, blocking access, without current registration, inoperable, stationary for extended periods of time, in accessible spaces for people with disabilities (without a permit) or in violation of any applicable vehicle policy may be towed at the vehicle owner's expense and risk. Tenants should inquire with the Community Management Office for site specific guidelines related visitor parking, additional "lot" parking (where applicable) and street parking to ensure appropriate access for Emergency vehicles.

V.1 - GENERAL RULES

All vehicles must comply with the following:

- Tenants must adhere to local, state, and base (where applicable) rules and regulations related to operating a vehicle.
- Be operable and road-worthy.
- Commercial vehicles may not be kept in the Neighborhood or Premises unless they are of a size/type to fit completely in the Premises garage with the door closed.
- Utility vehicles/trailers that are used in support of a business are considered Commercial vehicles and all Commercial vehicle rules apply.
- Electric Vehicles should not be plugged into any Neighborhood or Premises utilities.

- Tenant will be held responsible for damage caused by fire, smoke, or other damage to the Owner's property arising from the use of any electric battery-powered device, including but not limited to automobiles, bikes, scooters, power tools, etc.
- Flammables, such as paints, thinners, and gasoline may not be stored in vehicles.
- Tenant is responsible for any damage caused to asphalt or concrete surfaces resulting from their vehicle's fluid loss.
- Tenant shall not store vehicles for other people or grant permission to others to park in the Neighborhood.
- Tenant shall not park in driveways or carports of any other Premises, including vacant homes.
- Tenant shall not double park or park in a manner that impedes the use of the driveway or carport of another Premises, including vacant homes.
- Vehicles parked on the street (parallel parking) must be parked no more than 12 inches from the curb and no less than 2 feet away from other vehicles in front or behind.
- Vehicles extending across the sidewalk, crosswalk, or into the street are prohibited.
- If snow removal vehicles or street sweepers encounter vehicles parked on community streets during operations, these vehicles will be ticketed and towed at owner's expense with an additional parking fine.
- All vehicles must be removed from the community streets upon declaration of a winter weather warning, during street sweeping or when directed by a competent authority.
- Vehicle parking is not permitted around the inner circle of any cul-de-sac.
- Tenant shall not utilize common areas to park when they are not actively utilizing the amenity including but not limited to Community Centers, Community Pools/Playground/Sporting areas or Community Management Office.
- All motorcycles must be parked in a garage, carport or engage a kick plate when utilizing approved street parking.
- Motorcycles are not permitted to park on sidewalks, in landscaped areas, on front or back patio areas or inside units at any time.
- Vehicle parking in alleys is prohibited unless otherwise posted.
- Utility trailers of any kind are not allowed to be dropped/unhitched on site for any period of time.
- Vehicle washing will be subject to restrictions in place at individual installations or communities. Absent information to the contrary, Tenants are not permitted to wash vehicles in the driveways, garages, lawns, alleyways, sidewalks, community centers, playgrounds, sport courts, utility areas, etc. Check with local base resource personnel or the Community Management Office for approved vehicle washing facilities.

V.2 - VEHICLE MAINTENANCE

Due to environmental and safety concerns, automobile/vehicle maintenance shall not be performed by Tenant, Occupant, or Guest anywhere in the Neighborhood or Premises including but not limited to garages, carports, parking spaces, or street.

Vehicles may not be on jacks, jack stands, or ramps at any time. Vehicles shall not be in an inoperative status in excess of 72 hours. All inoperable vehicles must be removed from the Neighborhood and Premises.

V.3 - WELDING

Welding is prohibited at the Premises and in the Neighborhood at all times.

V.4 - GARAGE/CARPORTS/DRIVEWAYS

V.5 - Garage Door:

Tenants are prohibited from altering or attempting to fix garage doors.

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. Tenants are required to report any suspected malfunctions to the Community Management Office.

A few simple precautions can protect family and friends from potential harm.

Please take a minute to read the following safety tips:

- Do not stand or walk under a moving door.
- Do not let children play with or use transmitters or remote controls. Teach children about garage door and opener safety; explain the danger of being trapped under the door. Teach children to keep their hands and fingers clear of section joints, hinges, tracks, springs, and other door parts.
- When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- Should the power fail, you will not be able to open or close the door using the pushbutton or wireless transmitter (if equipped). Instead, you will have to pull the Emergency Release Latch to allow the door to be manually lifted or lowered.
- It is recommended that the latch be pulled when the door is closed.
- If the door is open during a power outage, use extreme caution when using the release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death. Owner recommends Tenant not attempt use of the Emergency Release Latch when the garage door is open, due to the potential for danger.
- If the wireless transmitter (if equipped) needs service, please contact the Community Management Office.

V.6 - Parking:

A garage or carport is considered a "designated parking space." They are intended for parking vehicles, to provide auxiliary storage of personal effects, and storing recycle and refuse bins. No additional parking will be allocated for vehicles displaced by storage of personal goods.

Use:

The following policies apply to the use of the garage/carport:

- Tenant is responsible for keeping carport or garage clean of oil and debris.
- Storage of flammable liquid, such as gasoline, is restricted to one (1) gallon and should be stored in a secure area using a storage container designed for such liquid.
- Garages shall not be used for living spaces and shall not be altered or modified for such use.
- Pets shall not be kept in garages.
- Do not block or barricade garage doors.
- Do not store items near or block water heaters located in garages.
- Oil or gas space heaters shall not be used in garages.
- Tenant is prohibited from altering electrical wiring in garage, shed spaces, or any other area of the home.

V.7 - Moving Van/Vehicle/POD

- Moving vehicles, moving trucks, and portable moving PODS are allowed on the premises during the day and overnight only if the vehicle fits in within your driveway, without blocking the sidewalk, crosswalk, or extending into the street.
- If the moving vehicle or POD does not fit in the confines of your driveway, it is not permitted to be stored on site unless prior written permission has been provided by the Community Management Office.
- Tenants shall not install individually purchased carports or vehicle screens of any kind.
- Moving vehicles and Moving PODS are not authorized to remain in place for more than 72 hours.

V.8 - Recreational Vehicles and Other Vehicles

Recreational vehicles ("RV" includes campers of any kind, trailers of any kind, boats, wave runner, jet ski, snowmobile, golf carts, All-terrain Vehicles, dual sports bikes, adventure bikes, Supermoto/ Motard bikes, dirt bikes, Mopeds, Utility Task Vehicle, Gas Powered Go Karts and etc.) are not permitted to be parked outside the Premises at any time unless specifically authorized in writing by the Owner; however, such vehicles may be parked within the garage with the door closed.

- RVs may not be parked in the Neighborhood with the exception of actively loading and unloading over a 24-hour period of normal use.
- Normal use is considered the operation of the equipment for the purpose in which it was manufactured.

- During this approved 24-hour period, an RV (campers of any kind, trailers of any kind, boats, golf carts etc.) must be parked in your driveway or on the street directly in the front or rear of your home.
- The RV (campers of any kind, trailers of any kind, boats, golf carts etc.) may never impede the use of driveways for any other Premises including vacant homes.
- It is prohibited to plug RV into any outlet on the Premises or anywhere on the Owner's property without prior written approval unless otherwise posted.
- Disposal/draining/flushing of RV sanitary tanks anywhere on the Owner's property is strictly prohibited.
- The use of All-terrain Vehicles (ATV, Quads, 4 wheelers), dual sports bikes, adventure bikes, Supermoto/Motard bikes, dirt bikes, Mopeds, Utility Task Vehicle (UTV), Gas Powered Go Karts, etc. is strictly prohibited in the community. Any reasonable request for accommodation may be considered when submitted in writing along with proper licensing and registration documentation to the Community Management Office.

V.9 - Wheeled Sporting Equipment

- Wheeled sporting equipment (i.e. skateboards, bicycles, roller blades, scooters, hover boards, etc.) are not permitted in common areas, parks, patios, or grassy areas, except where designated as permitted and/or only up to the areas designated for bike and equipment parking and/or bike racks.
- Protective equipment is mandatory for each user, in accordance with local laws and regulations, including but not limited to helmet, shoes, wrist guards, or elbow and knee pads.
- Riders must allow pedestrians right of way when using sidewalks.

SECTION VI. SAFETY

VI. 1 - PERSONAL SAFETY

Take responsibility for personal safety. Know your local emergency phone numbers. Consider this guidance when addressing personal safety:

- Dial 911 in the event of an emergency.
- Verify the identity of anyone at your front door desiring entry.
- If the person claims to be an employee of the Community Management Office and you do not recognize them as a member of the Owner's staff, call the Community Management Office for verification.
- DO NOT confront people loitering or otherwise engaged in suspicious activity around the property but report them immediately to the proper authorities.
- Be sure to lock your doors and windows.
- Please contact the Community Management Office immediately if any locks are inoperable.

VI.2 - CHILD SAFETY

Tenant is responsible for the safety, care and actions of Tenant's own children and children in Tenant's care, regardless of age.

VI.3 - WINDOW SAFETY

All window blinds and window treatments provided must remain in place and maintained in good condition. No aluminum foil, sheets, blankets, window tint, or any other type of unsightly coverings shall be used over the windows to darken rooms. Owner reserves the right to cite Tenant for damage caused by Tenant to window blinds and window treatments.

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards, beds, tables, chairs and other furniture shall not be placed in close proximity to windows. A child playing on their bed or furniture will be closer to the window opening, increasing the potential risk of a fall.

- Never place a crib next to a window.
- Window coverings (blinds, curtains, curtain ties etc.) must have secured strings/tie backs to prevent any type of safety hazard to children.
- Lock all windows when closed.
- Do not leave young children unsupervised in rooms with open windows.

Frequently check your windows to ensure they are secured, and that the locking mechanism is in proper working order. Contact the Community Management Office immediately in the event that you discover a broken or inoperable window or loose-fitting screen in your home.

Tenants who request window opening control devices should inquire at the Community Management Office.

VI.4 - HAZARDOUS MATERIALS/WASTE

It is critical that hazardous materials not be included in trash or recycling. For more information on proper disposal, please visit:

https://www.epa.gov/hw/learn-basics-hazardous-waste

https://dtsc.ca.gov/universal-waste-fact-sheet/

Common hazardous household products include, but are not limited to:

- Paint/Thinner
- Turpentine and other spirits
- Glue
- Gasoline and other petroleum products

- Batteries
- Pesticides, herbicides, fertilizers, soil additives
- Common household chemicals, including bleach
- Fluorescent light bulbs

VI.5 - FIRE SAFETY

The Tenant is responsible for ensuring their Premise's compliance with all applicable fire and life safety standards. For further information regarding fire safety, please visit:

www.huntsafetyzone.com

https://www.usfa.fema.gov/prevention/

https://www.cpsc.gov/safety-education/safety-guides/home-fire/recipe-safer-cooking

https://www.nfpa.org/Education-and-Research/Home-Fire-Safety

VI. 6 - DRAINAGE DITCHES/CULVERTS

Playing or swimming in the ditch is strictly prohibited. After heavy rains, the water can speed up enough to take a human life. Even the strongest swimmers are no match for the power of water. Fast water and debris can make the ditch very dangerous. To learn more about safety, please check out some of these websites:

www.ready.gov

www.OSHA.gov

SECTION VII. HOUSEHOLD EQUIPMENT MAINTENANCE

VII.1 - HOUSEKEEPING

Each Tenant has a responsibility to ensure that their Premises is maintained in a clean, safe, and sanitary condition. Instances of poor housekeeping resulting in unsafe or unsanitary conditions will be investigated by Management through a 48-hour inspection. Depending on the severity of the condition and the impact on the Tenants, corrective action may be required, up to industrial cleaning and/or hazardous material cleaning. In the event Owner determines, in its sole capacity, that industrial and/or hazardous material cleaning is required, Tenant agrees to compensate Owner for the costs of such service.

VII.2 - CARPETED FLOOR AREAS:

Tenant shall be responsible for the damage and destruction of carpeting caused by Tenant's actions, above normal wear and tear at the Owner's discretion.

The following requirements are offered for maintenance and protection of carpeted areas:

- Do not use cleaning agents that contain bleach or bleaching agents on carpets; such products often cause damage to the carpet and/or flooring.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Use throw rugs, safely secured, on high traffic areas to prevent heavy soil build-up.
- Use carpet floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.

VII.3 - TILE, HARDWOOD, AND VINYL FLOORS:

Tenant shall be responsible for the damage and destruction of non-carpeted floors caused by Tenant's actions.

The following requirements are offered to for maintenance and protection of non-carpeted floors:

- Lift heavy furniture rather than dragging to avoid damage to the Unit.
- Never flood the floor with water or let water stand on the surface.
- Do not apply wax to non-wax floors. The Community Management Office may point out the non-wax floors during Move- In.
- There are certain products on the market claiming to be shining agents for no-wax floors. Do not use these products, even if specifically made for no wax floors, as they are difficult to remove and sometimes cause damage to the surface during the removal process.
- Tenant may be charged for damages to the floor caused by wax, shining agents or wax removers.

VII.4 - WALLS AND WOODWORK:

Tenant shall be responsible for cleaning all marks from the walls prior to Move-Out.

The following suggestions will help protect walls and woodwork:

- Beds, tables, and chairs should not touch the walls.
- Bicycles, large toys, strollers, and such items should be moved through doorways with care.

VII.5 - COUNTERTOPS:

Tenant shall be responsible for damage to countertops.

The following suggestions will help protect the countertops:

- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.
- Use hot pads or trivets for hot pans and pots to prevent damage to countertops.

VII.6 - APPLIANCES AND GENERAL MAINTENANCE TIPS

Tenant is not to perform any maintenance on appliances other than normal cleaning with nonabrasive kitchen cleaners. Tenant is responsible for any damage caused by attempted repairs. Please contact the Community Management Office for assistance. Owner-provided appliances may not be removed or replaced with privately owned appliances or moved in any way as to alter the current layout of the homes.

VII.7 - WATER HEATERS:

DO NOT attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks, or lack of hot water should be reported to the Maintenance Service Request Line.

NEVER use the space surrounding the water heater for storage; it is a serious fire hazard. The results could be deadly. DO NOT touch the water heater.

VII.8 - GARBAGE DISPOSAL:

For homes that come equipped with a garbage disposal please follow these tips when operating:

- Keep the drain stopper in when not in use.
- Remove the drain stopper, turn on the cold water, and keep it going during the entire operation to thoroughly flush food waste into the main wastewater lines.
- Turn on the wall switch to start the disposal and feed food waste directly into the disposal.
- Never put your fingers or hand or any utensil into a running disposal.
- Run the disposal until food grinding can no longer be heard.
- Do not put grease, bones, meat gristle, corncobs, glass, foil, vegetable peelings, bottle caps, cigarettes, or other very hard or fibrous foods down the garbage disposal.
- Grease can easily be disposed of by pouring into an empty jar then throwing the cooled, coagulated container into the rubbish.
- Never put chemical drain cleaners down the disposal, as serious corrosion and damage may result.

Prior to calling the Maintenance Service Request Line, do the following:

- Determine what recently was processed by the disposal before calling.

- Press the reset button on the bottom of the unit and try the switch again.
- Refer to the appliance manual or call the Maintenance Service Request Line and ask for instructions if the reset button cannot be located.

Tenant is responsible for any damage caused by improper use.

VII.9 - DISHWASHER:

During the move-in process, the Owner's representative may provide instructions on the operation of the dishwasher and point out any special features. Following are some suggestions for safe and efficient use of the dishwasher:

- Use dishwashing detergent made only for dishwashers.
- Remove excess food and debris before loading.
- Arrange dishes so water can run off.
- Remove paper labels before washing jars or cans.
- Determine if the glassware, dishes, pots and pans are dishwasher safe.
- Wash by hand all items not specifically labeled "dishwasher safe," such as hand-painted china, woodenware, colored aluminum or cast-iron pots and pans, and plastic or rubber dishes/ utensils, etc.
- Frequently check/clean the filter in the bottom of the dishwasher.

VII.10 - REFRIGERATOR:

Tenant shall provide routine cleaning of the refrigerator which will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth, mild soap, warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency. Call the Maintenance Service Request Line if the refrigerator is not cooling or freezing properly or if any parts are broken.

Please do these simple tests before calling the Maintenance Service Request Line for service:

- If the light is not on, check to see if the power cord is plugged in. Also, check the bulb.
- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- Check the temperature control dial; it may be turned OFF.
- If the refrigerator still does not operate properly, call the Maintenance Service Request Line.
- Tenant is responsible for the refrigerator during absences:
- Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month.

- Turn the temperature control to low during longer periods of absence.

- Placing an open box of baking soda or used coffee grounds in the refrigerator will help to absorb odors.
- Be sure to discard perishables such as meats, milk, and produce to maintain proper sanitation while away.
- Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

Tenant is responsible for water filters, if applicable. Please contact your Community Management Office for details.

VII.11 - STOVES, OVENS AND MICROWAVES:

The proper use and care of stoves, ovens, and microwaves will not only save utilities and repairs, but it will also give better results in cooking/baking and may prevent serious injury or fire. Tenant will be charged for any damage to the appliances caused by improper cleaning or use.

Here are a few pointers that may help:

VII.12 - STOVETOP:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled.
- Clean under the stovetop frequently.
- Clean grease and food to reduce the likelihood of fire.

VII.13 - NON-SELF-CLEANING OVEN:

- Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water.
- Commercial oven cleaners also help.

VII.14 - SELF-CLEANING OR CONTINUOUS-CLEANING OVEN:

- Read the appliance manual for proper use.
- Call the Maintenance Service Request Line if the appliance manual is missing.
- DO NOT use oven cleaner or leave racks in the oven during the cleaning process.
- Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.

VII.15 - MICROWAVES:

- Read the appliance manual.
- DO NOT put metal in microwave.
- Supervise use at all times.

VII.16 - WASHING MACHINES AND DRYERS:

Tenant is responsible to properly operate washing machines and dryers for those Units where provided by the Owner. Tenant is responsible for installation and care of any appliances installed by the Tenant.

VII.17 - PLUMBING:

The commodes and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. To reduce the likelihood of a problem with stopped up sewer and plumbing lines, do not flush objects such as diapers, toys, feminine hygiene products, shop towels, baby wipes (even those marketed as "flushable), paper towels, etc. down the toilet.

Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. Keep a plunger on hand for use on simple toilet clogs.

VII.18 - LIGHT BULBS:

Your home is supplied with light bulbs at time of move-in. Tenant must replace all other burned-out light bulbs with bulbs of like-kind for commonly used light fixtures. Specialty bulbs such as appliance, fluorescent, or any bulbs in fixtures higher than eight (8) feet off the ground should be reported to the Maintenance Service Request Line. Please also report unlit bulbs and/or broken fixtures over walkways, halls, or common areas. In instances where the Owner will replace a bulb, Tenant should ensure the used bulb is available for recycling. Any questions related to the responsibility of changing bulbs should be addressed to the Community Management Office.

VII.19 - FURNACE AIR FILTERS:

Where accessible, Tenant shall inspect and replace filter at least every 90 days unless otherwise noted in the Community Specific Guidelines. Filters are available for pick up by contacting the Maintenance Department. Tenants should contact the Community Management Office for location and accessibility details for the specific home.

VII.20 - SECURITY AND SMART HOME DEVICES

Security and/or "smart home" devices, including security camera style doorbells and systems monitoring devices are prohibited, except with prior written consent of OWNER. If Tenant receives

approval to install additional devices, OWNER shall be given keys, codes, and other applicable information regarding the operation of the device immediately upon installation. Any and all devices installed by Tenant must comply with all applicable federal, state, municipal or other governmental agency, law, code, regulation, ordinance or statute. All security and/or smart home devices, including doorbell cameras and other monitoring systems must be positioned to Tenant's premises and not common areas or other Tenants homes. Tenant should contact the Community Management Office for questions related to approved placement. Tenant agrees to hold OWNER harmless from any actions arising from the use or malfunction of any Security or Smart Home device installed by Tenant. Tenant is responsible to remove the Security or Smart Home devices upon termination of the Lease or charges will be applied.

VII.21 - LOCKED OUT TENANTS

During Business Hours: Tenants may be asked to come to the office to have a duplicate key issued.

After Business Hours: Work Orders will be prioritized and Tenant may incur a service fee.

VII.22 - FALSE TRIP CHARGE

When a Tenant denies a vendor access to the Premises, so long as the Tenant was provided with prior notice of vendor required maintenance, that is considered a "false trip."

A "false trip charge" is any charge from a vendor billed to the Owner due to the Tenant's absence for a scheduled appointment or refusing access to the premises during a scheduled appointment will be considered the responsibility of the Tenant and the invoice will be charges to the Tenant's ledger.

VII.23 - TELEPHONE LINE MAINTENANCE

Information concerning the availability of and cost related to telephone service in the Neighborhood may be provided during Move-In.

VII.24 - SMOKE/CARBON MONOXIDE DETECTORS

Tenant, occupants, and visitors present with Tenant's consent shall not disable, disconnect, or remove batteries from smoke detectors. Tenant shall replace smoke detector batteries and immediately report any malfunctions to their Neighborhood Office. Replacement batteries can be obtained, at no cost, from the Owner's offices. Tenant will be responsible for any loss or damage from fire, smoke, or water if that condition arises from the Tenant disconnecting, damaging, failing to replace a battery, or failing to report malfunctions to their neighborhood management office. Owner has provided carbon monoxide detectors (when natural gas is provided to the home) and smoke detectors. The Tenant agrees that they are safe and acceptable, subject to Owner's duty to make needed repairs of them upon written request of Tenant. Any additional smoke detectors desired by Tenant may be installed at Tenant's expense only after prior written approval from Owner. When installed, any such additional items shall become the property of Owner. In units that have over-the-range fire suppression systems installed, the Tenant agrees to immediately report any malfunctions or discharges to their neighborhood management office. All such fire suppression systems are provided as a convenience and are in no way intended to provide any

level of safety to person or property. Tenants must never leave any items on the stove or in the oven unattended. As homes containing these fire suppression systems are renovated these fire suppression systems may be removed. They will not be installed in the new homes.

SECTION VIII. MAINTENANCE WORK ORDERS

Please review the Community Specific Guidelines for additional Work Order information

VIII.1 - MAINTENANCE

The Maintenance Team will be in uniform, have identification badges and be in easily identifiable vehicles. Maintenance personnel will be available to provide answers to maintenance questions. Tenant may submit a Service Requests as necessary. The Tenant will be given a work order number for reference. A centralized Call Center Operator will receive service calls and dispatch an on-call service technician after hours, weekends, and holidays to provide 24-hour, 7 day a week coverage. Service calls will be prioritized depending on the nature of the request and the danger to the safety of the Tenant and the Premises. In the event of an emergency (for example: flooding) the Owner's representatives may enter in accordance with the Lease Agreement, but only after attempted notification and announcing their presence at the unit.

VIII.2 - OWNER INITIATED WORK ORDERS

There are certain repairs, replacements, inspections, and maintenance that the Owner's representatives are required to perform for the Owner. The Community Management Office will contact the Tenant, explain the work to be done, and establish a time for the work to be accomplished.

Examples of required work orders initiated by the maintenance office are as follows:

- Warranty inspection and follow up
- Lead based paint inspection and follow up
- Pest control services
- Fire suppression systems inspections/maintenance
- Furnace and boiler inspections
- Preventative maintenance
- Condition assessments

Work will be scheduled to cause the least amount of inconvenience to Tenant whenever possible. However, Tenant may not refuse entrance onto the Premises by Owner, the Neighborhood Management Office, or its contractors when notified in accordance with the Lease Agreement. As such, Owner, Owner's representatives, or its maintenance contractors may enter Tenant Premises when Tenant is absent to perform such scheduled work.

NOTE:

- Residents have the ability to submit Emergency and Urgent service requests by phone or in person.
- In the event a Resident submits a request through the online portal or mobile application and the maintenance concern is found to be of Emergency or Urgent nature, the property manager will upgrade the work order to the appropriate priority.
- Work Orders may also be created by Maintenance Personnel in the field in the event a maintenance concern is discovered and/or requested by the resident at the time of a home visit.
- For occupied homes or those concerns in which are Emergency or Urgent in nature, the priority of Emergency, Urgent, or Routine will be used, based upon the maintenance concern.

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