

## **Welcome to Your New Home!**

Our vision is to build communities that our service members and their families will be proud to call home. We understand that when soldiers deploy, they must feel confident that their families have safe, quality housing, within a framework of community support.

The cornerstone of Balfour Beatty Communities' approach to community management and operations philosophy is clearly defined through its **"HOME"** management philosophy. This management philosophy is based on the concept of superior customer service. Every employee is trained to fully understand it and held accountable to apply it on the job everyday.

**"HOME"**  
Helpful  
Open Minded  
Motivated  
Ethical

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Fort Eustis and Fort Story Communities.

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with your community. If, by chance, you have a particular question not covered in this handbook, please do not hesitate to contact the respective Community Management Office for your installation.

Sincerely,  
Balfour Beatty Communities

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## CHAPTER 1: GENERAL INFORMATION

### 1. APPLICABILITY

The provisions of this manual are applicable to all residents of Fort Eustis and Fort Story.

Family housing at the Army installations has been turned over to us, Balfour Beatty Communities–Fort Eustis / Fort Story Housing, LLC, a partnership between Balfour Beatty Communities, LLC and the Army. This arrangement, known as "privatization," has made possible significant improvements in constructing new housing and renovating and maintaining existing units.

If you've lived in military family housing before, you'll find that privatization means some differences. No longer are you "assigned" to family housing. Balfour Beatty Communities maintains waiting lists the same way they did under the old system; once you reach the top of your list, it is your choice whether to accept our housing or find a place off post. If you choose to take advantage of what we think is a great opportunity in our on-post housing, you must sign a lease and arrange to have your lease payments made by allotment. That lease is a legal obligation between you and us, and you have a responsibility to honor its terms.

You will also see many similarities between life in traditional military housing and our privatized housing. Under our partnership with the installations, for example, the installations still provide police and fire protection. So, you will still see Military Police in the housing areas.

The main thing to remember is that we, Balfour Beatty Communities, are primarily responsible for all aspects of the family housing operation. Our goal is to make your experience as residents the very best it can possibly be. Our hope is that this Resident Guide will answer any questions you have about living here, but, if it does not, please contact the Balfour Beatty Community Management Office at 757-369-8335 (Fort Eustis) or 757-962-3511 (Fort Story) for more information.

### 2. EXCEPTIONS TO POLICY

#### a. Resident Guide Exceptions to Policy

Community members wishing to request special consideration of any circumstance they think may warrant an exception to the policies established in this Guide may submit a written request for exception to policy to the Community Management Office. Requests for exception to policy must be fully explained and justified by all supporting documents available. The Project Director, or authorized representative, will be the exception approving authority.

## CHAPTER 2: GENERAL HOUSING POLICIES

### 1. GENERAL

Fort Eustis / Fort Story Housing residents are responsible for routine maintenance, minor repairs, housekeeping and related servicing of the assigned residences, hand-receipted equipment, and maintenance and police of grounds as would be expected of a renter in local civilian communities. Residents are responsible for, at a minimum, the following tasks:

- Cleaning of carports, garages, storage spaces, porches, steps, walks, and driveways, including snow removal
- Cleaning interior surfaces of windows and those exterior surfaces that are readily accessible to include window tracks and windowsills
- Cleaning of light fixtures and window and door blinds
- Cleaning, waxing, and polishing of floors; all pet hair, stains and odors are to be completely removed
- Cleaning stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment

Specific housing policies are found in the following sections in alphabetical order:

### 2. ABSENCES

Residents are responsible for the care of their home and grounds during periods of temporary absence. Residents should arrange with neighbors for complete lawn care requirements, to check home periodically for fire hazards, broken water lines, defective heating system, and vandalism. Residents leaving the installation for more than one (1) week must inform the Balfour Beatty Community Management Office in writing. The Provost Marshal Office should also be notified during periods of prolonged absences. **Residents are responsible for any damage caused due to frozen and broken water lines** if they do not follow the proper procedures to prevent the damage from occurring.

Balfour Beatty Communities will allow the retention of assigned home provided the following conditions are met:

- Notification of absence is made in writing to the Balfour Beatty Community Management Office. The service member will provide the name and contact information of a person who has agreed to check on and maintain their home during their absence.
- Balfour Beatty Communities will be authorized to enter the home to winterize them when required. The winterization process requires setting the thermostat to 50

degrees Fahrenheit and other measures designed to protect the structure from the effects of extreme temperature.

### **3. AIR CONDITIONERS**

No window unit air conditioners can be added to any dwellings.

### **4. ALTERATIONS**

Residents are not permitted to make any physical or structural change to the home, shed, carport, garage, grounds, or landscape without prior approval. For example, residents cannot remove windows; install pet doors; alter, extend, or remove existing utilities; or erect or remove any structure without prior written approval.

Alteration of electrical, plumbing, heating, or other installed utility equipment is prohibited.

Existing alterations that have written approval that do not meet the specifications contained herein will be upgraded or removed. After written notice by the Balfour Beatty Community Management Office, unauthorized, not maintained, or nonstandard alterations, equipment, or structures will be removed or upgraded by the resident. If not accomplished within 30 days, Balfour Beatty Communities may remove the alterations and the resident could be charged all costs.

Any approved alterations must be put back to their original condition at resident's expense prior to vacating housing or fees may be assessed during the final inspection.

### **5. ANTENNAS**

As a general rule, radio antennas may not be erected in family housing. For questions or exceptions, call the Balfour Beatty Community Management Office. If approved, residents will comply with applicable FCC regulations when installing a short wave or CB antenna.

### **6. APPEARANCE STANDARDS**

The Fort Eustis / Fort Story Housing communities have many families living in a small area. Each resident is expected to do his or her part to support a pleasant living environment for all residents. This includes performing normal routine maintenance as would be required off post

and minimizing the cluttered appearance that occurs when toys and furniture are left unattended in the front yards of the home. Bikes, toys, patio furniture and lawn equipment, when not in use, should be stored or moved to the back yard. Patio furniture, used daily, properly maintained and in good taste can remain on the front porch or yard area when not in use. Couches, chairs or other furniture not built or intended for outdoor use must be removed when not in use. Finally, back yards, while not as visible as front yards, are still expected to be maintained for a neat appearance.

## **7. APPLIANCES**

All major kitchen appliances are provided in each unit (refrigerator/stove/dishwasher and some homes are equipped with microwaves). Residents may use typical resident purchased appliances. Existing electrical outlets are standard and will not be changed to accommodate any variances in plug design of privately owned appliances. Some houses do not have grounded electrical service. Residents are responsible for the installation and connection of all privately owned appliances. Residents may not move or replace any existing kitchen appliances in order to install a privately owned appliance. Equipment that exceeds the capacity of the utilities systems will not be allowed. If in doubt, contact the Balfour Beatty Community Management Office. Gas operated clothes dryers are not authorized in family housing.

## **8. BARBECUE GRILLS**

Barbecue grills may only be used in back yards.

Residents are encouraged to enjoy summertime activities at all Fort Eustis / Fort Story locations. We ask that you be responsible while having barbeques in the housing community.

Barbecue grills should be lit and supervised by adults. Grills must be kept away from building overhangs, porches and all combustible structures.

Use an approved charcoal starter. After use, soak charcoal thoroughly in water before storing equipment. **NEVER USE GASOLINE TO START ANY FIRE!**

**Charcoal Grills:** Clean all charcoal and ashes from charcoal grills before storing. Store charcoal lighter fluid outdoors in a secure place, away from children, at all times. "CAUTION - BURNING CHARCOAL GIVES OFF CARBON MONOXIDE, AN ODORLESS, POISONOUS GAS - NEVER BURN CHARCOAL INDOORS!" Charcoal and gas grills should be maintained and properly stored when not in use.

**Gas Grills:** Store all liquid propane (LP) gas cylinders used for fuel in outdoor gas barbecue outdoors at all times.

Gas and Charcoal grills shall not be used inside buildings, on porches or balconies. Grills shall be located at least 10 feet away from any combustible material when in use.

Please contact the Balfour Beatty Community Management Office prior to using a turkey fryer. The use of a turkey fryer indoors is not permitted.

Homemade grills and fire pits are not allowed in the housing areas.

## **9. CEILING FANS**

Permission to install ceiling fans must be obtained in writing. The request must be submitted with acknowledgement that a licensed electrician that has been approved by Balfour Beatty Community Management Office will be contracted at the resident's expense to install all fans. If approval is given, fans must be installed at existing ceiling light locations and must be removed prior to clearing their home and the existing ceiling light reinstalled. No alterations to the home will be made to accommodate a ceiling fan.

## **10. CHILD CARE BUSINESSES IN HOMES**

Army Regulation 608-10 regulates establishment of Family Child Care Homes in family housing, under the supervision of the respective installation Child and Youth Services Office. This regulation is applicable to military personnel and their family members residing in a home on Fort Eustis and Fort Story.

In order to prescribe minimum standards for child health, safety and welfare, a home will not be used as a Family Child Care Home without prior specific approval from the respective installation Family Child Care Director, the designated agent of the Garrison Commander for the purposes of certification and licensing.

Applications to operate a Family Child Care Home may be obtained at the Central Registration Office at Fort Eustis (757) 878-4025 and Fort Story (757) 422-7019.

Family Child Care Homes are considered to be a private-ownership business. A family housing residence will not be adapted to accommodate a private business.

Liability insurance will continue to be provided by the Army Risk Management Program.

## **11. OTHER HOME-BASED BUSINESSES**

Residents wishing to engage in limited commercial activities such as handcrafts and product sales must submit a written request to Balfour Beatty Community Management Office. Consideration of any requests requires the endorsement from the Directorate of Personnel and Community Activities (DPCA) to Balfour Beatty Community Management to ensure the activity does not compete with or duplicate IMWRF or AAFES sales and services. In no instance will activities be authorized or continued if they interfere with community tranquility or present a hazard to the safety and well being of self and/or others.

Additionally, Balfour Beatty Communities precludes anyone from running a home-based business that involves excessive daily traffic flow in and out of their home, with the exception of childcare services stated in the above paragraph.

Balfour Beatty Communities recommends any residents wishing to run a home based business or store business goods within the property, take out a separate insurance policy to cover any potential loss of business goods due to unforeseen circumstances i.e. fire, flood or hurricane. Standard personal property and liability insurance policies will not cover a claim for business-related items.

## **12. CHRISTMAS TREES**

Put live trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it soon after the holidays (check the Post newspaper or website for a recycling point). Christmas trees should be watered daily. Trees shall not be located near an entrance, exit door or stairwell. Use only UL approved electrical lights that are in good condition and not worn or frayed. Be sure artificial trees are fire resistant.

## **13. CLOTHES DRYERS**

Check and clean clothes dryer lint traps after each use. Never put plastic articles in the dryer. Periodically, remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet. The use of gas dryers is prohibited.

## **14. CONTROL OF CHILDREN**

Children should be closely supervised at all times. Parents will never leave children under the age of 10 unsupervised. This includes leaving children at home, or in motor vehicles alone.

Babysitters should be at least age 12 and of sufficient maturity, responsibility and experience to care for younger children. Recommendations for appropriate sources of babysitting classes may be obtained from the respective Child and Youth Services Central Registration Office. Central Registration Office at Fort Eustis (757) 878-4025 and Fort Story (757) 422-7019.

Please check with the Provost Marshal for compliance guidelines at Fort Eustis or Fort Story for further details.

## **15. CURFEW POLICY**

Fort Eustis/Fort Story Housing has established curfew hours for juveniles on their respective posts. These curfew policies are enforced by the Military Police. Juveniles found outside the home after curfew are subject to detention by the Military Police. Parents will be required to pickup their family members held under these curfew rules.

See "Juvenile Curfew Policies", page 36.

Specific rules for the curfew on Fort Eustis and Fort Story are available from the Provost Marshal on post.

## **16. ENERGY CONSERVATION**

The United States uses more energy per capita than any other nation in the world. Much of this energy is wasted. While we represent only 6% of the world's population, we consume 30% of the world's energy.

More than half of the energy used in a family home goes into heating. Heating water uses about 15%. Lighting, cooking, refrigeration, and operating appliances account for the rest. Energy conservation is a key element in our country's effort to become "energy sufficient." Everybody wins with energy conservation. By using less energy, we save money.

Residents are responsible for practicing energy conservation, avoiding waste, and abiding by installation energy management policies and procedures. The following basic policies are established with the understanding that a housing resident can conserve and reduce energy consumption without sacrificing comfort. Obvious abuse of your energy resources may result in a warning letter.

## Heating

- Thermostats should be set back to 55°-65° at night and 65°-70° during the day. If the home will be vacant for an extended period of time (weekends, holidays or vacations), turn thermostats back to the lowest setting but not lower than 50° during the heating season to prevent water lines from freezing. While the home is unoccupied, it is a good idea to have a trusted neighbor or friend check the unit daily to ensure that the furnace is heating properly especially during extremely cold weather
- Windows and entry doors should not be left open when the furnace or air conditioner is running
- Broken windows will be reported immediately
- During winter months open curtains during the day to allow sun's rays to help to warm rooms and provide light. Close curtains and window shades at night to minimize drafts
- Supply registers and re-circulating grills should not be covered, even partially, or circulation of air will be restrained and heating efficiency decreased. Keep register and grill faces clean and dust/lint free. Vacuum cleaners are handy in removing dust from the registers
- Report missing filters immediately. If bedroom windows are left open at night, close bedroom doors, and be sure they fit tightly so that the rest of the house will stay warm. If you have a warm air heating system, close the register.

## Water

Water is one of Virginia's most valuable and limited resources. There are many things you can do to help reduce the amount of money expended every year for water.

- Take short showers instead of baths. A bath uses 30-50 gallons of water, a short shower only 10
- Use water sparingly when brushing your teeth, washing dishes, or shaving
- Use water from the sink or tub to water trees and shrubs
- The resident will water lawns and landscaping. Water only during the designated times in the morning or evening. Some watering is also recommended during the fall and winter. Follow the below tips:
  - Water in one location for no more than 15 minutes
  - Water only between 2100 and 0900. Do not water on windy or rainy days
  - When watering lawns, adjust the spray to avoid water running into the street, or onto driveways and sidewalks
  - Leaking plumbing fixtures such as faucets and toilets will be reported immediately. A leaky faucet can waste up to 20 gallons of water per day, and a leaky toilet can waste up to 200 gallons each day
  - **Never flush large items such as sanitary items, Q-tips, or baby diapers down the toilet because they can clog drains**

- Wait until you have a full dishwasher or washing machine before running them to save water and energy. If you have the ability to control the amount of water in your machines, use only the minimum necessary for cleaning. Use cold water as much as possible, especially when rinsing. Let dishes air-dry

### **Electricity**

Electric lights and appliances should be turned off when not needed. Keep all fixtures clean to improve lighting efficiency. An 80-watt bulb left burning all year will cost \$30 and require over 300 pounds of coal to be burned at the local power plant.

- Turn off lights in unoccupied areas such as garages, outdoor areas in daylight
- Lighting intensities should match intended purpose of use. High wattage bulbs, over 60 watts, should only be used where people read or do close work
- If refrigerators or freezers break down or the electricity goes off for a substantial period of time, residents should take measures to prevent food spoilage, i.e., use ice chests or a neighbor's refrigerator or freezer
- Open windows during the cooler evening, night and early morning hours to allow cool air in; a fan in the window will help draw the cool air in. Close window coverings and exterior doors to minimize warming during the heat of the day
- Many times a more energy efficient appliance will cost a few dollars more initially, but this may be more than offset later on by reduced operating costs. Check Energy Efficient Rating (EER) when buying any appliance. The higher the EER, the more efficient. Anything rated 8.0 or higher is excellent

## **17. FENCES**

Balfour Beatty Communities maintains fences provided as part of the leased property. Residents may not install or modify their fences. If fences are damaged by pets or family members, residents will be held responsible.

## **18. FIRE EVACUATION PLAN**

Immediately upon discovery of a fire, all family members shall leave or be removed from the building; once outside, never re-enter the building.

Have a home fire evacuation plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity. Designate a meeting place outside to ensure complete evacuation and accountability of all family members. If someone is missing, notify the first arriving firefighter.

Notify all occupants in adjoining houses.

## **19. FIRE PROTECTION**

The installation Fire Departments are responsible for instructing residents on the procedures to follow in case of fire. Dialing **911** should be the residents' first response to observed fires. The sponsor should instruct family members in fire prevention.

## **20. FLOWER GARDENS**

Residents may plant annual and/or perennial flower gardens in beds adjacent to the home. An approved landscaping plan is required only if significant changes are being made to the existing landscaping. The residents, at their own expense, will return the altered area to its original condition prior to vacating a home. Residents in new areas who remove landscaping plants will be charged for those plants. Report dead plants to the Balfour Beatty Community Management Office at the respective installation.

## **21. GASOLINE STORAGE**

Storage of gasoline or other flammable liquids is limited to three gallons. Gasoline should never be stored in the house. Storage of fuel will be in an approved Underwriters' Laboratories (UL) type container. Glass or open containers are not authorized for storing paint thinner and other flammable materials.

## **22. HOLIDAY SEASON LIGHTING POLICY**

Residents are expected to comply with any policy or newsletter on this subject issued by their Fort Eustis / Fort Story Housing Office. In addition, decorative ornaments may be used in yards, providing they present no safety hazards to children. Displays are not allowed on rooftops nor blocking walkways.

## **23. HOT TUB/WHIRLPOOLS/SPAS**

Privately owned hot tubs/whirlpools/spas are not allowed in family housing, unless medically justified. Requests for approval to utilize such medically justified equipment must be coordinated with the Balfour Beatty Community Management Office prior to installation.

## **24. HOUSEHOLD HAZARDOUS WASTE**

Hazardous Household Waste requires special handling because it contains material that could harm people or the environment. There are four characteristics that can make waste hazardous: bursts into flames easily; causes chemical burns on the skin; reacts violently with other chemicals or is poisonous. Check the container labels for clues whether a product is hazardous.

Some typical examples of household hazardous waste are bug sprays, oven cleaners, paint and varnish.

Household hazardous waste must not be disposed in trash containers, storm drains, sinks, toilet commodes, or on the ground.

The weekly trash contractor will NOT pick up hazardous wastes.

## **25. HUMIDIFIERS**

Humidifiers may be used if portable.

## **26. ILLEGAL OR UNAUTHORIZED ACTIVITY**

All residents, whether sponsor, family member or others approved to reside with them in the unit, are required by their leases to refrain from illegal or unauthorized activities. Failure to do so may result in termination of the lease and/or limitation or denial of access to Army installations in addition to any other administrative, disciplinary, or criminal action which may be made by appropriate authorities.

## **27. INSURANCE**

As family housing residences are now privately held, personal property, such as furniture, clothing, jewelry, vehicles, and recreational equipment should always be adequately insured for protection against possible damage or loss. It is recommended that, for your protection, you obtain private insurance, especially for high value items and collectibles.

Balfour Beatty Communities has obtained \$20,000 in personal property insurance for each residence with a \$250 deductible. This policy provides for coverage against Acts of God and damage caused by situations beyond your control. Residents are automatically enrolled. Please direct questions to the Community Management Office.

It is highly recommended that, for your protection, you obtain private insurance, especially for high value items and collectibles, as they are NOT covered by the \$20,000 insurance policy.

## 28. LANDSCAPING RESPONSIBILITIES

Residents are responsible for policing and grounds maintenance of their areas to include watering, mowing, clipping, trimming, edging, reseeding, fertilizing, weed eliminating, repairing damage from pets, daily policing of trash, and general neatness and cleanliness of area, to include area around trash cans, parking areas, and up to a common boundary or fence line. Lawn care equipment is a responsibility of the housing resident.

- **Alterations:** Significant landscaping alterations may be done only with the permission of the Balfour Beatty Community Management Office.
- **Mowing:** Residents are responsible for keeping their lawns neatly mowed at 2" to 4" in height. Yards extend to the nearest road or the midpoint between residences.
- **Pets:** Residents are responsible for repairing pet damage and for removing the pets' solid wastes.
- **Shrubbery:** Residents are responsible for keeping their shrubbery neatly trimmed and away from the house.
- **Watering:** Please refer to the Water section of the Energy Conservation paragraph and any policies issued by the respective installation chain of command.
- **Weeds:** Weed control in lawns is the resident's responsibility.

## 29. LITTER CONTROL

You are responsible for picking up trash that is in your yard. We appreciate your contributions for maintaining a clean community.

Spring and fall cleanup periods help to further instill in us a sense of community and pride in our surroundings, but controlling litter and cleaning up should be daily activities in our lives.

You can help Fort Eustis / Fort Story Housing stay clean and beautiful all year round by following the easy steps below:

- Be sure that trash can lids are tightly secured. Bag and tie all garbage and trash bags. Don't leave them out for pets, wild animals, or the wind to ravage
- Put a litter bag in your car, and use it. Don't pitch cans, cigarette butts, papers, bottles or other trash out the window
- Please call the Balfour Beatty Community Management Office at your respective Hampton Roads Army installation for specific instructions as they relate to your Post

- Set the example - pick up trash when you see it
- Coordinate and support the cleanup projects for your neighborhood

### **30. LOCKOUT OF FAMILY HOMES**

On occasion, personnel living in family housing lock themselves out of their home or lose their keys. Outlined below are the steps to follow to gain access to your home when locked out. During your residency you may obtain this lockout support, free of charge, for the first occurrence, each calendar year. A charge may be assessed on additional occurrences.

When locked out of a home during normal duty hours, resident should report to the Balfour Beatty Community Management Office.

Upon presentation of proper identification, a resident coordinator will be notified to meet you at the home to unlock one of the doors.

When locked out of a home at Fort Eustis or Fort Story prior to 0800, after 1700, and on weekends or holidays, the resident must call the Emergency Service Order number and inform our service personnel of the lockout. Proper identification will have to be shown prior to the home being unlocked.

### **31. LOST KEYS**

When keys are lost and/or a new lock set is required, the resident will be required to reimburse Balfour Beatty Communities for materials and labor necessary to change the lock set. A request will be submitted to the Balfour Beatty Community Management Office for processing.

### **32. MAINTENANCE AND REPAIR**

Balfour Beatty Communities has the responsibility for the maintenance of all family housing on both of the installations. Service calls are handled by contacting our Community Management Office. The Community Management Office has personnel ready to assist you 24 hours per day, 7 days a week, including holidays. Please call the Balfour Beatty Community Management Office and your call will be routed to the appropriate person for assistance.

Balfour Beatty Communities will provide responsive and quality service-call work. Our objectives for response to service requirements are:

- Promptly responding to service requests based upon priority of the requirements;

- Providing 24 hour-a-day/seven days – per – week emergency service;
- Accomplishing work with minimal disturbance to residents;
- Safeguarding property by rapid response; and
- Adhering to the highest quality standards for work performance.

We accomplish these objectives through a combination of effective work control methods, hiring experienced, proven craftsman and technicians who are trained for their assigned tasks and participation of management, supervisors, lead persons, and technical personnel in a vigorous and dynamic Quality Control Program.

Our personnel are trained to be familiar with the factors determining general work requirements. Particular attention is paid to:

- The nature of the problem
- The severity of the problem
- The physical location of the problem
- Special requirements
- The response and completion times for each service response classification
- Service response classifications include:

***Emergency Calls*** – These service calls are issued when conditions exist that endanger the residents or cause damage to the housing unit or resident property and require response on a 24 hours-per-day basis. Response is required within 1 hour during working hours and within 2 hours during other periods. During working hours, work will continue until the emergency is corrected, while after hours efforts will focus on stabilizing the emergency until the next workday. Examples of Emergency Calls are:

- Gas leaks affecting single or multiple units
- Smoke detectors not working
- Water line break causing flooding conditions
- Power outage affecting single or multiple housing units
- Winter furnace outage
- AC outage when temperature exceeds 95 degrees Fahrenheit
- Roof leaks causing interior damage
- Playground equipment repair posing a safety hazard
- Lockout situation

***Urgent Calls*** – These service calls deal with situations that could endanger residents or damage facilities if not corrected as soon as possible. Response to this priority will be within four hours of receipt during 0800-2000 hours on duty days. At other times the service call will be evaluated to determine if it should be handled in the same time frames as an emergency call or during the next duty day. Examples of Urgent Calls:

- Plumbing malfunctions not causing water damage

- AC outage when temperature exceeds 90 degrees Fahrenheit
  - Water heater outage
  - Appliance malfunctions
  - Roof leak not causing interior damage
  - Paved surface damage that may pose a safety hazard
  - Window and exterior door and lock repairs
  - Tree trimming posing a safety risks
  - Electrical work posing a safety or fire risk
- 
- Playground equipment
  - Ground drainage repairs

**Routine Work** – This includes maintenance and repair that does not meet the criteria for emergency or urgent priority. They will be completed within five working days from receipt. Examples of Routine Work are:

- Summertime furnace outage
- Carpentry, paint, trim, pavement, counter, cabinet, flooring, electrical, plumbing, and other work involving appearance or function that does not pose a safety hazard or major resident inconvenience
- Landscaping and recreation area maintenance not posing a safety hazard

Please contact our Work Order Desk at 757-369-8344 (Fort Eustis) or 757-962-3511 (Fort Story) to request service call work, check on the status of a service request or ask a question about priority designation. We are here to serve.

### **33. MISCELLANEOUS STRUCTURES**

Permission to construct structures, such as a doghouse, or child's playhouse, or playground equipment must be requested from the respective Balfour Beatty Community Management Office.

Attachment of basketball backboards to a home, telephone pole adjacent to the home, clotheslines, carports, trees or garages is not authorized. Freestanding basketball goals are authorized, if placed so that car and foot traffic is not unreasonably impeded (i.e. keep away from streets and walking paths).

### **34. MULTIPLE OCCUPANTS**

Under your lease, your residence is primarily for the use of you and your family. Of course, you may entertain friends and family as occasional guests. However, no person other than your legal

dependents may reside with you more than 30 days without written authorization from the Balfour Beatty Community Management Office. Persons who live and work in the Hampton Roads / Virginia Beach area do not qualify as guests who may reside with you for extended periods of time.

You are authorized to lease this home because you are a service member with a family and because your rent payment is based on your BAH. Any changes to that status must be reported to the respective Balfour Beatty Community Management Office.

### **35. NOISE CONTROL/QUIET HOURS**

Excessive noise is a common complaint in high-density neighborhoods. Some soldiers and family members work night shifts and sleep during the day. Please be considerate.

- Parties. Many complaints can be avoided by informing your neighbors prior to having a party
- Excessive Stereo and Television Volume. Don't assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume down
- Citations: Creating excessive noise during "quiet" hours (2200-0600) could be a basis for a complaint of disturbing the peace and could result in punitive action. Violations should be reported to the Military Police

### **36. PAINTING**

Balfour Beatty Communities will paint, when necessary. Residents are asked to not paint units. The installation of wallpaper or borders is not permitted.

### **37. PEST CONTROL SERVICE**

Balfour Beatty Communities provides Pest Control services in family housing. Should a family member be allergic to common pesticides or have any reaction at all please notify the Balfour Beatty Community Management Office so we may properly coordinate pest control services.

Control of cockroaches, clover mites, ants, earwigs, pill bugs, mice, and other pests not considered a significant threat to health and property is primarily the responsibility of the housing residents. Request pest control services, if your home is infested.

In the event that proper application of pesticides over a reasonable period of time (30 days) fails to alleviate the problem, pest control services may be requested from Balfour Beatty Communities by calling the Balfour Beatty Community Management Office. Pest controllers will treat the home or provide instructions for the continued use of self-help materials. Scheduling of pest control treatments is accomplished following inspection of the unit to identify pests, determine extent and degree of infestation, and identify sanitation, structural, or maintenance problems contributing to infestation before treatments are scheduled.

In the case of cockroach infestations, extensive preparations by the resident are required. These preparations involve completely emptying all kitchen and bathroom cabinets. Other requirements will be fully explained to the resident by the pest controller during the inspection and scheduling process. When advance preparations are required, a mutually convenient date and time of treatment will be arranged. Do not empty your cabinets or start other preparations until a firm appointment has been made. Depending on the extent and degree of cockroach infestation, pest controllers may request that residents in adjacent units prepare for and accept treatments in order to prevent the spread of roaches from unit to unit. Your cooperation in this matter is invited.

Pesticides may be hazardous to infants under 3 weeks old, the aged, pregnant women, those with heart, liver or respiratory problems, people with allergies, pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations, and he will advise you of any special safety precautions required.

Pest control around the outside of home, to include those in trees and shrubs may be obtained by calling the Balfour Beatty Community Management Office.

Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents, ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to Balfour Beatty Community Management Office.

Family Housing Residents are expected to:

- Maintain a home in a manner to deny access, harborage, and sustenance to household pests
- Ensure that windows and doors are screened and fit properly. Report all needed repairs
- Repair holes or cracks that permit access to a home, or call the Maintenance Office
- Ensure that minor cracks and holes inside the home are caulked or otherwise sealed
- Regularly remove excessive clutter in and around the home, debris, weeds, dead leaves, pet droppings, trash, etc.
- Protect food, especially starchy or fatty foods and pet foods, storing in pest proof containers
- Promptly clean up spilled food, crumbs, drink, or pet mishaps

- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and clean litter box daily. Clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchens, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly
- Wipe or mop dry kitchen and bathroom surfaces regularly
- Control minor infestations of nuisance pests before seeking Balfour Beatty Community Management Office for assistance
- Do not use electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects)
- Request pest control services, if your home is infested

### 38. PETS

Maintaining pets on Fort Eustis / Fort Story Housing is a privilege, not a right, and is subject to regulation and policy set by the Veterinary Treatment Facility (VTF) and Balfour Beatty Communities. Pet owners who violate these provisions are subject to the forced removal of their pets from the installations.

**The following breeds of dogs are not allowed in Fort Eustis/Fort Story Housing: Akita, Chow, Doberman, Pit Bull, Rotweiller, American Staffordshire Terriers, English Staffordshire Bull Terriers, Wolf Hybrids or any other breed with dominant traits geared toward aggression.**

**Abandoning:** Abandonment of pets on either installation is specifically prohibited. Animal owners who no longer desire to keep a pet or who are departing either installation will not abandon any animal. Unwanted pets may be placed up for adoption at the local Humane Society.

**Addendum:** You are required to sign a pet addendum acknowledging your responsibilities as a pet owner prior to moving into housing or adding a pet to your household. If you do not sign an addendum, you will be in violation of our pet policy and will be required to remove your pet from the installation.

**Additional Pets:** If additional pets are acquired after move-in, residents must update the pet addendum within three working days.

**Aggressive Animals:** Animals that chase people in an aggressive manner are considered a menace; they should be reported to the military police and may be vacated from the installation.

Animals that bite, or attack persons or other animals will be apprehended by the Military Police. If determined to be vicious you may be required to remove the animal from the installation.

**Bites:** If your pet bites or scratches someone, you are required to report the incident to Balfour Beatty Community Management Office and contact the installation VTF. An animal that has bitten or scratched someone will be examined at the VTF and placed on quarantine for a 10-day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by the Military Police or by the VTF personnel, the owner is required to transport the animal expeditiously to the VTF for examination. The bite victim needs to go to the urgent care center immediately following any bites or scratches.

**Breeds:** The installation Chain of Command reserves the right to restrict certain breeds from being housed on both installations.

**Commercial Breeding:** The commercial breeding of any pets including birds, dogs or other animals and kennel type operations is prohibited in the housing areas.

**Damage Caused by Pets:** Owners will be held responsible for any damage caused by their pets.

**Doghouses:** Doghouses are allowed in homes with yards with authorization from the Community Manager. A Request for Alteration Form must be submitted to the Community Management Office. Doghouses shall conform to the size of the dog, standards of good taste, and shall not detract from the appearance of the property. It must be painted to match the color of the home or painted white and kept in the rear of the house at all times. Residents are required to remove the doghouse and return the area to original condition with grass seeding at Resident's expense. No spikes are permitted in the ground to tether pets.

**Exotic Animals Prohibited:** No exotic or farm animals will be kept in the family housing area. Exotic animals are foreign or domestic wildlife, or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, ferrets, monkeys, raccoons, skunks, snakes, pot bellied pigs, hybrid wolves, iguanas, rats and other animals not normal to a household.

**Females in Heat:** Female dogs and cats will be confined to the resident's home area premises during their heat cycles.

**Food, Water and Shelter:** Animal owners are required to provide adequate food, water and shelter at all times. Physical abuse of animals is prohibited. Adequate outdoor shelter for animals, while subject to varying weather conditions, must provide protection for the animal from rain, snow, sun and wind. A simple doghouse may provide adequate shelter if placed in a shady area. If the shelter you provide your pet with is not considered adequate by the VTF you may be cited for animal abuse and be subject to disciplinary actions. The Military Police may apprehend

any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to the Military Police.

**Handicapped Assistance Animals:** Animals trained for use by individuals with handicaps are not considered pets. These animals are permitted. The pet breed restrictions do not apply to them. All required documents and a current picture are required for the resident's file.

**Leash Laws:** All dogs and cats being exercised outdoors on a Fort Eustis / Fort Story Housing installation must be on a leash and accompanied by the sponsor or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up by the Military Police and impounded at the VTF. Dogs will not be chained outdoors and left unattended at any time. Pets may be left in fenced-in-yards for short periods of time with proper food, water and shelter.

**Liability Insurance:** Owners of pets are encouraged to maintain additional liability insurance in the event that their animal bites another person or animal.

**Limitations:** Residents of family housing are limited to two pets per family. Fish tanks and bird cages count as one pet. No more than one fish tank is permitted in a home. No more than two bird cages are permitted in a home. Farm type animals (livestock, fowl, ducks, and rabbits) and all animals not considered domestic pets are not allowed in housing on either Fort Eustis or Fort Story.

**Lost Animals:** Pet owners who have lost an animal should contact the VTF immediately to inquire about missing animals. When notified by the Military Police or impounded, animal owners are required to claim their pet expeditiously.

**Nuisance:** The privilege of keeping a pet in the home may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life, health or property. For an example, an animal may be deemed a nuisance if it: habitually or repeatedly barks in such a manner or to such an extent that it disturbs others; interferes or obstructs persons engaging in exercise or physical activity; defecates on the lawn of a home not occupied by the pet's owner; or habitually violates the leash law.

**Pet Owner Responsibilities:** It is the responsibility of the sponsor to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs and animals defecating or urinating on playgrounds and lawn areas within fifty feet of the home are considered nuisances. Any solid matter excreted by a pet anywhere on Hampton Roads Army installation will be removed immediately and disposed of by the pet's owner. Pet owners will also remove fecal material from their own home yard on a daily basis. The Military Police may impound any animal that is suspected of being a nuisance.

Owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damage to yards, home, fences, etc., or hospital bills incurred as a result of injuries inflicted upon other residents' pets which occur outside the confines of their yard.

**Playground Areas:** Pets are prohibited from all playground areas.

**Registration Requirements:** All dogs and cats must be registered at the respective Fort Eustis / Fort Story Army installation VTF within 10 working days of arrival on the installation. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged hamsters, guinea pigs, and caged birds are exempt from registration requirements. Installation policy states that all pets must be micro-chipped.

**Stray Animals:** Stray dogs and cats should be reported to the Military Police.

**Tethering/Caging/Fencing:** Pets, when outside, must be confined to the owner's premises by a cage, or tether which is properly secured to a fixed object other than the exterior of the home. Pets will be tied or confined only in the backyard. Tethers will not exceed a length that would allow the pet to roam beyond the border of the owner's yard or sidewalks. Any tether used, however, must be a minimum of ten feet long. All means of restraint will conform to commonly accepted humane practices.

**Vaccinations:** All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine as required by state law. All dogs and cats maintained on Fort Eustis / Fort Story Army installations are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and worn at all times. Distemper vaccinations are also required. For more information, please call the Fort Eustis VTF at 757-878-5824 or the Fort Story VTF at 757-422-7734.

**Veterinary Service:** The Veterinary Treatment Facility provides immunizations, parasite control, and diagnosis and treatment of diseases that pose a threat to the health of the command and its animal population. Animal care services are by appointment only. To contact the Fort Eustis clinic, call 757-878-5824. The Fort Story clinic can be reached at 757-422-7734.

### **39. PETROLEUM OIL LUBRICANTS (POL)**

**No POL of any kind will be changed in any vehicle component within the housing area.**

One quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water. Oil disposed of on the ground can be toxic to plants and animals. If motor oil is disposed of down the drain in housing areas, it can disrupt the biological processes at

your installation or local community sewage treatment plant and contaminate local water systems. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.

POL must not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers can only change oil at the Auto Craft Shop. Motor oil will be recycled at their facility.

Antifreeze will be disposed of properly. Do not dump antifreeze down the sink, tub, toilet or storm drain because of the potential for contaminating food and drinking water. Antifreeze may be disposed of by recycling it at the Auto Craft Shop.

Please report POL spills to the installation Fire and Emergency Services who will ensure that both the Environmental Office and the Military Police are notified. The RCO Office and Balfour Beatty Communities will also be notified.

#### **40. PLAYGROUNDS**

The streets and your neighbors' yards should not be used as your child's playground. There are playgrounds in each housing area.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed, or altered. No personal equipment will be installed in the playgrounds. In the event of mistreatment of or damage to any playground equipment by a resident, the sponsor will be held financially responsible and will receive a notice of violation. The sponsor may also be subject to criminal action, termination of his/her lease, and/or have his/her access to the installation denied or limited by proper authority.

Clean up playgrounds after each use. Do not litter or leave trash; and please, no glass bottles or other breakables.

No personal playground equipment may be installed anywhere without prior written consent of management.

#### **41. PORCHES/GARAGES**

Alterations to porches, garages and/or carports are not authorized. Patio furniture or other outdoor items may be temporarily placed on porches for storage. Porches will not be used as storage areas for other items.

#### **42. PORTABLE HEATERS**

The use of non-vented hydrocarbon fueled heating appliances inside buildings is prohibited. Hydrocarbon fuels include natural gas, gasoline, fuel oil, alcohol, LP gas and petroleum based oil and kerosene. Open coil heaters are PROHIBITED. DO NOT place portable heaters near combustible or flammable type materials. DO NOT block exits with portable heaters.

#### **43. PREVENTIVE MAINTENANCE**

Residents of Fort Eustis / Fort Story Housing are responsible for those preventive maintenance measures, repairs, and general upkeep that the average renter could reasonably be expected to carry out. These responsibilities begin with initial occupancy and continue until a resident vacates the home.

#### **44. RECYCLING**

Each installation has a Recycle Center located on Post; For Fort Eustis, the recycling center is located in Building 1209 (Taylor Ave.) and is open Monday through Friday from 7 am to 3:30 p.m. The Fort Story Recycling Center is located in Building 1083; they are open Monday through Friday from 9 a.m. to 4 p.m.

Curbside pick-up for certain items is available on Thursdays for Fort Eustis and Tuesdays for Fort Story. These items include: Aluminum Cans, Tin Cans, Container Glass, Plastics #1 & #2, paperboard boxes, newspapers, and cardboard.

Deliveries are accepted during published operating hours, Fort Eustis 7 a.m. to 3:30 p.m. and Fort Story 9 a.m. to 4 p.m. For more information, call the Fort Eustis Recycle Center at 757-878-4232 or the Fort Story Recycle Center at 757-422-7634.

#### **45. REFUSE COLLECTION**

Residents will be informed of the schedule of refuse collection for their area at the initial move-in inspection. Questions concerning refuse pickup should be directed to the respective Balfour Beatty Community Management Office.

- Wet refuse and kitchen waste should be securely wrapped prior to placement in refuse container
- Areas around refuse containers must be maintained in a high state of cleanliness at all times

- Large items that exceed the capability of the refuse collector, such as old furniture, appliances, yard waste, etc., should be placed out **no sooner than dusk** the night before the scheduled trash day up until **7 a.m.** of the scheduled trash day. Bulk trash will **ONLY** be picked up on the scheduled day. Residents who put trash out on any other day, will be charged a fee for the removal of the trash.
- Refuse and recycling containers should be placed on the street in front of your home on the day of collection not later than 7 a.m., and returned to a storage area as soon as possible after being dumped on the day of collection, but not later than 9 p.m. that day. Containers may be placed on the street the night prior to scheduled pickup after dusk
- Containers should be maintained in a clean and functional state at all times
- Containers must be kept in the rear, on the side of the home or in the designated area if one exists

Housing residents will be held liable for containers if they are damaged beyond fair wear and tear, or if they are lost.

The contractor will not empty any refuse container, bag, or receptacle weighing more than 50 pounds. Containers deemed to weigh more than this amount will be left untouched and the responsibility for removal will remain with the resident.

Refuse collection schedule: Please contact the Balfour Beatty Community Management Office for a current schedule for your installation.

*If a holiday falls on trash collection day, the trash will be collected on the next regular working day. If you have questions on trash collection, call the Balfour Beatty Community Management Office.*

## **46. SOLICITATION**

Information and processing of requests by commercial activities must be initiated through the Fort Eustis Directorate of Community Activities (DCA), Personnel Services Assistant. AR 210-7 governs commercial solicitation on a military installation. If you have someone at your door soliciting, ask him or her for his or her permit. If they do not have one, call the Military Police and give a complete physical description of the person or persons. The one exception to this rule is children who live in the same general part of the housing area may solicit for non-profit groups such as schools or scouting groups.

#### **47. STORAGE SHEDS**

Permission to install a storage shed must be submitted to Balfour Beatty Community Management Office. Construction may not start until approval is granted. Storage sheds will be located in the rear yard only.

The shed may be no larger than 10' x 10', pre-painted (paint will coordinate with housing area's color scheme) non-corrosive vinyl, metal or wood; commercial product with strength suitable to withstand ice, snow, and wind load conditions; and anchored to ground. Storage sheds must not be closer than 10 feet from a building.

Electric lines will not be run to storage sheds and they will not be heated. Nothing will be placed on top of shed. Satellite dishes may not be placed on sheds.

Residents are liable for any damage or injury caused by the structure. Sheds must either be turned over to the next resident by way of an acceptance letter signed by the incoming resident or be removed with the bare ground beneath the shed repaired with sod or grass growing, at resident's cost, prior to clearing housing.

#### **48. STORAGE OF NON-ELECTRIC POWERED TOOLS OR VEHICLES**

Chain saws, grass trimmers, go carts and other tools, toys or vehicles powered by gas, propane or other types of fuels must not be stored inside the home.

#### **49. STRAY ANIMALS**

Stray dogs and cats should be reported to the Military Police.

#### **50. SUBLETTING**

Personnel assigned to family residences are not permitted to sublet or receive reimbursement for shelter from other persons who live in the residences. Only leaseholders and dependents are allowed to occupy the premises.

## **51. SURGE PROTECTORS**

The power provided to housing by Fort Eustis and Fort Story has the tendency to fluctuate. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, typewriters, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. Balfour Beatty Communities is not responsible for damage to appliances or equipment due to high or low voltage or power fluctuations. Light bulbs rated up to 130 Volts are recommended for use since they handle the fluctuations and last longer without increased cost.

## **52. SWIMMING POOLS**

Given the family nature of our housing, use of small well-maintained swimming pools is authorized. Due to the small yard size and damage to grass, pools greater than 6 feet in diameter and 2 feet in depth are prohibited. Following use of the pool, the yard will be returned to the original condition and any damaged grass will be reseeded.

Due to safety concerns, swimming pools will only be located in the backyards and will be emptied when not in supervised use.

## **53. TRAMPOLINES**

Trampolines are prohibited.

## **54. TV -- CABLE**

Cable TV outlets have been installed in each home at Fort Eustis and Fort Story.

Residents desiring CATV service may contract with their local cable service provider to have jacks activated.

## **55. TV – SATELLITE SYSTEMS**

Satellite Systems are authorized at Fort Eustis / Fort Story Housing. Satellite dishes that are no larger than one meter in width may be approved for installation. However, in order to ensure installation does not damage housing units or detract from the appearance of the unit or the community, Balfour Beatty Communities

Community Management Office must approve satellite dish installation. Please contact the Balfour Beatty Community Management Office for an authorization form.

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

Satellite dishes must be removed prior to termination of the home and any damage resulting from the installation repaired. Residents are liable for any damage or injury that may be caused by their satellite dish. Any audio or visual interference caused by the satellite must be corrected.

As the cable television infrastructure is installed, maintained and owned by the local cable provider, satellite systems may not connect into the home's cable television system.

## **56. VEHICLES**

All vehicles in housing areas managed by Balfour Beatty Communities must be maintained in a reasonable state of repair and must be registered and licensed. They may not leak oil onto the assigned driving and parking surfaces.

**Inoperable, unregistered, unlicensed or abandoned vehicles** will be towed away and towing costs will be charged to the owner. An abandoned vehicle is defined as one that is left unattended for over 10 days.

**Insurance:** Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage should meet or exceed Virginia State Law.

**Go Carts:** Go carts or other gas or electric powered vehicles, to include scooters, will not be used in housing areas.

**Parking:** Vehicles should be parked in authorized parking areas.

Vehicles should not be parked on any grassed/seeded area. This applies during all seasons.

On-street parking is authorized where designated. Vehicles must not impede the normal traffic flow, or block fire lanes. Residents should note that in some areas parking may not be permitted on both sides of the street.

To allow full use of the neighborhood's sidewalks by pedestrians and children riding bicycles, scooters and roller-skating and so on, as well as minimizing the potential to damage vehicles; vehicles will not be parked on or across sidewalks. For example, if parked in a driveway, the vehicle will not cross a line extending from sidewalk to sidewalk. If parked along the curb, the vehicle wheels will be clear of the sidewalks.

### **Recreational Vehicles**

Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes.

Towed recreational vehicles, utility trailers, un-mounted truck camper bodies, self-propelled RV's and boats will not be parked in any housing area except for a 24-hour period before and after use.

Recreational vehicles must be stored. Each installation has a recreational vehicle/equipment storage facility to store equipment such as motor homes, camping trailers, boats/motors, and camper shells/toppers.

- The storage facility at Fort Eustis is located at 1605 Patch Road
- The storage facility at Fort Story is located across from the Auto Craft Shop

For more information at Fort Eustis, please call 757-878-2610 or visit the office at 828 Kells Street. For more information at Fort Story, please call 757-422-7601 or visit the office, Building #601, Atlantic Ave.

**Registration Requirements:** Fort Eustis and Fort Story require everyone living or working on Post to have their vehicles registered.

- At Fort Eustis, vehicles are registered through the Fort Eustis Visitor's Center, 2 Washington Blvd. For more information call 757-878-1878.
- At Fort Story, Vehicles are registered through the Fort Story Visitor's Center, Gate 1 Atlantic Ave. For more information, call 757-422-7878.

Required documents include a military or civilian ID card; valid driver's license; proof of valid vehicle registration; proof of insurance; and proof of valid safety inspection.

**Repair of vehicles:** with the exceptions of tire changes and simple preventive maintenance measures, will not be conducted in housing areas. Self-repair must be accomplished in the Auto

Craft Shop, to include changing oil and other POL fluids. All materials will be properly disposed of; you may not place POL or other vehicle fluids in the trash.

- The Auto Craft Shop at Fort Eustis is located in Building 660, Jackson Avenue. For operating hours and for more information, please call 757-878-5440
- The Auto Craft Shop at Fort Story is located in Building 1004, Hospital Road. For operating hours and for more information, please call 757-422-7713.

**Seat Belts/Child Car Seats:** The driver and all passengers must be restrained by a seat belt and meet the State of Virginia vehicle restraint requirements for adults and children.

**Vehicle Inspection:** The State Vehicle Inspection Station is located at Fort Eustis next to the Auto Craft Shop and across from the car wash. For more information, call 757-878-2480. At Fort Story, vehicles are inspected at the Auto Crafts Shop, call 757-422-7713 for more information.

**Washing:** Vehicle washing is authorized in family housing areas. Vehicles will not be washed on the lawn. Car Washing Stations are available at both Fort Eustis (Building 659) and Fort Story (Building 606, Attu Road).

## 57. WATERBEDS

Waterbeds are NOT allowed.

## 58. WEAPONS

All privately owned permitted weapons must be registered with the Provost Marshal's Office within 3 days of arrival on Fort Eustis and Fort Story.

- At Fort Eustis, weapons are registered through the Fort Eustis Visitors Center at 2 Washington Blvd. from 8 a.m. to 4 p.m. Call 757-878-1878 for more information.
- At Fort Story, weapons are registered through the Fort Story Visitors Center at Gate 1 Atlantic Ave. from 7:30 a.m. to 4:30 p.m. Call 757-422-7878 for more information.

*E4 & Below:* Follow installation guidelines to obtain their Commander's authorization in writing to store privately owned permitted weapons in their residences.

*E5 & Above:* Follow installation guidelines to store their privately owned and properly permitted weapons in their residences.

### **59. WEEDS IN LAWN**

Weed control in lawns is the resident's responsibility.

### **60. YARD DECORATIONS**

Decorative ornaments may be used in yards, providing they present no safety hazards to children, and meet commonly acceptable community norms. Please remove these items during high wind conditions to prevent damage or injury to others occupants or property.

### **61. YARD SALES**

Individual yard sales are prohibited. Residents are encouraged to participate in the community planned yard sales.

**EMERGENCY CONTACT NUMBERS**

**Area Code 757**

**FORT EUSTIS**

Police Emergency .....	911
Military Police Desk.....	878-4555/4556/4557
Fire.....	911
Ambulance .....	911
Staff Duty Officer.....	878-5897/5050
Community Management Office.....	369-8335
Service Orders.....	369-8344

**FORT STORY**

Police Emergency.....	911
Military Police Desk.....	422-7878
Fire .....	911
Ambulance .....	911
Staff Duty Officer.....	422-7141
Community Management Office .....	962-3511
Service Orders.....	962-3511

## CHAPTER 3: CLEARING HOMES POLICIES

### 1. GENERAL POLICIES

It is mandatory to provide *written* notification of your anticipated departure at the earliest possible date; but no later than 30 days prior to departure or you may be held financially liable for the full notice period.

- Pre-termination and final inspections must be scheduled with the Balfour Beatty Community Management Office
- A pre-termination inspection will be provided upon request. This inspection is optional. Your Resident Coordinator and Turn Key Manager will conduct a pre-termination inspection with the sponsor on the date and time scheduled, approximately two weeks prior to resident's departure. The Turn Key Manager will inspect your house, assess damages, brief final clearance standards and let you know if your house will be demolished or not
  - One copy of the housing inspection checklist will be given to the sponsor to accomplish listed self-help maintenance. A sample of the housing checklist is in this section of the Resident Guide
  - One copy of the housing inspection checklist remains with the inspector for use at final inspection
  - If your house is scheduled for demolition, you are required to ensure that all appliances are thoroughly cleaned
- The Resident Coordinator will provide the sponsor with the requirements for final clearance of a home during the pre-termination inspection if one is scheduled or at the time that written notice is provided
- Final Inspection will be held on the date and time scheduled. Possession of the house will be returned to Balfour Beatty Communities after the final inspection has been passed
  - Sponsors will be present at the time of the final home inspection, unless the Balfour Beatty Community Management Office has granted prior approval for the sponsor to be absent
  - All personal property must be out of the home at the time of the final inspection. All hand-receipted property must be in the house or accounted for prior to final inspection
  - The home will be in good condition for a new resident to move in
  - Termination orders will not be issued until after the Resident Coordinator clears the home. The Resident Coordinator will not clear a resident until the home is thoroughly cleaned, or the resident has paid for the cleaning contractor to complete required cleaning
  - There is no requirement to hire the contract cleaning company. The standards are identical, whether the resident or the contract cleaning company cleans the home

You will not be cleared from housing until all financial obligations are paid in full. This includes, but is not limited to, any outstanding rents, damages, and maintenance. If the soldier is incapable of paying his/her financial obligation at clearing, the account will be sent to collections.

## **2. CLEANING THE HOME WHEN TERMINATING**

The resident has three options for cleaning his/her home:

- The resident can clean the home himself/herself
- The resident can hire his/her own cleaning team
- The resident can pay for the Balfour Beatty Communities subcontractor to clean the home, at the rates indicated on the current cleaning contract.

Our company has subcontracted with local small businesses to clean a home at reasonable rates. Of course, you must meet minimum cleaning standards (such as removing food, excess residue and built-up grease from the stove and refrigerator), clean the yard, etc., but paying the subcontractor will eliminate much work, as well as the concern that you might not pass your final inspection.

This program is available to make it easier and less costly for residents to clear a home.

There are separate cleaning standards for a home that is being demolished.

## **3. CARPET**

Carpeting must be professionally cleaned upon clearance. Residents are required to submit a copy of their receipt of payment for carpet cleaning services from a Balfour Beatty Communities approved vendor.

## **4. KEYS**

Residents will have all keys available for which they have been assigned on the home hand receipt. Resident Coordinators will ensure all keys are available at the start of the termination inspection. Should there be a shortage of one or more keys, the resident will be charged a fee for replacement of all locks. The fee will vary depending on the current replacement and labor costs for your particular housing area.

## **5. RE-INSPECTION**

Residents requiring a re-inspection will call the Balfour Beatty Community Management Office and reschedule no sooner than 4 hours later the same day. If there is no open schedule time that same day, re-inspection of the home will be conducted the next available day.

## **6. LIABILITY FOR DAMAGE OR LOSS**

Resident may be held liable for damage to the home, outside area and loss or damage to appliances and equipment, resulting from acts of negligence or abuse. This liability includes damage and stains caused by pets, damage done by marking on walls, carports, garages, or attaching such items as nails, contact paper, hooks, shelves, or stick-ons to walls, floors, fixtures or appliances.

Fort Eustis and Fort Story clearance papers will not be stamped until payment has been made in full to cover costs of damages or losses.

When a resident does not clean the home, the home will be cleaned by a contract cleaning company which must be paid in full by the resident prior to the final inspection.

Residents will only be given only three chances to properly clean the home. After the third failure, the keys to the home will be turned over to the Resident Coordinator. Damages and cleaning charges may be assessed at that time, and the resident must pay before clearing the home.

Failure to be present at a designated final inspection will be considered as a failure to clear unless prior approval has been provided by the Community Manager.

Clearance papers will not be stamped until the home passes the final inspection.

## **7. PAYING FOR DAMAGES**

Residents may pay for damages by credit card, certified check or money order made payable to Fort Eustis / Fort Story Housing. The Balfour Beatty Communities Project Director will review requests for relief from liability for damages.

## CHAPTER 4: CITATION POLICY

### 1. YOUR OBLIGATIONS

By signing your lease, you, and those who live in your housing unit with you, have agreed to abide by its terms, including the provisions of this Resident Guide. As a service member, you are also required to comply with all applicable laws, regulations, policy letters and orders while in Fort Eustis and Fort Story housing. Civilians who reside with you are also subject to both the terms of your lease and this Resident Guide and applicable laws and regulations while on Fort Eustis and Fort Story. Civilian residents of your housing unit are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Fort Eustis and Fort Story command authorities may also deny or limit access to the installations. These violations may also be considered a breach of your lease, resulting in lease termination.

#### Enforcement Authorities

- a. Balfour Beatty Communities is responsible for informing you of violations of your obligations under your lease or this Resident Guide such as failure to maintain your yard properly, maintaining unsanitary conditions or causing damage to the interior of the home. These violations, at the discretion of the Garrison Commander, may result in termination of your lease.
- b. Fort Eustis and Fort Story command authorities may take administrative or disciplinary actions against soldiers violating applicable laws, regulations, or orders such as creating a disturbance in the housing areas, traffic or parking violations, or more serious crimes. These violations may also be considered a breach of your lease, resulting in lease termination.
- c. Balfour Beatty Communities may issue citations for violations of your obligations under your lease or this Resident Guide. For more serious violations, your lease may be terminated without previously issuing notices of violations.

Blatant disregard for the rules and regulations of either installation by any member of the family, regardless of the number of warnings previously received is grounds for termination of the privilege to live on a Fort Eustis and Fort Story.

## CHAPTER 5: DISPUTE RESOLUTION GUIDELINES

### 1. DISPUTES RELATED TO COMMUNITY MANAGEMENT

If a resident has an issue or complaint regarding the performance of community management administration, maintenance or personnel, he/she should first address the problem with the assigned Resident Coordinator. If the Resident Coordinator is unable to resolve the problem, the Resident Coordinator should address the problem with his or her Community Manager for direction on how to handle the situation. Once the Resident Coordinator has received the proper direction, he/she will communicate the resolution back to the resident.

If the problem cannot be resolved at the Resident Coordinator level, then a complaint form should be completed by the resident and forwarded to the Community Manager for review. An appointment will be made for the resident to meet with the Community Manager to discuss the issue and find a solution to the problem.

After the resident meets with the Community Manager and if a resolution has still not been established, then the issue would need to be raised to the Balfour Beatty Communities Project Director. A joint meeting will be held to include the resident, the Community Manager and the Project Director. The Project Director will render a decision and direct the appropriate actions (if applicable) to reach a resolution.

If this resolution is not acceptable to the resident, then a joint meeting will be held to include the resident, the Community Manager, the Project Director and the RCO Project Manager. A joint decision by the Balfour Beatty Communities Project Director and RCO Project Manager will be rendered. This will be the final decision.

### 2. DISPUTES BETWEEN RESIDENTS

If a resident has an issue or complaint with another resident that cannot be resolved amicably, a written complaint should be filed at the Community Management Office. The offended resident must make the complaint in writing BEFORE the issue is addressed with the offending resident. Once the complaint is put in writing, it will be validated. If the complaint is deemed accurate a formal complaint letter from the Balfour Beatty Community Management Office will be sent to the offending resident specifying the nature, time and date of the complaint. THE IDENTITY OF THE RESIDENT THAT HAS FILED THE COMPLAINT WILL NOT BE REVEALED, however, the formal written complaint will become permanent correspondence in each of their files. This procedure will be repeated if there is a second complaint, however, the warning letter will come from the Community Manager and a copy will be forwarded the Company Commander and the Deputy RCO project manager (DPM). Residents are always welcome to contact the Military Police for

assistance in resolving personal conflicts within the neighborhoods, especially when the nature of the offense is a violation of the law.

If the issue is still unresolved, a letter from the Garrison Commander will be sent requesting a formal meeting between the resident that is in violation of the community guidelines, the Senior Community

Manager, Deputy RCO project manager (DPM), Company Commander, and Garrison Commander. During this meeting a decision will be made to either provide the resident one more opportunity to cure the problem or to terminate the lease of the resident.

## **CHAPTER 6: FAMILY MEMBER POLICIES**

### **1. RESPONSIBILITY FOR FAMILY MEMBERS**

Military sponsors are responsible for the safeguarding and control of all family members. Sponsors will ensure that children do not enter any off-limits area or areas that could be dangerous to the life or health of the child. While in their own residence area, sponsors will exercise all necessary care to prevent damage to property and injury to residents. All potentially dangerous items, such as matches, drugs, poisonous materials, flammable materials, etc., will be kept out of the reach of children at all times.

Sponsors must comply with the respective installation home alone and curfew policies.

All childcare providers and babysitters who baby sit over 10 hours a week in their home, must follow the guidance on page 9 of this Resident Guide.

Sponsors will ensure that their children respect and do not damage private property. Fireworks, air rifles, pellet guns, and firearms will not be discharged anywhere within family housing areas.

All residents are required to wear helmets for bike riding, in accordance with DOD and Army policy. Helmets and pads for inline skating and skateboarding are strongly encouraged.

### **2. JUVENILE CURFEW POLICY**

The need for increased parental control over juvenile family members to ensure their safety, protection, and conduct, as well as the need to protect members of the Fort Eustis and Fort Story communities from the misconduct caused by unsupervised juveniles, requires the imposition of an installation-wide curfew for unmarried family members under the age of 18.

Unmarried civilians under 18 years of age will not be in a public place on a Fort Eustis or Fort Story Army installation after curfew.

For the purpose of this policy, a "public place" is any location other than one's own home and yard or the home and yard where one is an invited guest.

Curfew hours for children under age 16 are 9 p.m. to 6 a.m. EST and 10 p.m. to 6 a.m. during daylight savings time.

Curfew prohibits children 16 and 17 years of age from being on any street, roadway, alley, park or any other public place on Fort Eustis between 11 p.m. and 6 a.m., Monday through Friday; 12 a.m.

to 6 a.m., Saturday and Sunday; and on Fort Story between 11 p.m. to 5:30 a.m.; Monday through Sunday.

There is no curfew violation if, at the time in question, the minor was in a public place during established "curfew hours" but was:

- Accompanied by a parent or legal guardian
- Accompanied by an adult at least 21 years old (with parental/guardian permission)
- Attending a school, religious, government-sponsored or work activity. This includes travel directly to and from employment, travel during employment (newspaper carriers), or picking up and dropping off of family childcare providers
- In a public place as a result of parental direction or to make an emergency errand

This policy will be strictly enforced by the Military Police. Parents and guardians who knowingly allow their family members to violate the curfew policy or who fail to prevent their juvenile family members from violating the policy, are subject to appropriate sanctions including, but not limited to, military administrative or disciplinary action, civilian prosecution, or termination of their lease. Juvenile family members who violate this policy may be referred to the respective installation Juvenile Review Board for appropriate action.

## CHAPTER 7: TERMINATING YOUR LEASE

Please keep in mind that you have signed a one-year lease for occupancy of your home. You are required to abide by the terms of that lease and this Resident Guide, and your lease may be terminated for any violation of those terms. Once you have decided to terminate your lease, the form "Written Notice to Vacate" must be provided to Balfour Beatty Communities no later than 30 days prior to termination. The following are other examples of some of the circumstances under which your lease will be terminated:

**1. Upon PCS, ETS or Retirement of the Sponsor**

Pre-inspection and final inspection of the home is required prior to service members' departure. This must take place prior to PCS of the sponsor, unless PCS orders authorize retention of the home under a Deferred Travel or Dependent Restricted Tour. If military orders are not received in time to provide 30 days notice, Balfour Beatty Communities will waive the termination assessment.

**2. Sponsor Is No Longer Eligible For the Home**

If the sponsor is no longer eligible for the home, the sponsor must terminate and depart within 30 days.

**3. Sponsor or Family Members No Longer Reside In the Home**

Under normal circumstances, absence of either the sponsor or spouse and children for a period of 30 days or longer is considered a permanent absence. When such a permanent absence exists, your lease will be terminated.

**4. Serious Misconduct of the Sponsor and/or His Family Members**

Serious misconduct of the sponsor and/or his family (e.g. repeated failure to control pets or the accumulation of three or more housing warning citations) may be considered a breach of the lease subjecting it to termination.

**5. Voluntary Termination**

A sponsor may request voluntary termination of his/her lease within the first 12 months of the lease to move to a civilian home by notifying the Balfour Beatty Community Management Office no less than 30 days before termination is desired. In these circumstances a lease termination fee equal to thirty (30) days BAH must be paid at the time that notice is provided. The move of household goods will be at the expense of the sponsor.

If less than 30 days notice of departure is given, and sufficient justification does not exist, the sponsor will be liable to pay rent for the entire 30-day period, on a day-by-day assessment. For example, if only 20-days notice is given, a 10-day assessment would be

made by multiplying a single day's BAH times ten, in addition to the 30-day break lease fee.

**6. Non-Payment of Rent**

You are responsible for paying your rent. By signing your lease you agree to allot your BAH to Balfour Beatty Communities. In those instances where the BAH was NOT allotted to Balfour Beatty Communities, you are responsible for paying the rent due no later than the 5th of the month by certified funds. Any payments that are received more than five (5) days after the due date will incur a late fee of \$25. If rent is not paid by the 5th, you will receive a letter directing that you either bring your account up to date or vacate the home. If you do not promptly bring your accounts up to date or vacate your home, Balfour Beatty Communities will request that your lease be terminated and Balfour Beatty Communities may pursue civilian court action to recover the amounts due and/or evict you as soon as possible, and refer the matter to the Garrison Commander for appropriate administrative or disciplinary action, termination, or both.

**7. Lease/Resident Guide Violations**

We expect you to be a good neighbor. With very few exceptions, our residents enhance the community. Those exceptions will not be tolerated, as they not only detract from the overall appearance of the neighborhood but they also create an unsafe or undesirable condition that adversely affects their neighbors' ability to enjoy their home. Accordingly, we will seek termination of the lease to protect the community.

## APPENDIX A: MAINTENANCE TIPS

### 1. DO'S AND DON'TS

#### a. Toilets:

Do's: Use it for normal bodily waste and tissue paper. Can also be used to dispose of small amounts of household cleaners such as cleanser, bathroom cleanser, Pine-Sol, or bleach.

Don'ts: Absolutely no flushing of the following items:

Feminine hygiene products, nylon reinforced paper rags, cloth rags, or material of any kind!  
No petroleum products (oil, gas, antifreeze, brake fluid, etc.). No paint (lead or oil), thinners or solvents. No industrial chemicals, pesticides, or herbicides. No needles (insulin, etc.). No medicines of any kind.

#### b. Kitchen and Bathroom Sink Drains:

Do's: All soaps are acceptable. All food items should be put down the drain on the garbage disposal side with hot water. Place grease in a separate container. Let it harden and then dispose of with trash.

Don'ts: No rice or coffee grounds. No petroleum products (oil, gas, antifreeze, brake fluid, etc.). No paint (lead or oil), thinners or solvents. No chemicals, pesticides, or herbicides. No needles (insulin, etc.). No medicines of any kind. No toys or other foreign objects of any kind.

NOTE: The unacceptable items mentioned above are to be disposed of properly in the trash, recycle centers or as outlined in other areas of this guide.

#### c. Household Cleaners:

Many toxic and hazardous chemicals are used in the home for various household chores and pest control. We encourage family housing residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you're purchasing and how to dispose of any excess material.

Use all of a substance before throwing away the container. Buy the size container you need for the job. Wear gloves, eye protection or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.

Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals.

Following are some non-toxic alternatives to commonly used household items:

#### Air Fresheners

Open the window or use an exhaust fan as a natural air freshener. Or simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator; sprinkling baking soda in the garbage can or diaper pail will do the same.

#### All-purpose Cleaner

Try the following recipe for all-purpose cleaning:

1 gallon hot water

1/4 cup sudsy ammonia

1/4 cup vinegar

1 tablespoon baking soda

#### Drain Cleaners

To keep your drains open, clean, and odor-free, NEVER POUR LIQUID GREASE DOWN A DRAIN, and always use the drain sieve. Once a week, mix 1 cup of baking soda, 1 cup of salt, and 1/4 cup of cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup of baking soda, followed by 1/2 cup of vinegar. Close the drain until the fizzing stops, and flush with boiling water. As a last resort, call the Community Management Office to unplug drains.

#### Furniture and Floor Polish

Use commercial products that contain lemon oil and beeswax in a mineral oil base.

#### Glass Cleaners

Do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons borax or washing soda in 3 cups water and spray onto the glass using a pump sprayer or use a mixture of vinegar and water for window cleaning. If you use a "squeegee," similar to the kind used in gas stations to clean windshields, your windows won't streak.

#### Laundry Detergent

Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of washing soda dissolved in hot water. For washing machines, use phosphate-free powders.

Toilet Bowl Cleaner

A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.

**2. SEASONAL MAINTENANCE: FALL/WINTER**

a. Winterization Preparation

Preparation of the housing unit for winterization conserves energy and makes the home more comfortable. Thermostats should be set no higher than 70° during the day and set back to 65° at night. Several methods that the resident can utilize to retain heat in a home include opening drapes at south facing windows during daylight hours to allow for passive solar heating and sealing doors and windows to provide airtight enclosures.

b. Exterior Maintenance for Housing Unit Building and Grounds

Remove hoses and drain outside faucets. Drain and store the hoses indoors or in storage sheds to prevent freezing and cracking. Residents are responsible for damage to water pipes and hoses due to failure to properly drain and winterize. Leaks may not appear until the outside temperature rises and melts frozen water in the faucets and water lines.

Snow must be cleared from sidewalks, steps and driveways within 24 hours of the end of the snowfall. Residents will be held responsible for any injuries caused by failure to clear snow. The area of responsibility is the same as for lawn/yard care and maintenance.

Ice above doorways and driveways should be removed to prevent injuries.

Residents shall rake leaves in the fall and place in bags for trash removal.

Change batteries, on a semi-annual basis, in all smoke detectors and carbon monoxide detectors. A good reminder is to change these batteries when you change the time on your clocks.

**3. SEASONAL MAINTENANCE: SPRING/SUMMER**

a. Resident Responsibilities

Residents are encouraged to landscape their yards. Balfour Beatty Communities must approve significant changes to the current landscaping. Residents should come to the Balfour Beatty Community Management Office with a diagram showing the proposed layout, and fill out a Request for Landscaping. After approval, the original will be placed in the housing unit folder and a copy returned to the resident.

Residents are responsible for the upkeep of lawns within the perimeters as instructed at assignment. Lawn mowers are an individual responsibility.

Residents are responsible for the maintenance/trimming of shrubs, and edging of sidewalk.

The resident should trim broken tree branches or limbs lower than 6 feet above the ground. Above this height Balfour Beatty Communities personnel will trim branches and trees.

b. Fencing Maintenance

Residents who need fences repaired should call the Balfour Beatty Community Management Office. Residents are responsible for maintenance of grass in their yards.

## APPENDIX B: SAFETY TIPS

### 1. COOKING APPLIANCES

Never leave cooking unattended. Using grease or anything that produces grease creates an especially dangerous fire hazard. If a grease fire occurs, cover the pan with a lid, turn off the appliance and call the fire department. Never use water! Don't attempt to move the pan! Control a burning spillage with a fire extinguisher or with baking soda. NEVER use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent.

When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Replace appliance cords as soon as they show wear or are damaged. Cords with broken or frayed insulation can start fires. Keep kitchen exhaust fans clean to prevent accumulation of grease.

### 2. DISASTER PREPAREDNESS FOR COMMUNITY RESIDENTS

#### a. Essential Preparation Tasks for Each Resident Family

Each family must prepare for the possibility of a major natural disaster. The following points will be emphasized to residents

- Each family must prepare an emergency evacuation plan that responds to the respective installation requirements
- Ensure that the family purchases and maintains a medical emergency and first aid kit
- Be sure to secure important family papers, cash and credit cards for use after the storm or during an evacuation
- Have sleeping gear available for all family members
- Decide on safe locations in your house where you could leave your pet in an emergency. Consider easy to clean areas such as utility areas or bathrooms and rooms with access to a supply of fresh water
- Avoid choosing rooms with hazards such as windows, hanging plants or pictures in large frames
- In case of flooding, the location should have access to high counters that pets can escape to. Set up two separate locations if you have dogs and cats
- Mobile totes (garbage cans) should be placed inside during high winds or securely tied to a solid object so they or their contents won't blow away. Any other objects (awnings, garden tools, toys) that could become flying weapons should be anchored or brought inside
- Move cars out of low-lying areas and away from trees. Don't park adjacent to buildings where roof slates, shingles, or debris from brick chimneys may blow down and damage

your car. If you own a boat, fill it with water to weigh it down and attach it securely to its trailer. Use tie-downs to anchor trailers to the ground or nearby structures

- Have sets of fresh batteries for transistor radios and flashlights - enough to last several days
- Maintain a supply of candles or lamps. Store matches in a waterproof container
- Check and service your automobiles. Check doors, trunk lids, hood locks and parking brakes
- Keep a full tank of gasoline in your car. Never let your vehicle gas tank be less than half full during hurricane season - fill up as soon as a hurricane watch is posted. When there is no electricity, gas pumps won't work either
- Store a good supply of canned goods, a manual can opener and nonperishable foods. Store packaged foods that can be prepared without cooking and need no refrigeration. There may be no electricity or gas. Also, pet owners should store enough extra food for their animals also
- Make sure you have an adequate prescription medicine supply
- Have clean, airtight containers to store sufficient drinking water to last for several days. Keep your bathtub filled with water until the emergency is over. The water supply will probably be interrupted or contaminated. Don't forget to include enough for your pets
- Take necessary precautions to protect windows and other glass. Board up or shutter large windows securely. Tape exposed glass to reduce shattering
- Prepare for high winds. Lower antennas, and be ready to make repairs
- Store valuables and personal papers. Put irreplaceable documents in waterproof containers and store in the highest possible spot
- In the event you are required to vacate your residence as a result of the storm, an emergency shelter will be designated in accordance with the installation plan
- Be ready to bring outdoor pets indoors. Prepare an area for pets to stay. It's wise even if the family doesn't intend to shelter at home. Conditions could suddenly prevent evacuation. Pets should be able to stay inside and out of danger comfortably until wind gusts and flooding end. Plan ahead for satisfying all the pets' needs
- Buy pet carriers. Carriers are important when animals need to be moved if a family evacuates. Also consider making a reservation at an animal kennel near a shelter you would use if you evacuated. Usually, pets can't stay in shelters erected for displaced people

**b. Remaining in a Residence during a Natural Disaster Event**

If a general evacuation order is not issued by the Garrison Commander, residents may be allowed to stay in their residences to ride out the storm. If this event were to occur, the following guidance for residents will apply:

- Stay indoors. Don't go out in the brief calm during passage of the eye of the storm. The lull can end suddenly as winds return from the opposite direction. Wind speeds can increase to 75 miles per hour or more in seconds

- Stay away from windows and glass doors. Move furniture away from exposed doors and windows
- Stay on the leeward or downwind side of house. As wind direction changes, move to another room. If your home has an inside room, stay there during the height of the hurricane
- Partially open a window or door on the side of the house away from the wind during peak conditions. This not only provides ventilation, but also releases excessive pressure from inside the house. However, as the wind decreases and the eye of the hurricane passes, do not forget that the winds will return from the opposite direction. Do not neglect the open windows
- Keep a continuous communication watch by listening to radio or television reports from official sources. Unexpected changes can sometimes call for last minute relocations. In an emergency situation, the emergency contact number is "911"
- Bring pets inside and settle them into the area you've prepared
- Most important to remember is to remain calm before, during, and after the emergency

### **c. Evacuation Instructions**

Upon notification of an evacuation order from the Garrison Commander or Installation Operation Center, the Balfour Beatty Community Management staff will pass on instructions for evacuation to community residents. Virginia State authorities will assign evacuation routes that residents must follow. Each resident will relocate to the assigned evacuation location at Fort Lee near Richmond, Virginia or areas inland from the Atlantic coast at least 90 miles.

- Be prepared to evacuate your residence on order of the Garrison Commander or Installation Operations Center. Unless otherwise notified, remain in your residence and take all steps to safeguard life and protect property
- Residents may be asked to evacuate out of the local area and secure your local residence before departure
- Travel out of the area of the storm's expected path from 90-150 miles inland
- Travel west on Interstate 64 to shelters provided at Fort Lee, Virginia. Take Interstate 295 Bypass south at Richmond toward Hopewell, Virginia and take the Fort Lee exit. Follow Fort Lee Military Police instructions
- Travel with care and depart 72-48 hours before hurricane landfall. Follow recommended routes
- Avoid low-lying areas which may be prone to flooding. Stay away from obstructions such as trees and downed power lines
- Stay away from shallow water which might be hazardous to your vehicle's safety and stability. Even a slight current can sweep a car away
- If unable to evacuate from the installation, call the Community Manager who will coordinate support from the Military Police
- The Garrison Commander or Installation Operations Center will notify the Balfour Beatty Community Management staff before an evacuation is ordered

- Limit personal luggage to one suitcase per family
- Leave pets inside your residence

**d. What To Do When Returning Home After a Storm**

Going back into your home can be dangerous because high winds and flooding can cause structural, electrical and other hazards. Physical dangers are not necessarily over after the water goes down. Hazards are not always obvious. They can be potentially life-threatening if precautions are not taken. Please be mindful of the following safety tips when returning home after a flood, hurricane or severe storm:

- Check your home before you go in. Carefully check outside your home for loose power lines, gas leaks, foundation cracks or other damage. See if porch roofs and overhangs still have all their supports. If you see damage, Balfour Beatty Communities Maintenance personnel should check the building before you enter
- Turn off the electricity. Even if the power company has turned off electricity to the area, make certain your residence power supply is disconnected
- If you suspect a gas leak or smell gas, leave your home immediately and call the gas company from a neighbor's house
- Enter carefully. If the door sticks at the top, it could mean your ceiling is ready to fall. If you force the door open, wait outside the doorway in case debris falls
- Check the ceiling for signs of sagging. Wind, rain, or deep flooding may wet plaster or wallboard. It is very heavy and dangerous if it falls
- Make sure the electricity is off and hose down the house to remove health hazards left behind by floodwater mud. Shovel out as much mud as possible. Remove water quickly using a mop or squeegee

**e. Steps to Take After a Natural Disaster Passes**

After an "all clear" signal has been communicated to the installation and its residential community, each resident must provide accountability of his/her family members to the Balfour Beatty Community Management office. After passage of a major storm event, there is a high probability of severe damage to residences and the surrounding residential community. Balfour Beatty Communities will mobilize its personnel and other contract support as needed to aid in the immediate recovery effort. The Balfour Beatty Communities Project Director and Maintenance Supervisor will assess damages at each installation as early as possible to prioritize the placement of Maintenance personnel. The installation DPW will focus damage assessment efforts in the installation areas outside the residential communities. Balfour Beatty Communities will concentrate damage assessment and recovery efforts in the housing areas. In the event of entrapment, injury or death in the residential communities, the installation DPW organizations will respond to priorities established by the Garrison Commander. Availability of immediate resources may be limited by restricted access routes. The extent of storm damage in the surrounding civilian communities may also limit availability of recovery equipment, supplies and personnel.

Personnel and equipment that are immediately available will be focused on stopping loss of life, mitigating risk to prevent further injury and reducing loss and damages to residential properties.

- Check for natural gas leaks
- Check for broken electrical lines
- Check for water leaks
- Turn on radio and listen for advisories
- Report family status to the Balfour Beatty Community Management office
- Clean up harmful materials in and around the residence
- Check emergency supplies
- Secure residence
- Assist with evacuation of injured residents
- Secure domestic animals
- Beware of outdoor hazards. Watch out for loose or dangling power lines, and report them immediately to the Community Management Office. Many lives are lost by electrocution in such circumstances
- Walk or drive cautiously. Debris-filled streets are dangerous. Washouts may weaken road and bridge structures which could collapse under vehicle weight
- Guard against spoiled food. Food may be spoiled if refrigerator power is off more than a few hours. Freezers will keep food cold for several days if doors are not opened after power failure, but do not refreeze food once it begins to thaw
- Do not use water until official sources decide it is safe to drink. Use your emergency supply or boil water before drinking until hearing official word that water is safe. Report broken sewer or water mains to the Community Management Office
- Take extra precautions to prevent fires. Lowered water pressure in the water supply mains and the interruption of other services could make firefighting extremely difficult after a hurricane
- Follow all instructions given by the Military Police, Garrison Commander, and all other official sources. Your cooperation is essential in expediting the return to normal conditions
- Again, listen to all radio and television reports and cooperate fully with all the instructions that you are given

### **3. FIRE PREVENTION RECOMMENDATIONS**

#### **a. Fire Prevention Inspections:**

Fire prevention inspections frequently show the following recurring deficiencies; avoid these circumstances:

- Storage of flammable materials within three feet of hot water heaters or furnaces
- Storage of combustible materials under stairwells

- Storage of gasoline or other flammable liquids in unauthorized conditions or containers
- Smoke detector not working properly

b. Extension Cords:

Extension cords should be eliminated wherever possible through relocation of portable appliance, furniture, benches, etc.

Where extension cords are deemed necessary and are left in place, they should not exceed ten feet in length; they should be free of breaks and splices, and shall not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads.

An extension cord should not be smaller in wire gauge (thickness) than the appliance cord it serves.

Not more than two electrical cords per outlet are permissible.

An extension cord should not service more than one fixture or appliance.

c. Flammable Materials

Care should be exercised in storing flammable materials such as cardboard boxes, corrugated packing materials or stereo equipment boxes. Unsafe storage could result in fires and damage to the home.

d. Natural Gas

Family housing units use natural gas for heating, domestic hot water, and cooking; gas is odorless; however, a harmless chemical odorant (makes it smell like rotten egg) is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect faint whiffs of the odorant. If possible, "follow your nose" to the source. It may be only a stove pilot light that is out or a burner valve that is partially turned on, something you can easily and safely correct. If the source cannot be located or if the odor persists, call the Service Order Desk. Any suspected major leak should be reported immediately to the Fire Department by calling 911.

e. Power Tools

Lawn mowers and edgers should NOT be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motorbikes, etc. in a well-ventilated place, such as the storage shed.

f. Small Arms Ammunition

Within family a home, all small arms ammunition, smokeless powder, and primers shall be stored in metal containers. Residents will notify the installation Fire Department of the number of rounds of ammunition in their home. Location of these items within the home shall also be reported. Black powder storage in all family homes is strictly prohibited.

g. Smoke Detectors

Smoke detectors are installed in all family units on Fort Eustis and Fort Story. With proper care and preventive maintenance, the detector should give sufficient warning of fire to allow the resident to exit from the unit safely. It is the responsibility of the resident to test the detectors once a month for operation status. Any defective detector will be reported to the Community Maintenance Office. It is recommended to change the battery on each smoke detector with the spring forward / fall back time changes.

h. Smoking

NEVER smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and out of the reach of small children. Empty ashtrays in a noncombustible container and discard in an outdoor trash container after ashes are cold.