

# RESIDENT RESPONSIBILITY GUIDE

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Corvias



**QUICK REFERENCE NUMBERS***Ten-digit dialing is mandatory on APG*

Community Office aberdeenfamilyhousing@corvias.com	410-305-1076
Corvias Military Living Leasing and Relocation Center aberdeenfamilyhousing@corvias.com	866-525-HOME
Residential Community Initiative (RCI) Office	410-306-2010
<b>EMERGENCY NUMBER</b>	<b>911</b>
FIRE/MEDICAL EMERGENCY	<b>911</b>
FIRE DEPARTMENT	410 -306-0501
FIRE PREVENTION OFFICE	410-306-0501
<b>POLICE at APG</b>	<b>410-306-2222</b>
ALCOHOL AND DRUG CONTROL	410-278-3784
ARMY COMMUNITY SERVICES (ACS)	410-278-7572
CHILD DEVELOPMENT SERVICES	410-278-5748
COMMUNITY LIFE OFFICE	410-306-4521
COMMUNITY POLICING HOUSE	410-273-6412 f 410-278-3609
DENTAL EMERGENCY (After Duty)	410-278-4212
GARRISON CHAPLAIN	410-278-4333
GARRISON COMMANDER'S HOTLINE	410-278-7669
POST LOCATOR	410-306-1403
STAFF DUTY OFFICER	410-306-4736
<b>EDGEWOOD PHONE NUMBERS:</b>	
CHILD DEVELOPMENT SERVICES	410-436-2692
FIRE/MEDICAL EMERGENCY	<b>911</b>
<b>POLICE at Edgewood</b>	<b>410-436-2222</b>

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**Welcome to Corvias Military Living at Aberdeen Proving Ground! By relocating to Aberdeen Proving Ground, you have the unique opportunity to live in one of the country's newest privatized housing programs. In 2009, the military family housing at Aberdeen Proving Ground became privatized under the Army's Residential Communities Initiatives (RCI) program. This program permits military families to experience the same quality homes, amenities and services offered by most civilian housing communities without incurring the additional cost of many off-post communities.**

**Our company mission is *Families First*<sup>®</sup> and we are delighted that you have given us the opportunity to serve you and your family. Please review this Resident Responsibility Guide and feel free to contact the Community Office for any questions you may have.**

**We invite you to enjoy all of the benefits of living in on-post privatized housing. As a resident, we encourage you to come out and join the fun and meet your neighbors at our various resident events throughout the year.**

**Once again, thank you for choosing to live on post at Aberdeen Proving Ground. Welcome Home!**

## Chapter 1: General

### Introduction

**Scope:** The policies and procedures in this Resident Responsibility Guide (RRG) are a supplement to and incorporated into the Resident Occupancy Agreement (ROA) signed by residents living at APG. This RRG provides information and guidance that applies to all residents, permitted occupants, guests and visitors at Aberdeen Proving Ground Family Housing. Aberdeen Proving Ground family housing is owned by APG Housing, LLC (the “Owner”). The Owner’s representative for the family housing at APG is Corvias Management-Army, LLC (the “Property Manager”).

### Role of the Army’s Residential Communities Initiative (RCI) Office

The role of RCI is to work for the installation commander and with Owner and Property Manager, as a liaison between the Owner and the government, to assure the best possible service for the military families. In doing so, RCI acts as the Army’s local partner with the Owner and Property Manager, who is responsible for the mission of military family housing on Aberdeen Proving Ground. While day to day operations and maintenance of family housing on Aberdeen Proving Ground are the responsibility of the Owner and Property Manager, RCI works with them to ensure that the housing needs of military members and their families are being met. The RCI Liaison Office is here to offer residents a government entity to work with them on military regulations and related issues.

Your Community Manager is your first, and many times only, stop for questions and concerns. The Community Manager may, however, need to refer you to the Program Management Staff of Owner. If further clarification is required, the RCI office is your Government representative to assist you and serves as an ombudsman for housing matters.

### General Policies

1. The Community Office’s **sole function is to** assist and support residents with all housing needs.
2. New move-ins must have a minimum of six months remaining on the current duty assignment to be eligible for family housing.

### Basic Allowance for Housing (BAH) and Rent

The ROA signed by the resident gives authorization to the Owner to initiate and maintain an allotment payable to the Owner for the term of occupancy. Allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, the BAH allotment to the Owner will equal the senior grade member’s BAH at the with-dependent rate. **The Resident will only sign one set of allotment start-up paperwork for living in on-post housing. Residents are encouraged to contact the Community Office for assistance in understanding the BAH changes on the Leave and Earnings Statement (LES).**

If a program is available for Single Service Members with a roommate in a furnished home, the rent will equal 80% of each service member's BAH, to be paid by allotment. Single soldiers renting individually pay the full BAH at the without dependent BAH rate.

For non-military residents, the monthly rental rate is determined by the local market rates in the Aberdeen Proving Ground area. Rent for non-military members is due on the first of each month, in advance.

Payment may be made by personal check, money order, certified funds, ACH (pre-authorized withdrawal from a checking account) or credit card. All check must be made payable to Owner.

Residents are required to provide the Community Office with a copy of promotions, demotions and other actions which affect their BAH. If MAC (the Department of the Army's allotment management vendor) transfers an amount less than the Resident's current rank appropriate BAH as itemized on the LES, the Resident is then fully responsible for the deficiency and has the obligation to pay the deficiency from personal funds. Owner will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from housing and adverse credit consequences may result from continued non-payment.

If a military member resident is deployed, the military member's spouse must possess a valid Special Power of Attorney for purposes of signing any agreements and/or authorize the initiation of the BAH allotment.

## Collections Policy

### 1. Notification to Residents

Property Manager will notify a Resident immediately upon non-receipt of rent. The notification will include that the Property Manager has the right to demand surrender of the home if the Resident fails to make payment arrangements within 30 days that are satisfactory to the Property Manager for the payment of the delinquency.

The Property Manager will send a Balance Due collections letter to any resident with a past due account on/by the 5th day of the month and generally within 5 days of becoming informed of a delinquent balance.

- a. The Balance Due Letter will seek immediate payment of all monies due.
- b. The Balance Due Letter will inform the Resident that if he/she fails to pay the amount due in full or make payment arrangements with the Community Office within 5 days of the date on the letter, the Property Manager will pursue legal action to include filing in either Harford County or federal court for failure to pay rent and repossession of the leased premises, and any other available administrative or judicial remedies.
- c. Property Manager will serve the Balance Due Letter in a sealed envelope hand delivered to an adult resident of the leased premises and will also mail a copy to the Resident via First Class mail.
- d. Property Manager will provide the RCI Liaison Office a courtesy list of residents to whom a Balance Due letter has been served.

## **2. Repayment Plans**

If a repayment plan is accepted by the Property Manager, a Resident's failure to make any scheduled payment constitutes basis for an immediate demand to vacate the premises and for Owner to exercise any and all other rights that it has under the ROA and as otherwise provided for under federal and state law.

- a. All payment arrangements will be made in writing with the Resident or an individual possessing valid power of attorney for the leaseholder.
- b. The total balance due must be paid within 90 days of the payment arrangement agreement date. Payment arrangements for periods in excess of ninety (90) days must receive written approval from the Owner.
- c. Failure to adhere to the written and signed payment arrangement, missing a payment or any other default of the agreement will result in the full amount due being payable immediately. In addition, any rent concessions granted upon move-in will be charged back to the Resident ledger and will also be due and payable immediately. The Owner may terminate the ROA and direct the Resident to move from the home, and subsequently pursue any other available remedies under the ROA or that is otherwise available at law.

## **3. Court Filing**

In the event that the measures outlined above fail to resolve the delinquency, the Owner or Property Manager may file suit in either Maryland District Court for Harford County or federal court for repossession of the home and for distress of rent.

## **4. Involuntary allotment**

Upon obtaining a judgment for delinquent rent, the Property Manager will apply to the Defense Finance and Accounting Service ("DFAS") for an involuntary allotment from the member's military pay account. This process (outlined in 32 CFR Part 133) provides for an involuntary collection of up to 25% of the member's disposable pay per month until the debt is satisfied.

## **5. ROA Termination**

The ROA provides that upon expiration of the initial twelve-month term, the ROA is automatically continued on a month-to-month basis unless terminated by either party by giving at least 30 days prior written notice. Delinquent residents may be provided with written notice that the Owner is exercising its right under the ROA to terminate at the end of the current term (i.e., at the end of the 12 month term if the lease term has not expired, or at the end of the next month if in the month-to-month period). This notice will be made without limiting the Owner's rights or its other remedies under the law, including summary eviction proceedings.

## **Move-In Inspection**

Property Manager will thoroughly inspect each home for quality before a Resident moves in. A Community Office representative will also complete a move-in inspection with each Resident before each family assumes residency in a home. Property Manager will provide 'rent-ready' homes that consistently meet stringent quality standards for Aberdeen Proving Ground Family Housing.

Every family will receive a custom home orientation to orient the family with their new home, familiarize family members with the locations of Community amenities, and provide a thorough demonstration of the home's equipment and features. The Resident and the Community Office representative will note existing wear and tear on the move-in inspection sheet, a copy will be

given to the Resident and the original inspection sheet will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs. For Residents who occupied housing prior to December 1, 2009, the Property Manager will use the Quarters Check-In Inspection Form the Resident returned to the Housing Management office. The Resident assumes liability for damages beyond normal wear and tear if no documentation is available to confirm that damages existed at the time of move-in.

## Insurance

Owner will provide renter's insurance coverage for the Resident, which includes \$20,000 coverage for contents and \$100,000 for liability, the cost of which is paid from the renter's insurance component of the BAH. The Resident must satisfy a deductible requirement prior to the payment of any claim. For such items as furniture, jewelry, clothing and other personal property which may exceed the limits of the policy provided, and to ensure that all items are fully covered for theft, vandalism, fire and water damage, the Resident may desire to obtain additional coverage from their own insurance carrier to adequately protect against major losses. Please contact the Community Office for more information on coverage provided, deductible amounts and other insurance information.

**a. If a loss should be sustained and a claim needs to be filed, residents should contact the insurance company directly. Please refer to Appendix G for more information.**

## Annual Inspections

Property Manager may conduct an annual inspection, as well as an annual safety preventative maintenance visit, to each Resident's home. Permission to conduct an annual inspection and an annual safety preventative maintenance visit will be coordinated with the Resident; however, Owner and Property Manager have the right to conduct an inspection even if permission is not granted by the Resident or the Resident is not available.

## Access; Keys and Locks

The Community Office will retain keys to each home. These keys are used to provide access for routine and emergency maintenance service to the homes, to assist the Resident in the event of an accidental lockout, and to gain entry to the home for routine maintenance after appropriate notification of the Resident.

In order to protect our residents' rights to privacy, Property Manager recognizes that any disruptions should be kept to a minimum. The Property Management staff generally requires permission from the Resident to enter a Resident's home for routine maintenance services and will provide the request for permission to the Resident with at least 24 hours advance notice.

The Resident may stipulate certain hours when a staff member may enter the Home and under what conditions. The Resident may desire to be present during a visit, or may waive that condition. Property Manager will maintain this information as part of each Resident's file and refer to it when necessary to provide the most efficient and convenient service possible. The Resident may change the conditions relating to access to their home by submitting a written request to their Community Office. These normal maintenance actions will be done in a

“reasonable” time, recognizing that “reasonable” may depend on the Resident’s work schedule. If a staff member enters a home after appropriate notification to the Resident to perform maintenance while the Resident is absent, the maintenance technician will leave a notice stating the purpose of the maintenance call and the name of the staff member who performed the work.

The Resident will not change or add locks without prior permission from Property Manager and will provide a copy of the key to the Community Office, if permission was granted for the change.

Please note that the homes are located within exclusive federal jurisdiction of the United States and therefore under military control, which includes the Installation Commander’s inherent authority and obligation to ensure good order and discipline. As such, the Installation Commander has the right and power to inspect, search and/or order the inspection or search of military persons and property within the family housing areas of Aberdeen Proving Ground.

### **Conduct, Breach of ROA, Illegal Drug and Other Unlawful Activity**

The Resident is responsible for the conduct of family members and guests. Any conduct that violates the ROA or RRG, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident that corrective action must be taken. If the Resident, family members or guests fail to comply with the written notice, the Resident’s chain of command will be notified. Repeated violations of the ROA or RRG may result in the termination of the ROA and immediate eviction. Actions which could be considered as violations of good order and discipline can be grounds for a request to the Installation Commander for the Resident to be barred from the post.

### **Noise/Quiet Hours**

The Resident and other authorized occupants and guests may not disturb the peaceful enjoyment of the Community. The Resident shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle sufficiently reduced at all times so as not to disturb other Residents. Please use extra discretion during the hours of 10:00 p.m. and 8:00 a.m. The Resident shall not conduct or permit vocal or instrumental practice or instruction at the home without prior written consent of the Community Office.

Aberdeen Proving Ground’s Directorate of Emergency Services has policing authority over all Aberdeen Proving Ground housing areas.

### **Fire Prevention**

Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for preventing fires are:

1. Never leave children unattended
2. Do not smoke in bed
3. Never empty an ashtray into trash cans without first running under water and do not do so before retiring for the night.
4. Never leave food cooking unattended in the kitchen. If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. **Do not attempt to move the burning pan and never put water on a grease fire.**

5. Kitchen stove exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter.
6. Always clean the lint filters on the clothes dryer before and after each use.
7. Never use flammable liquids for cleaning purposes; only use nonflammable solvents.
8. Property Manager provides a portable, multi-purpose fire extinguisher located in the kitchen area of each home. If the fire extinguisher is discharged for any reason or if the resident finds the device is not charged according to the gauge, the resident should notify their Community Office.
9. All propane and charcoal grills are only permitted to be used outdoors and the Fire Department recommends grills be placed 25 feet from a multi-family dwelling. Never store propane gas cylinders in buildings or garages. If you store a gas grill inside during the winter, disconnect the cylinder and leave it outside.
10. **Last, but not least, familiarize your family and the babysitter, with your household fire plan.**

Residents will be held liable for damages to their home or common areas caused by a violation (whether by the Resident or their guests) of normal precautionary measures.

**If a fire occurs, the Resident must call (first) the fire department at 911 and (second) the Community Office immediately.**

Residents found liable for fire damages to their home or the premises will be required to reimburse Owner for the repair cost. In addition, a letter of warning for the offense will be sent by the Property Manager to the Resident with a copy to the Resident's command. If any type of fire violation continues, the Property Manager may take action to terminate the ROA.

The Aberdeen Proving Ground Fire Chief may conduct safety inspections in homes at their discretion. For routine inspections, the Resident will be given a 24 hour advance notice. If there is a perceived fire safety issue, the Fire Chief has authority to conduct an immediate, unaccompanied inspection.

### **Pest Control**

Resident acknowledges that good housekeeping prevents pest infestation and agrees to keep the home in a clean and sanitary condition at all times. Residents shall immediately notify the Community Office of the presence of any pests or vermin in the premises or common areas. Resident will need to take necessary measures to prepare the home or common areas before pest control services can be provided. A representative of the pest control company or the Community Manager will provide instructions and necessary lead time for the resident to prepare the premises or common areas, which will be contingent on the type of pest control services needed. The Community Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

Preventive treatments to all residential homes are performed every ninety (90) days; however service will also be provided upon request between these preventive maintenance visits. A seven (7) day advance notice will be sent to the residence prior to treatment, along with a minimal preparation checklist. Access to your home is imperative for maximum effectiveness of treatments.

**Neither Owner nor Property Manager are responsible for removal of wildlife from areas other than the interior of a home. Residents should contact the Community Office to report wildlife in the interior of a home. Please call the Harford County Animal Control**

**Officer at 410-638-3505 for any assistance you need with wildlife outside of your home.**

## **Weapons and Ordnance**

Per Aberdeen Proving Ground Regulation #190--1, residents of Aberdeen Proving Ground privatized housing must register their privately owned firearms by submitting a completed Weapon's Registration Card, AMSSB-GSO Form 3, to the Badge / Registration Office, Physical Security Support Division, Directorate of Emergency Services, Building 4305 within seventy-two (72) hours after their arrival at Aberdeen Proving Ground.

Proof of ownership is required for registration; however, firearms will not be taken to the Registration Office. The following are documents accepted as proof of ownership:

- x Bill of Sale
- x State / Federal registration certificate / registration
- x Notarized letter of inheritance of gift

Firearms and projectile weapons stored in family housing must be unloaded and secured in a locked container (gun cabinet, lockable closet, gun case, etc.). Ammunition must be stored separate from the container in which the weapon is stored.

Registrants must notify the Registration Office immediately upon loss, theft, trade, or sale of privately owned firearms. Change in residence of registrant or in location of firearms must be reported to the Registration Office within 72-hours of change. Visitors bringing firearms on Aberdeen Proving Ground for the sole purpose of participating in authorized hunting or shooting events do not have to register. Violations to this regulation will result in confiscation of the weapons(s) by the Directorate of Emergency Services, for disposition IAW AR 195-5. Residents may only store or maintain ammunition for the registered weapons in their homes. Resident may not have other explosives or pyrotechnic devices in their homes.

## **Utilities**

The Owner is responsible for providing electricity, water, sewer, gas, and garbage and recycling collection.

Residents are responsible for all other utilities, including, but not limited to, telephone (local and long distance), cable TV (basic and expanded), Internet access (high speed, or dial-up), and any other services directly contracted for by the resident

## **Changes in Policy**

From time to time, it may be necessary to change or adopt new rules, policies or to otherwise update this RRG. In most cases, Property Manager will send a 30-day written notice of any such changes to residents. All residents, guests and occupants agree to comply with subsequent changes or updates.

### Exceptions to Policy (ETP)

Owner and Property Manager recognize the significant nature of a Resident request for a policy exception. A general procedure has been developed to assure clear communication plus timely and proper processing of any request for Exception to Policy. The goal of this process is to generate an agreeable decision and solution for all parties.

**A general request for Exception to Policy may include, but is not limited to, a military Dependant Restricted Tour request to house family members, early termination requests, and any other request that is not specified elsewhere in this document.**

A sponsor seeking an Exception to Policy should contact his/her Community Office to initiate a request. The community team member will document initial contact in the resident's file and advise the resident that a Request for Exception to Policy information packet is required. The resident is responsible for assembling the packet and submitting it to his/her Community Office.

To initiate a general request for Exception to Policy, the resident will provide the following information:

- Letter detailing the request and reason for making it
- Resident's Social Security Number
- Home Address and Phone Number
- Duty Address and Phone Number (if military)
- Written endorsement of support recommending approval by an O-5 or above in the service member's chain of command (if military)
- Copy of Orders when applicable to the request (such as a request to extend occupancy for family members when a service member has received PCS orders)
- The nature of the request may require additional documents or endorsements to be secured

The nature of the request for Exception to Policy will determine whether additional documents are required to process the request. Additional documents may be required for medical exception and extension of occupancy, but not be limited to the only those situations.

For more information on the procedure for requesting a medical exception to policy, please refer to Appendix E.

### Violations of Policy

Normally, minor acts of misconduct or minor violations of resident policies will result in a written notice to Resident by the Community Management Staff. The notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In egregious cases, or where a persistent pattern of misconduct occurs, or violation of the laws of the State of Maryland, any applicable Federal Laws, and any applicable military rules, regulations, and guidelines, Property Manager will give Resident written notice of intent to terminate occupancy. Eviction action, if necessary, will be enforced in the appropriate courts.

### Chapter 2: Care of Homes

#### Satellite Dish/Antenna Policy

Residents may install a satellite dish per applicable federal regulations. Residents living in homes that **can receive** satellite signals who wish to install a satellite dish **must** adhere to the following regulations:

1. **Satellite dishes may only be installed within the home, on a patio, or in the backyard area that is considered part of the home.** Residents may not install a satellite dish in a common area or on the roof. Residents may not install a satellite dish outside their home unless there is a direct access patio or back yard. Residents may not install a satellite dish on an exterior wall. Residents may install a satellite dish entirely inside their home.
2. **Installation must not damage the home.** Residents must not damage their home or building when installing the satellite dish. Residents may not drill holes in railings, floors, exterior walls, or any other location. Installing a satellite dish with clamps is the preferred method of installation.
3. **Satellite dishes must not be larger than one meter in diameter.** Residents may not install any satellite dish larger than one meter (3 feet, 3 inches) measured across its widest part.
4. **Satellite dish must be securely mounted and may not extend beyond the edge of the backyard of the home.** The dish must not be mounted in such a manner that it can become dislodged. The dish must not extend beyond the edge of the patio or backyard. Residents cannot hang a satellite dish out of a window.
5. **Satellite dish must be professionally installed.** Residents may not install their satellite dish themselves. A professional contractor must be hired to install the satellite dish for the tenant. Residents must receive prior approval of the installation plan from the Community management staff prior to actual installation. Residents must agree to Community staff supervision of installation. Satellite dish installation must be scheduled with Community staff in advance to ensure proper supervision of installation.
6. **Residents are FULLY liable for any and all injuries or damages to persons or property resulting from their satellite dish. Residents must obtain liability insurance coverage, at residents' sole cost and expense, covering any such injuries or damage.** Residents install and operate their satellite dish at their own risk and hereby indemnify the Owner, Property Manager and their affiliates, including their employees, agents, and servants, from any and all injuries and damage resulting from ownership, installation, and/or use of their satellite dish. Proof of contractor's liability insurance naming the Owner and Property Manager as additional insureds, with a 30-day cancellation notification, must be provided to the community management staff prior to the installation of a satellite dish. This insurance certificate must be faxed to the community management staff directly from the insurance company.
7. Resident's must receive written approval and sign the Satellite Dish Lease Addendum prior to the installation of a satellite dish or antenna (to include amateur or CB radio antenna) from the Community Office.

The Community Office will work with the Resident on any satellite system installed prior to December 1, 2009 to develop a plan to comply with these guidelines.

## Alterations

Property Manager will clean, paint and perform routine maintenance in each home prior to a new family moving in. The Resident may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. We require the resident to secure written authorization for these types of alterations from the Community Office prior to work being performed. It is also required that the Resident restore the walls or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. The Resident should remove wallpaper and use white primer on dark wall paints.

Except as provided by law, Resident shall not make repairs or make any interior or exterior alterations of the home without Property Manager's prior written consent. Resident shall notify Property Manager in writing of any repairs, decorations or alterations contemplated, including but not limited to painting and wallpapering. Notwithstanding the forgoing, and in accordance with applicable fair housing laws, Owner will (i) make reasonable accommodations within the context of and/or exceptions to the rules, policies, practices or services provided to Resident, and (ii) in some circumstances will allow the Resident to make certain reasonable modifications as required under such laws to give persons with disabilities access to and use of the Home. In the event that Resident requests any such accommodation/modification, Resident will be required to sign an addendum to this Agreement regarding the approval and implementation of such accommodations or modifications, as well as restoration obligations, if any. Resident shall hold Owner harmless and indemnify it as to any mechanics lien recordation or proceeding caused by repairs or alteration actions undertaken by or at the request of Resident. Upon vacating the Home, Resident shall (i) remove all interior decorations made by Resident and restore the Home to its condition as of the beginning of the term of this Agreement, except for ordinary wear and tear, and (ii) insure that the Home is clean and free of all personal property and trash.

Residents are not authorized to obtain maintenance or repair services from a private contractor unless it is to service their privately owned appliances, i.e. washer and dryer.

## Garage Doors and Openers

Newly-constructed homes are furnished with garages. Garage doors must be left down, unless the garage is in use, to preserve the uniform and neat appearance of the Community.

Each newly-constructed home comes equipped with a garage door opener and two remote controls. The remote controls are pre-programmed to work on your garage door opener only. Replacement of lost remote controls will be at the resident's expense.

## Storage Sheds

Installation of privately owned storage sheds must be pre-approved by the Community Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the proposed location in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. **Storage sheds may not be placed in newly constructed home communities.**

Additionally:

1. Sheds will not exceed 120 square feet in floor area;
2. The construction of storage sheds will be permitted only on the land area behind the home and will not be fastened or attached to the housing unit;
3. All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning from forces such as wind or rain;
4. The color must be compatible with the exterior color of the home;
5. All storage sheds must have a metal or plywood floor;
6. Prior to moving out of the home, Resident will be responsible for dismantling and removing shed, removing residual from the site, and restoring grassed areas.
7. Storage sheds left by the Resident after vacating the home become property of Owner.

**Patio Covers**

Construction or installation of commercial-type patio covers and window awnings is not authorized.

**Community Office Hours**

**Hours:**

- x Corvias Community Office Hours:  
Normal Business hours are: Monday - Friday 8 a.m. to 6 p.m.  
Saturday 10 a.m. to 5 p.m.

**Swimming Pools**

Only small, well-maintained wading pools are authorized. Resident assumes all liability for the installation, operation and supervision of such equipment. An adult must supervise wading pools at all times. Wading pools 12” or less in height and no more than 10 feet wide may be positioned in the back yard on grass areas but must be emptied daily and removed when not in use. Resident will repair any damages to property, including grass areas, at their own expense.

**Hot Tubs and Spas**

Hot tubs and spas of any kind are not authorized inside or outside of homes on Aberdeen Proving Ground.

**Skateboards/ In-Line Roller Skates & Small Motorized Transportation Devices**

Skateboards/in-line roller skates are permitted. Skateboards/in-line roller skates must be ridden on sidewalks rather than on roadways. Skateboarders will wear helmets, which are also recommended for in-line roller skaters, and both must always yield to pedestrians and vehicular traffic. Any motorized form of skateboard is not permitted. Go-karts and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other un-licensed or non-traditional forms of

motorized transportation equipment requires prior authorization of the Community Office and the Directorate of Emergency Services office (Military Police)

## **Trampolines/Swing Sets/Other Play Equipment**

Trampolines may pose a very serious safety and liability issue to residents and guests. The installation and use of trampolines is strongly discouraged. Residents who install and or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur. Any trampoline installed must incorporate the manufacturer's recommended safety net to reduce potential injury and must be installed in the back yard area of the home. As a reminder, during your scheduled lawn care day, all personal belongings must be picked up in order to receive lawn services. In the event that personal belongings are not removed, the Resident will be responsible for maintaining landscaping (including mowing underneath of the trampoline). Please see the landscaping section of the RRG for more information.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing communities. Equipment must be whole and without defect so that it does not present a health and safety risk. Residents must provide the Community Office with a picture or description of proposed equipment before it is installed. Equipment cannot be placed until written permission is granted. Resident is responsible for the safety, supervision, and upkeep of equipment and to restore damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment.

Play equipment is restricted to the backyard, unless approved by the Property Manager in advance. All portable play equipment, including basketball goals designed for any age group, must be stored in the rear of the home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways.

Play equipment must be removed by the resident when vacating the home or will be removed by the Property Manager at the resident's expense.

## **Outdoor Furniture**

Only furniture intended for outdoor use is to be used outdoors in Aberdeen Proving Ground housing areas.

## **Window Coverings**

Owner supplies appropriate window coverings for all windows in the home. Please contact your Community Office if shades or blinds are broken, missing or otherwise need replacement so that Property Manager may make the necessary repairs or replacements. Only proper window decorations and coverings may be used to cover windows. Flags, sheets, blankets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

## **Installation of Air Conditioners and Other Privately Owned Equipment**

1. Resident-owned air conditioners are not permitted. All homes have centrally installed heating and air conditioning units.

2. All homes come fully equipped with a stove, range hood, refrigerator and dishwasher.
3. The above listed appliances supplied to the Home may not be removed or replaced with privately owned appliances.
4. Resident may utilize a freezer, second refrigerator, washer, dryer, etc., to accommodate their household needs when the appropriate power supply is available. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment.
5. Use of waterbeds is authorized. Resident will be liable for any damages caused by the use of a waterbed.

## Laundry

Resident shall not hang or place laundry on the exterior of any building or on a lawn.

## Chapter 3: Maintenance and Repair

### Work Order Procedures

Property Manager is committed to providing excellent maintenance service to our Residents. In order to resolve maintenance requests as efficiently as possible, the Resident agrees to notify the Community Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note, or personal visit to the Community Office. The Resident may grant permission for maintenance technicians to access the Home for the purpose of completing maintenance service while family members are not home. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present; in addition maintenance technicians will not enter a home unless all pets are restrained or locked away from the area that requires maintenance.

Property Manager will provide 24-hour a day emergency maintenance service to our residents. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines were created with residents' safety in mind and to provide a clearer understanding of the work order process.

### Work Order Priorities

**Residents should immediately call 911 (first) and then the Property Manager in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.**

Work order priorities will be addressed according to the following priority system:

**a. Emergency Response Time 4 hours or less**

Emergency work orders take priority over all other work orders and require immediate action. Property Manager will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

1. No heat when outside temperature is below 60 degrees Fahrenheit
2. No air conditioning when outside temperature is above 78 degrees Fahrenheit
3. Natural gas leak
4. Electrical short or fire
5. Electrical fixtures shorting or sparking
6. Broken electrical components which may cause fire or shock
7. Sewer back-up
8. Inoperable commodes (when only one available for use)
9. Frozen pipes
10. Overflowing drains
11. Water outage or major leaks from pipes, drain, or faucet
12. Stove, oven, or refrigerator inoperative
13. Lock-ins of small children
14. Hot water supply outage
15. Broken window(s)
16. Resident locked out
17. Door lock broken
18. Roof leaks

The response time for each work order emergency may differ depending on the type of emergency.

**b. Urgent Response Time 2 working days or less**

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example is when heating and air conditioning systems malfunction or fails when more moderate temperatures exist (see below).

The following work may be classified as urgent (but is not an all-inclusive list):

1. No air conditioning when outside temperature is 78 degrees Fahrenheit or less
2. No heat when outside temperature is 60 degrees Fahrenheit or greater
3. Cracked window
4. Garage doors jammed or inoperable
5. Garbage disposal jammed or inoperable
6. Tub, sink, or exterior faucet drip
7. Light fixtures, switches, receptacles not working
8. Inoperable commode where other operable commodes exist

**c. Routine Response Time 3 working days or less**

All work that is not considered Emergency or Urgent is classified as Routine and will be responded to in six (6) working days or less.

Residents are encouraged to contact their Community Office if there are questions concerning any maintenance issues.

### Power Outages

Any power outage that occurs in the home should be reported to the Community Office immediately.

### Lead-Based Paint

Homes at Aberdeen Proving Ground built after 1978 should be lead-based paint free. For homes built before 1978 that may still have lead-based paint, Property Manager will provide full information on location, condition and potential hazards of the paint in your home. For these homes where lead-based paint is still present, the painted surfaces are continually monitored and maintained to specifications outlined in the Maryland Department of the Environment Lead-Based Paint Risk Reduction standards and the Federal Housing and Urban Development Standards, as well as the Property Manager's Lead Based Paint Operations and Maintenance Plan.

### Trash Removal and Recycling

Property Manager provides suitable trash removal containers for resident use. Resident agrees to dispose of trash in a manner prescribed by Property Manager. Resident further agrees to place no trash or recyclable materials on patios, porches or any common areas, interior or exterior.

Trash containers should be placed out on the curb after 6:00 PM on the evening before the regularly scheduled pick up day. On the pickup day, containers must be cleared from the curb area no later than 6:00 PM. **Trash containers must be emptied and stored in the rear yard or garage.**

Recycling will be picked up weekly based on the Harford County recycling schedule. Items included in the recycling program are as follows:

- x Glass
- x Plastic
- x Paper/cardboard
- x Aluminum/steel

Bulk items may be placed curbside by 6:30 AM on the regularly scheduled bulk trash day.

### Plumbing

The toilets and waste pipes should not be used for any purpose other than those for which they were intended. Please do not dispose of the following in the toilets or waste pipes:

- x Sweepings
- x Rubbish
- x Toys
- x Swifter wipes or baby wipes
- x Diapers
- x Feminine products
- x Paper towels
- x Cleaning rags or washcloths

The Resident is responsible for any damage to the building caused by the misuse of such equipment.

1. Water shutoffs and sewer clean-outs will be shown and explained to the Resident during the move-in inspection.
2. If the Resident identifies a water leak, he or she should shut off the water supply if it is safe to do so.
3. It is the responsibility of the Resident not to cover the sewer clean-outs, which are located in different areas of the yard. They should be easily accessible to service staff in the event of an emergency.
4. If a toilet backs up in the resident's home due to resident neglect or improper disposal of items such as those listed above, the work order will be completed at no cost to the resident at the first occurrence. If the toilet backs up again due to resident neglect or improper disposal of items, the Resident will be assessed charges in the amount of \$25 to \$75 based on the severity of the damage.

### Electric/Electrical Panel Box/Light Bulbs

1. Property Manager will supply your home with electric light bulbs at the time of move-in. Resident agrees to furnish replacement bulbs of the same type / style including compact fluorescent light bulbs (CFL's) and install thereafter (with the exception of specialty bulbs or bulbs in difficult to reach locations). Please note that CFL bulbs are not considered specialty bulbs.
2. If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the Resident during the move-in inspection.

### Smoke Detectors and CO Detectors

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and must not be deactivated or removed. Any questions about operation or performance can be directed to the Community Office. Residents agree to immediately report a malfunctioning smoke or CO detector to the Community Office. See Appendix A for more information on the use of your smoke detector.

### Snow Removal

Property Manager provides snow removal services within the housing areas. Removal will begin after two inches (2") of snow has accumulated and will continue until the roadways are passable. All major thoroughfares will be cleared before any side streets are begun. Main sidewalks in the housing areas will be cleared after the streets are made passable. Residents are responsible for clearing their driveways and the sidewalks in front of the home.

During a snowstorm, it is imperative that all cars be removed from the roadways in order to allow efficient and complete snow removal efforts. Many housing areas roadways are marked as "Snow Emergency Routes." Cars parked on these roadways during a snowstorm are subject to towing at the owner's expense.

## Heating, Ventilation and Air Conditioning (HVAC) Filters

As part of the Property Manager's Preventative Maintenance Program, the y Maintenance Team will change the HVAC filter upon request by a Resident, but at a minimum once a year during the annual safety preventative maintenance visit. It is recommended that residents replace their HVAC filters every three months (or more often at their discretion) and residents will be instructed on how to change the filter at the time of their move-in walk through. Filters are available to all residents at their Community Office and a member of the Community Maintenance Team will be available to assist the Resident with the filter replacement at the Resident's request.

## Chapter 4: Miscellaneous

### Use and Residency

Only those Residents, and other authorized occupants listed on the ROA are allowed to occupy the Home, and will do so solely as a private dwelling. Resident must notify the Community Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a spouse. Property Manager will update its records to reflect the correct family size. Only dependent members of the family may become permanent occupants of the home.

In the event that any person using the Home suffers injury, the Resident will report to the Community Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given not later than the next business day after the event has occurred.

### Guests

Resident may have guests visit for a period not to exceed 30 continuous days in a calendar year. Any questions should be addressed to the Community Office. In addition, Resident agrees to register guests staying overnight more than seven days with the Community Office.

### Subletting/Assignment

Subletting, subleasing or assignment of the home or the ROA is prohibited.

### Home/ Commercial Businesses

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Community Office. Consideration of such requests requires endorsement from the Directorate of Family Morale, Welfare and Recreation (DFMWR). Engaging in other commercial ventures is not permitted.

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## Care of Children

Residents are required to comply with The Annotated Code of Maryland, Family Law Article, Section 5-801, Subtitle 8, “Unattended Children” and “Confinement in Dwelling, Building, Enclosure, or Motor Vehicle,” Department of Defense (DoD) Instructions, and Army Regulation (AR) 608-10, Child Development Services and Aberdeen Proving Ground Command Policy.

Rules are as follows:

- x A person who is charged with the care of a child under the age of ten (10) years may not allow the child to be locked or confined in a dwelling, building, enclosure, or motor vehicle, while the person charged is absent and the dwelling, building, enclosure, or motor vehicle is out of the sight of the person charged unless the person charged provides a reliable person at least thirteen (13) years old to remain with the child to protect the child.
- x Children seven (7) years or younger require a 13-year old or older to be responsible for them.
- x Twelve (12)-year old children may baby-sit children eight (8) and older.
- x Teen baby sitters (thirteen or more years old) may supervise children of any age. It is recommended before selecting a baby sitter that families select a youth who is age thirteen (13) years or older and who has completed a certified Baby Sitter Course, or who has past experience. Child & Youth Services (CYS), located on Aberdeen Proving Ground offers a certified baby sitter course. A list of certified baby sitters is maintained by CYS Central Registration for referral. For more information you may contact CYS at 410-278-4589.
- x An individual who is charged with the care of children under age eighteen (18) is required by the Child Neglect Law of Maryland to provide supervision appropriate to the age and development of the child at all times.
- x An individual who is charged with the care of a child age seven (7) or less shall not allow that child to cross or enter upon a paved thoroughfare open to vehicular traffic unless he or she personally escorts the child or provides a person of at least thirteen (13) years of age to escort the child across or upon such thoroughfare.
- x Individuals who provide childcare in privatized housing for more than ten (10) childcare hours per week on a regular basis are required to become certified Family Child Care (FCC) providers. Both the “10-hour” and “regular basis” conditions must be met for this requirement. Children from the same family count as one child. Contact the Family Child Care Office at 410-278-7479 more information on certification qualifications.

## Pet Policy

Aberdeen Proving Ground is a pet-friendly installation. Property Manager is sensitive to the relationships that exist between our residents and their pets. Residents must familiarize themselves with and comply with the Aberdeen Proving Ground Animal Control Regulation 210-6, Department of the Army memo, Pet Policy for Privatized Housing, dated 5 January 2009 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships), and local laws regarding animal restraint, abuse, sanitation, numbers and other issues. For military personnel, violations of APG Regulation 210-6 are punishable under the

Uniform Code of Military Justice. The following pet regulations are designed to minimize health and safety issues and resident complaints.

### Authorized Pets

- a. Housing occupants may own or maintain a maximum of two dogs and/or cats in any combination per household.
- b. A refundable pet deposit will be assessed to residents with pets in the amount of \$150 per pet.

Ferrets, hedgehogs, rats, rodents (other than hamsters and guinea pigs) snakes, reptiles over six feet in length, sylvatic pets (skunks, raccoons, squirrels, etc), potbellied pigs and exotic animals such as monkeys, arachnids, wild animals or any farm animals are not permitted to be kept as pets on the installation. Fish and small caged animals (birds, rabbits, and small rodents) are permitted.

**Full or mixed breed Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids and crosses of these breeds** are prohibited from Aberdeen Proving Ground family housing areas. Inbound personnel will not be allowed to bring pets of the breeds listed above into the Aberdeen Proving Ground housing areas. Existing residents as of December 1, 2009 with these types of dogs may continue to keep them on Aberdeen Proving Ground, but may not breed or acquire more of these types of dogs. Additionally, these grandfathered pets will be banned from post if they escape, threaten, or bite a person and/or other animal at any time. Furthermore, current residents choosing to keep grandfathered pets will be required to show proof of a liability insurance policy for each grandfathered pet to Property Manager within 45 days of the date of this policy. The policy must specifically identify the dog and have a minimum of \$300,000 of coverage per dog.

This policy aligns with Department of the Army guidance as outlined in the 5 January 2009 memo issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships), Pet Policy for Privatized Housing and APG Regulation 210-6 which applies to service members, family members and civilians who own any of the listed breeds or crosses as outlined above.

Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:

1. Unprovoked barking, growling or snarling at people approaching the animal
2. Aggressively running along fence lines when people are present
3. Biting or scratching people
4. Escaping confinement or restriction to chase people

All dogs, cats, and other authorized animal pets more than 90 days of age (except small caged animals and fish), must be immunized and registered at the Veterinary Treatment Facility (VTF) within 10 days of arrival or acquisition. Registration requires proof of current rabies vaccination and microchip. Vaccines and microchips will be updated or implanted as needed at the time of registration. By APG Post regulations and Maryland state law, all cats and dogs over four months of age are required to be vaccinated against rabies.

Registration must be documented with the Community Office. Pets must wear a current Aberdeen Proving Ground rabies tag.

Pets are the responsibility of the resident. As such, owners will be liable for all damages caused by their pet(s), including damage to carpet, doors, walls, shades, blinds, screens, appliances, and other parts of the home or community including landscaping. The Resident shall bear all legal and financial responsibilities for any injuries or damages caused by the animals. **It is strongly recommended that pet owners acquire liability insurance coverage specifically naming their pet(s) as insured.** This insurance coverage will mitigate the cost of injury to third parties and/or damage to real property.

Pets must be kept under control of the owner at all times. Cats and dogs must be kept on a leash when walked outside. Animals found unattended should be reported to the APG Directorate of Emergency Services (DES) at 410-306-2222. Pets will be housed indoors or may be secured outside the home within a fenced area only. Birds, gerbils, hamsters, rabbits, etc. must be caged at all times. Pets are to be kept on a leash and under the owner's supervision and control at all times when outside of the home or yard. Un-spayed female pets will be kept in isolation during their heat period to prevent attracting male animals. Such control prevents pets from becoming a nuisance or menace to other persons, animals, or property.

Unattended pets apprehended by DES/Environmental Management will be impounded by the Harford County Animal Control Office. Pets will not be released without current vaccination and microchip; owners are responsible for all fees incurred during impoundment. Apparently healthy strays will be kept for a minimum of three working days; after 3 days, unclaimed animals will be disposed of at the discretion of the Aberdeen Proving Ground Veterinarian. Animals that lack ownership identification and are suffering from severe injury or illness may be euthanized at the discretion of the Aberdeen Proving Ground Veterinarian.

If pets are outdoors, they must have access to adequate shelter, shade, food and water. If tethered, the chain or tether must be no shorter than 6 feet and no greater than 15 feet in length. Pets may not be secured to trees or shrubbery. Pets in communal housing areas without separate yards will not be tied or staked outside.

"Poop and scoop" is mandatory and requires the immediate removal of pet waste from yards, common areas, and grounds in the community.

Pets are not permitted in any recreational areas, community centers, tennis courts, playgrounds, or any other recreational facilities including offices, at any time. However, exceptions will be made for assistive animals in authorized areas in accordance with "Title 40, U.S.C., Section 291."

Pets may not make excessively disturbing noises. These noises include, but are not limited to, continued and repeated howling, barking, whining, or other utterances that cause unreasonable annoyance, disturbance, or discomfort to neighbors or others in close proximity to the premises where the animal resides.

Residents should notify the Directorate of Emergency Services concerning loose or stray animals or any animal, which, by its conduct or temperament, reasonably constitutes a physical threat to people or other animals. All animal bites or scratch incidents to humans should be reported to the nearest medical facility, the police and the VTF. The offending animal is subject to a physical examination, quarantine and possible expulsion from the post.

Any situation concerning animals on Aberdeen Proving Ground not covered by this policy will be handled on a case-by-case basis.

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## Parking

Parking by the Resident, family, and guests is authorized in the following areas:

- x Resident's driveway and other designated parking spaces.
- x On streets where the sidewalk exists on only one side of the street, parking (with the flow of traffic) is authorized only on the side of the street where there is no sidewalk.
- x On streets where sidewalks exist on both sides of the street, and there is only one entrance onto the street, parking (with the flow of traffic) is authorized only on the right side of the street (as the driver enters the street).
- x On those streets where sidewalks exist on both sides of the street, and there are two or more entrances onto the street, parking is authorized in designated "Parking" areas only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- x On a sidewalk
- x In front of a driveway other than the Resident's
- x Within an intersection
- x Within fifteen feet of a fire hydrant
- x On a crosswalk or within twenty feet of a crosswalk at an intersection
- x On lawns or grassed areas
- x At any place where official signs prohibit parking.

Vehicles parked within the family housing areas are required to have current post and valid state license registration or risk being towed and impounded without prior notice at owner's expense. Parking in a garage/carport/driveway of another resident is strictly prohibited. A resident or visitor vehicle may be towed and impounded without prior notice, at vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Assigned parking areas such as carports or parking bays may be used for parking personally owned vehicles only. They may not be used for storage of recreational vehicles, household goods or other personal belongings. Parking on lawns, planted areas, and sidewalks is strictly prohibited.

The following types of vehicles and equipment may not be permanently parked, left overnight, stored on the streets, in garages, in driveways, yards or parking lots in any housing area:

- o Travel trailers
- o Motor coaches
- o Cargo trailers
- o Camper bodies or trailer
- o Commercial vehicles
- o Tractor trailers
- o Boats
- o Boat trailers
- o Horse trailers

A Recreation Vehicle (RV) Storage Lot has been designated as the appropriate storage location for all such vehicles and equipment. Arrangements for storage are to be coordinated by Resident with your Community Office.

Parking violations should be reported to your Community office.

### Vehicle Repairs and Maintenance

Automobile repairs of any kind are not authorized in Aberdeen Proving Ground Housing. Residents may use the Aberdeen Proving Ground Automobile Craft Shop, located at Building 2379, Harford Blvd., 410-278-5178, for repairs.

Unauthorized repairs create safety hazards for other residents and guests, and may damage housing or common areas. Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.)

### Landscaping

All common areas of each community, including all lawn areas, will be thoroughly maintained by the Property Manager. Maintenance services will also include the portion of the lawn located inside the boundary of housing fences. However, those areas must be fully accessible to receive services. Accessibility requires all of the following items to be prepared:

- x Gates are provided and unlocked
- x Pets are confined
- x Personal belongings are picked up

In the event that the above conditions are not met, Resident will be responsible to maintain landscaping inside inaccessible fenced areas to Property Manager's specifications. Failure to allow access or maintain fenced areas may result in the loss of pet privileges, charges to the resident, or termination of the ROA.

### Flower Gardening

While Property Manager will provide lawn mowing and general grounds maintenance services, Residents may beautify the area immediately adjoining their homes with annuals and perennials. Vegetables and herbs may be grown in Aberdeen Proving Ground Housing areas only in pots. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Community Office.

### Telephone, Cable and Internet Service

The Resident is responsible for telephone instruments, services and additional equipment. At least two telephone jacks and wiring are provided in the home. Cable television and Internet Service Connections will be the responsibility of the Resident.

### Yard Sales

Community sales and private yard sales may be permitted at a designated location at dates and times to be determined by the Property Manager. Private yard sales are limited to the first  
Revised April 2014

Saturday of each month. Individual sales are solely for the disposal of personal household items which are not needed by the family. The resale of new items (as in a business) is not permitted. Resident may request authorization to have a yard sale by visiting their Community Management Office who will provide instructions for locations and methods of posting. All signs must be removed the same day after completion of the yard sale.

### Holiday Decorations

Tasteful holiday decorations and/or holiday lighting may be placed outside the home no more than 30 days prior to the holiday. All decorations and lighting must be removed within 15 days after the holiday. Property Manager will determine the appropriateness of all decorations.

Property Manager requires that all Christmas tree ornaments and decorations be noncombustible. Lights and lighting sets for use with Christmas trees will bear the label of Underwriter's Laboratories, Inc. (UL) and must be in good condition. Never use electric lights on a metallic tree.

If you plan to buy a fresh Christmas tree please note that, for safety reasons, it is recommended that trees be removed from the home when they become dry and thus a potential fire hazard.

When buying natural trees, we encourage you to:

- x Check for freshness. A fresh tree is less of a fire hazard. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break.
- x Cut a few inches off the trunk to expose fresh wood.
- x Place it in a stable container that will hold at least one, and preferable two, gallons of water.
- x Keep the trunk base covered with water and check the water level each day.
- x Keep the tree away from heat sources such as hot air ducts and television sets. Remember, heat will dry your tree out.

Outdoor decorations are encouraged. If you use outdoor lights, make sure they have been certified for outdoor use. To hold them in place, string them through plastic holders. Never use nails, hooks, staples or tacks. Lights must be turned off by 10:00 p.m. each night and remember to turn off all holiday lights when you leave the house. The lights could short and start a fire.

If you have any questions or concerns regarding holiday decorations, contact your Community Office.

### Lockouts

During normal business hours, a Resident who is accidentally locked out of their home should notify the Community Office in order to gain entry to the residence. Upon providing proper identification, the Resident will be provided access to the Home providing that their name is on the ROA or currently on the key release log.

In the event a Resident is locked out of a home outside of normal business hours, the Resident should call the Community Office and request assistance from the 24-hour on-call service specialist. One of the management team members will respond and confirm the Resident's

identity and key release log status. Once confirmed, the Resident will be given access to the home. If proper identification cannot be provided, the Resident and management staff will have to use alternative means to determine the resident's identity such as contacting the duty office of the Resident's chain of command.

Frequent lockouts inconvenience everyone. Any Resident who repeatedly locks themselves out of their Home will be subject to a \$25.00 lockout fee on the fourth occurrence in a calendar year.

### Resident's Potential Liabilities

The Resident is responsible and may be held liable for damage to assigned housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

### Energy Conservation

The goal of energy conservation is to ensure that the essential needs of all Residents are provided without waste. Energy conservation is a key element in our effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

1. Thermostat should be set at a comfortable setting with minimal fluctuation to maintain consistent climate control. Thermostats should be "set-back" in the evening hours while the family sleeps.
2. Doors and windows should be kept closed whenever air conditioning or heating is in operation.
3. Check toilets for leaks, make sure faucets are shut off properly, run the dishwasher when fully loaded.
4. Take short showers instead of baths.
5. Do full loads of laundry and make sure the water level is right for the size of the load.
6. During daylight hours turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

## Chapter 5: Move-Out

### Policy

After the home is vacated, the Army allotment management vendor will process an allotment stop. Any refund due will be made within 10 business days of management's receipt of the allotment applicable to the month of move-out.

Move-out from family housing will occur under the following conditions:

- x At retirement or separation of the military member.
- x At Permanent Change of Station (PCS) of the military member for duty more than 50 miles from Aberdeen Proving Ground, unless PCS orders authorize retention of housing under Deferred Travel or due to a dependent-restricted tour. In each of these cases, the

- military member must submit a request for Exception to Policy in order to retain housing.
- x As directed by the Installation Commander when a resident or an occupant of a home is barred from the installation.
  - x If the military member otherwise becomes ineligible to remain in family housing through a change in marital or familial status; location of family members; misconduct of the sponsor or family members or guests; misuse or illegal use of housing contrary to safety, health or morale; the home will be vacated immediately.
  - x Military members may request to vacate housing and move off post after satisfying the initial lease term. The movement of household goods will be at the expense of the military member unless the move is directed for the convenience of the government.
  - x Upon termination of the ROA by Owner or Property Manager, as allowed under the ROA.
  - x A 30-day lease breaking fee will apply for reasons other than the above mentioned if the Resident is under a one year lease agreement. Please see the ROA for specific conditions.

Note: The military member's spouse may sign for or terminate housing only with a valid special Special Power of Attorney. This provision is intended to be used when the military member is absent because of duty requirements.

#### Move-out Course of Action

- x Contact your Community Office at least 30 days prior to your move.
- x Complete a Notification to Vacate form. Resident signature is required on the Notification to Vacate form. The completed vacate form will serve as written notice to the Community Office.
- x To be cleared from post, all debt must be paid prior to vacating the home and lease terms must be fulfilled.
- x When moving, bulk or trash of any kind must be properly disposed of prior to departure. Removal of trash left behind will be at Resident's expense.
- x A forwarding address must be provided to the Community Office.
- x Contact the Community Office at least 3 days prior to move out date to schedule your move-out inspection. All personal items must be removed from the home, interior and exterior, to complete inspection.
- x Return all keys issued at move-in to the Community Office

## **Vacate Notice**

A minimum thirty-day written vacate notice will be required from families moving out of privatized housing. Military members whose PCS/Separation orders are written with less than a thirty-day notice must provide immediate notification to their Community Office along with a copy of the orders, in order for the notice period requirement to be waived.

## **Abandonment**

If during the term of residency, a resident abandons a home, the Property Manager will send a letter to their last known address stating that, unless a reply is received within seven (7) days, Property Manager shall regain possession of the home and re-rent the premises. If a resident vacates a home without notice to Property Manager or removes possessions from the

premises and does not pay rent for more than fifteen (15) days, then the Property Manager will consider the home to have been abandoned and will take all appropriate steps. Residents abandoning their home will be held liable for the full term of their lease; unless the home is re-rented before the original lease term expires.

Items abandoned in the home by departing residents are subject to donation to service organizations at Aberdeen Proving Ground. Unusable items will be disposed of at the departing resident's expense.

### **Discretionary Expulsions**

Serious offenses or acts of misconduct, which are contrary to the safety and welfare of other residents, may result in termination of residency.

### **Early Termination of the Lease**

Early termination of the lease may be authorized when the following conditions are satisfied:

1. Request endorsed by the resident's unit commander (if military)
2. Written notice of intent to vacate received per lease requirements
3. Payment of liquidated damages per lease requirements

A written request must be submitted to the Community Manager as soon as possible to ensure the process of any other early termination requests for extraordinary circumstances is handled on a case-by-case basis.

Early termination of a lease without military orders directing a move, retirement, ETS, or approved house purchase are subject to a lease breaking / termination fee.

### **Move-out Inspections**

A family preparing to move out may request a pre-inspection at any time. This inspection is offered for the convenience and peace of mind of the departing military family. A pre-inspection may be scheduled at any time, for example, 60 days, 30 days or even one week prior to the scheduled move-out date. A member of the Community Office staff will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. Appendix C presents the Damage Cost Sheet which provides examples of damages and estimated cost.

Property Manager will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the home. A similar form will be used to document the condition of the home at move-out as was at move-in to document the condition of the home upon departure. The two inspections will be compared with differences in conditions

After allowing for normal wear and tear, the Property Manager will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted. A member of the Community management staff will conduct the inspection.

The Resident is strongly encouraged to be present at the inspection to facilitate the "check-out" process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present.

The Resident must pay Owner all monies due within 24 hours of move-out or within 48 hours of receipt of notification by the Property Manager (via U.S. mail or other recognized postal service) if not present at the inspection. All amounts owed must be remitted to the Community Office (made payable to Owner) prior to clearing the installation. Property Manager will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances. A former Resident may suffer adverse credit consequences as a result of failure to pay monies due to Owner.

## Home Condition at Move Out

In order to facilitate a seamless clearing of housing, please keep in mind your Community trash pick-up schedule and plan accordingly. If you are unable to coordinate your departure date with your scheduled pick up date, you will be required to dispose of unwanted items at the central trash collection location at 2820 Cottonwood Court. Property Manager is unable to clear residents who leave items behind, including items placed at the curb for pick up other than on the date of move-out.

Items left behind, such as fences, sheds, etc., will become the property of Owner without compensation to the resident. These items may not be relocated to another home by other residents. Disposition of any and all such items will be made only after the final inspection and upon management approval.

**Property Manager requires only a surface clean condition (See Appendix B) at move-out. The surface clean requirement is designed to ease the “check-out” process for military families, and eliminate the need for “white glove” inspections.** It is not necessary to hire a cleaning team to achieve the level of cleanliness considered acceptable for move out.

Surface clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver the appropriate condition. A damage cost sheet (see Appendix C) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact your Community Office if there are any questions.

## Conflict Resolution for Damages to the Home

In the event of a dispute over compensation for damage charges, both parties agree that if a mutually acceptable solution cannot be reached, the Resident may contact the RCI Office to assist with the dispute. The Resident is responsible to return the home to the Property Manager to the same condition the home was in at the time of move-in.

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## Appendix A: Guide for Operation of Appliances, Thermostat, Smoke Detector and Instructions for Testing Ground Fault Interrupters

### OPERATION OF APPLIANCES (Do's and Don'ts)

#### A. Garbage Disposal Unit:

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

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

STEP 1. Turn off switch and water, and allow garbage disposal unit to cool.

STEP 2. Push reset button located on bottom or side until a click is heard.

STEP 3. Turn on switch and water.

STEP 4. If not operational, call your Community Office to report a work order.

#### B. Stoves:

Ovens, grills, and burners must be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

#### C. Dishwashers:

Dishes, pots, and pans should be scraped of food and rinsed before being placed in the dishwasher.

#### D. Instructions for Testing Ground Fault Interrupters:

The ground fault interrupter receptacles (GFI) installed in your home are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.**

Should your receptacle or the outlet in your adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a service order:

- (1) Push the “test” button and the “reset” button should pop up, showing a red line, which indicates that power to the protected circuit, has been discontinued.
- (2) If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use. Call in a service order.
- (3) To restore power, push the “reset” button.

**E. Smoke Detectors:**

1. Each home is equipped with at least one electrically powered smoke detector. These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).
  - a. To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify your Community Office if it doesn't reset.
  - b. If your smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.
  - c. Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
5. If your detector malfunctions, contact your Community Office. Do not attempt to repair it yourself.

The Aberdeen Proving Ground Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Prevention Station at 410-306-0501.

## Appendix B: Guideline for Surface-Clean Condition

Surface-clean condition implies that a home is left clean throughout although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. It is only meant to be a guide. It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters are exclusive of damages.

### **GENERAL**

- x All personal items to be completely removed from the home, storage area and garage.
- x Any items requiring disposal are disposed of in an appropriate, proper, and approved manner.
- x Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware, etc.) is returned intact and in proper working order
- x Wall color is not to be altered or changed unless approved by the Community Office.
- x Carpeted surfaces are vacuumed and free of excess spots or stains.
- x All windows to be closed and locked with window covering left in the “closed” position
- x Garbage cans cleaned and placed in garage or storage area.

### **KITCHEN**

- x All kitchen work surfaces to be wiped down and free of excessive grease build-up.
- x Refrigerator to be wiped down inside and out, empty and free of mold/mildew
- x Range hood, stovetop, oven, drip pans and under burners to be wiped down and free of burned-on food and excessive grease.
- x Dishwasher exterior to be cleaned
- x Floor to be swept and cleaned

### **BATH**

- x All bathroom surfaces to be wiped down. All surfaces to be free of soap scum, mold, mildew, and dirt build-up.
- x Tub/shower to be free of mold/mildew and soap scum buildup with the shower curtain removed
- x Toilet cleaned inside and out
- x Vanity, sink, and tiled surfaces to be wiped down and free of mold/mildew

### **BEDROOM/LIVING ROOM/DINING ROOM**

- x Flooring surfaces to be swept or vacuumed as appropriate to the surface.

### **GARAGE/SHED**

- x Floors should be free of debris.

## Appendix C: Damage Cost Sheet

Repairs that result from normal wear and tear will be the responsibility of the Owner. Damage caused by Resident neglect or negligent action will be charged to the Resident in accordance with the schedule listed below.

If one or more items need to be replaced or cleaned as a result of Resident damage and or neglect during your residency, Community Office will issue an invoice with the appropriate itemized charges. If damages are noted at the time of move-out, the Community Office will prepare and send an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear post.

**Listed below are minimum charges that might be expected if your home is damaged beyond normal wear and tear.**

Removal of Furniture...	\$150.00 per truck load
Removal of Trash...	\$25.00 per bag or item
Carpets not vacuumed .....	\$10.00 each room
Pet Damage .....	Actual Cost
Damaged Countertop .....	\$35.00 per linear foot
Dirty Kitchen/Bath Linoleum.....	\$10.00 each room
Damaged Door Jamb .....	\$250.00
Dirty Oven/Range.....	\$25.00
Dirty Stove Top.....	\$25.00
Dirty Range Hood.....	\$25.00
Greasy Kitchen Cabinets.....	\$35.00
Dirty Countertops .....	\$20.00
Dirty Toilet .....	\$20.00 each
Dirty Medicine Cabinet .....	\$10.00 each
Damaged Cabinet Doors .....	\$50.00
Broken Garbage Disposal (as a result of Resident neglect).....	\$85.00
Dirty Vanity .....	\$15.00 each
Repainting Walls/Doors/Ceiling that require a 2 <sup>nd</sup> coat .....	\$50.00 per wall
Damaged Kitchen/Bath Vinyl .....	Actual Cost
Broken Refrigerator Crisper/Shelf. ....	\$45.00
Dirty Refrigerator.....	\$25.00
Damaged Walls from Holes larger than 1" .....	Actual Cost
Damaged Bedroom Door .....	\$65.00
Damaged Bi-fold Doors.....	\$55.00
Damaged Closet Doors .....	\$65.00
Damaged Appliances. ....	\$25.00 Minimum
Damaged Towel Bar.....	\$10.00
Damaged Bath Sink .....	\$100.00 each
Damaged Medicine Cabinet .....	\$45.00 each
Missing Medicine Cabinet Shelf.....	\$15.00 each
Broken Mirror. ....	Cost by Size
Damaged Tub/Shower .....	\$50.00 Minimum

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Damaged Shower Rod .....	\$20.00
Broken Shower Doors .....	\$80.00
Replacement of Toilet Seat .....	\$35.00 each
Unstop Commode (Resident neglect) .....	Actual Cost
Damaged Shade/Mini-blind .....	\$15.00
Damaged Vertical Blinds.....	\$50.00
Damaged Smoke Detector .....	\$50.00
Damaged Ceiling Fan .....	Actual Cost
Carpet Damage .....	Actual Cost
Light Fixtures. ....	\$25.00
Light Globe .....	\$15.00
Lost/Unreturned House Keys .....	\$10.00 each
Replacement of Lock/Deadbolt.....	\$25.00 each
Missing/Torn Screen Door .....	\$40.00 -\$100.00
Missing/Torn Window screen .....	\$20.00 - \$65.00
Dirty Tub/Shower .....	\$30.00 each
Stove Replacement (Resident Neglect).....	\$550.00
Removal of Wallpaper or Border.....	Actual Cost
Removal of Contact Paper from Cabinets.....	Actual Cost to restore
Replacement/Repair of Broken Glass.....	Actual Cost
Damage Garage Door (Resident Neglect).....	Actual Cost

**The information and prices above are provided as a reference only and are subject to change without advance notice.**

## Appendix D: Housekeeping to Control Mildew and Mold

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the home. In order to minimize the potential for mold growth within the home, it is the resident's responsibility to do the following:
  - x Keep your home clean, especially the kitchen, the bathroom(s), carpets, floors, baseboards, and windows. Regular vacuuming, mopping, and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any cellular material including food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the home. Resident must clean their home on a regular and consistent basis.
  - x Remove visible moisture accumulation within or on the home, including (but not limited to) all windows, walls, floors, ceilings, and kitchen and bathroom fixtures as soon as reasonably possible. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
  - x Turn on any exhaust fans in the bathroom or kitchen **before** you start showering, cooking, or using your dishwasher. When showering, be sure to keep the shower curtain **inside** the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors, and bathroom floor; leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls, and other surfaces has fully dissipated; and hang up your towels and bath mats so they will completely dry out.
  - x Keep moisture within your home at a reasonable level, ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
  - x Inspect the drip pans in your air conditioner, refrigerator, and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the Community office.
  - x In homes with existing washer and dryer connections, dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to the Community office immediately.

2. **Mildew and mold on non-porous surfaces.** If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on **non-porous surfaces** (such as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your home, general guidelines to follow are:
  - x Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
  - x Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Community Office.
  - x Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
  - x ***Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Community Office immediately.
3. **Mildew and mold on porous surfaces.** A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes.
4. **Notification of Community Office.** Resident shall immediately notify the Community Office of the presence of the following conditions:
  - x A water leak, excessive moisture, or standing water inside the home.
  - x Mildew or mold growth within or on your home that persists, reappears quickly, or spreads after the resident has tried to clean and disinfect the affected area as described in sections 3 and 4 above.
  - x A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the home.
5. **Compliance.** Complying with these housekeeping guides will help prevent mildew and mold growth within or on your Home and aid in the protection of yourself, your neighbors, and the community as a whole.

## Appendix F: Request(s) For Exception to Policy Procedure Medical Exception to Policy (ETP) Request Guidance Military Family Member

1. The intention of this information is to provide guidance and to help clarify the process for family members of service personnel with medical exception housing requests. Reasons for consideration may include, but are not limited to, modifications, special service, or other medical need as indicated by the appropriate physician/ medical provider. Exception requests do not include consideration for priority housing assignments or transfers.

2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical condition(s)/need(s) requiring special service, support, alterations, or modifications.

3. The active duty service member, *regardless of service branch*, initiates the formal ETP request package with the Aberdeen Proving Ground Installation EFMP Manager at Army Community Service, (410) 278-7572.

At a minimum, the package will include the following:

- a. A **memorandum request** with the sponsor's name, rank, current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.
- b. An **endorsement** signature block or **letter of support from a 0-5, or above**, in the sponsor's chain of command.
- c. A **letter** from the **physician** or **specialist**, as appropriate, supporting the request. The letter should not simply state what the medical condition(s) is/are, but should specifically address the housing needs and/or impact upon the family member based upon the medical condition(s).
- d. Verification showing currency and date of **enrollment**/reenrollment in the exceptional family member/special needs (EFM/SN) program. Non enrollees can also address this as another exception to policy issue.
- e. A **letter of support** from either the Aberdeen Proving Ground **Installation EFMP Manager** or service specific EFM/SN Manager. Packages with letters from other service branch EFM/SN Program Managers still need to be coordinated through the Aberdeen Proving Ground Installation EFMP Manager. This letter may include item 3.d verification.

The request package may include additional documents that could be helpful in supporting the request, including input from service specific EFMP personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.

5. Once the completed packet has been received, the Installation EFMP Manager will forward documents to the Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis. Different than government housing, the Americans with Disabilities Act requirement for private housing do not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications, or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others the Property Manager may consider reasonable to provide at no cost to the resident.

6. Final decisions will be sent in writing to the sponsor, the Installation EFMP Manager, military service EFM/SN Manager, Community Office, the Central leasing Office, and the RCI Liaison Office, as applicable.

7. Additional questions may be addressed to the Family Service Program Manager.

### **Medical Exception to Policy (ETP) Request Guidance Active Duty Service Member**

1. The intention of this information is to provide guidance and to help clarify the process for family member medical housing requests. Reasons for consideration may include, but are not limited to, modifications, special service or other medical need as indicated by the appropriate physician/medical provider. Exception requests do not include consideration for priority housing assignments or transfers.

2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical conditions/needs requiring special service, support, alterations, or modifications.

3. The active duty service member, regardless of service branch, initiates the formal ETP request package with the Aberdeen Proving Ground Installation EFMP Manager at Army Community Service, 2754 Rodman Road., (410-278-7572). At a minimum, the package will include the following:

- a. A **memorandum request** with the sponsor's name, rank, current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.
- b. An **endorsement** signature block or **letter of support from a 0-5, or above**, in the sponsor's chain of command.
- c. A letter from the physician or specialist, and social worker, as appropriate, supporting the request. The letter should not simply state what the medical condition(s) is/are, but should specifically address the housing needs, daily living assessment, and/or impact upon the requestor based upon their medical condition(s).
- d. Request from service members treated at a major medical facility such as Walter Reed Army Medical Center, must also coordinate through both the Medical Hold Commander and the Wounded Warrior Program, as applicable. (Request may come directly from either of these offices on behalf of the service member)

The request package may include additional documents that could be helpful in supporting the request, including input from service specific EFMP personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.
5. Once the completed packet has been received, the Leasing Office representative or Community Manager as appropriate, will forward documents to the Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis. Different than government housing, the Americans with Disabilities Act requirement for private housing does not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications, or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others the Property Manager may consider reasonable to provide at no cost to the resident.
6. Final decisions will be sent in writing to the service member, Medical Hold Commander/Wounded warrior representative, Community Office/Central Leasing Office, and the RCI Liaison Office, as applicable.
7. Additional questions may be addressed to the Family Service Program Manager.

### **Medical Exception to Policy (ETP) Request Guidance DoD Civilian/Retiree**

1. The intention of this information is to provide guidance and to help clarify the process for medical housing requests. Reasons for consideration may include, but are not limited to, modifications, special service or other medical need as indicated by the appropriate physician/medical provider. Exception requests do not include consideration for priority housing assignments or transfers.
2. If an applicant has special housing needs or an extreme condition of hardship which would necessitate the need for support consideration, a medical Exception to Policy (ETP) request must be submitted following the process outlined below. This also applies to residents whose initial housing application may not have indicated any medical condition(s)/need(s) requiring special service, support, alterations, or modifications.
3. The lease holder(s) initiates the formal ETP request package through their Community Office. At a minimum, the package will include the following:
  - a. A **written request** from the occupant/lease holders including name, status/rank (if DoD civilian), current address, phone number, email address, and social security number. The memorandum should state the reason(s) for the request and the specific housing need(s) and/or support being requested.
  - b. A **letter from the appropriate physician or specialist**. The letter should be on official letterhead with legible signature block, credentials of the signer. It should not simply state what the medical condition(s) is/are, but specifically address the exact housing need(s) and/or impact upon the family member based upon the medical condition(s).

The request package may include additional documents that could be helpful in supporting the request, including input from other service agency personnel.

4. If the request is based upon a change in the medical condition after the initial housing application, the information presented in the resident's request should include information on how the medical condition(s) has/have changed since occupancy. As described above, it should also address what the new housing/service need is relative to that change.
5. Once the completed packet has been received, the Community Manager will forward documents to the Military Living Family Service Program Manager for review. All exception requests will be considered on a case-by-case basis.
6. The Americans with Disabilities Act requirement for private housing does not stipulate specifically what support or modifications must be provided. It further indicates a partnership between resident and landlord for 'reasonable' modifications to the home based upon the nature of the disability, modifications, or support being asked for. In essence, some request items may be considered reasonable for the resident to accomplish while others the Property Manager may consider reasonable to provide at no cost to the resident.
7. Final decisions will be sent in writing to the requestor, the Community Office, and the Central Leasing Office if applicable.
8. Additional questions may be addressed to the Family Service Program Manager.

## Appendix G: Transfers On-Site (TOS)

The intention of this information is to provide guidance and to help clarify the process for housing transfers on-site. Reasons for consideration may include, but are not limited to: promotion/change in family size (AFT); medical / non-medical exceptions to policy (ETP), and path of renovation relocations.

1. **Exception to Policy (ETP).** Exceptions to Policy to transfer on site are required to follow the guidelines listed in Appendix F regarding the procedures for submission. The ETP to transfer is a request, other than for change in rank (promotion) or change in family size, and must follow the same approval processes as any other ETP. Submission of an ETP does not guarantee a TOS and can be subject to a 30-45 day wait period for approval.
2. **Application for Transfer (AFT).** Applications for Transfer are designed to be used for “traditional military transfers” which are classified as but not limited to:
  1. Change in Rank (Promotion)
  2. Change in Family Size

### **Procedures for Submitting AFT**

1. The Community office will work with any resident that wishes to transfer due to habitability, under housed, over housed, promotion, medical, and other reasons a resident may need to transfer to another home.
2. The Community office will determine if the resident qualifies to transfer and explain the transfer process and documentation that will be required. This documentation can include but is not limited to:
  - A. Documentation required is as follows:
    - x Army – DEERS form
    - x Navy – Page 2
    - x Air Force – On orders or DEERS form
    - x Marine Corp. – DD1751 form
    - x Coast Guard – CG4170
  - B. Other documentation can include:
    - x Divorce papers showing custody of children for 6 month and 1 day out of the year.
    - x Marriage Certificate
    - x Birth Certificate
    - x Doctor’s statement for proof of pregnancy. (Must indicate due date and gestation period.) While transfer request can be placed early and added to the wait list, home would not be offered until pregnancy is within 28 weeks of due date.
    - Promotion Transfer Request – A copy of the actual promotion orders must be provided to show they are now at a different rank. (If someone is about to be promoted in the future, they can provide a copy of their line number and can be placed on a wait list and request a transfer. They will

not be offered a move until they are actually promoted and can provide the promotion orders.)

3. The Community office will complete an Application to Transfer form with the resident and attach any provided documentation. (Other than pregnancy documentation, no medical documents can be accepted.)
4. The resident will need to schedule a pre-inspection of their current home with their Community office. Once the inspection is completed it will be notated on the Application to Transfer form.
5. Once the Community office has completed and approved the application it is sent to the Program Office (on Aberdeen Proving Ground) for approval. The approval process can take up to 30 days for results in which you will be notified of by your Community Office. Keep in mind that all aspects of your rental account are taken into consideration throughout this process.
6. If the application for transfer is approved the resident will be notified by their Community office. The Community office will inform the resident of their current waitlist position and projected wait time if possible. The resident can check their waitlist status at any time by visiting [www.corviasmilitaryliving.com](http://www.corviasmilitaryliving.com) and selecting Aberdeen Proving Ground. The resident has the ability to monitor their position on the wait list by entering their social security number.
7. All rules for housing assignment and priority placement apply to the application for transfer process.

## Appendix H: Renovations and New Construction – Relocation

### Relocation Program

An important part of our mission is to provide the best housing achievable for military service members and their families. A pivotal part of this mission involves renovating existing homes on post to a condition which is congruent with homes which are newly constructed or renovated. In order for Owner to facilitate this program it may be necessary to relocate residents out of existing homes into new or renovated housing to complete renovations. The Relocation process:

- x The resident received a relocation packet via U.S. Mail which notifies them of their homes status in the path of renovation. The relocation packet provides all the necessary information regarding the location of the new housing offer; timeframe in which the relocation must occur and additional information to assist with relocation. The packet provides specific procedures which need to be followed in order for the resident to successfully complete the relocation.

Note: The relocation packets will be delivered to the resident no later than 60 days prior to the last day the resident can reside in their current home. If possible, the residents will receive the packet prior to the 60 days.

Once a resident receives the relocation packet they need to follow certain procedures in order successfully complete the relocation process:

- x The resident must contact their Community office in schedule a pre-move-out inspection of their current residence. This process ensures the home and rental account are in appropriate standing for relocation.
- x After the pre-inspection is complete the resident should schedule an appointment with the Resident Service Specialist (RSS) listed in the relocation packet. (This is not required but suggested)
- x The resident needs to contact the RSS to schedule a date for their household goods to be moved.

Note: The relocation company utilized for this process is a 3<sup>rd</sup> party contracted company which has no affiliation with the Department of Defense or Owner or Property Manager.

- x Once the move is scheduled the resident needs to set up a lease signing appointment with the Community office which correlates with the location of their new housing offer.

All of the relocation processes are outlined in detail in the relocation packet. The relocation packet provides an abundance of information which is designed to make the process as seamless as possible for the resident.

### DITY Move and Reimbursement

The resident has the option to perform a DITY (Do It Yourself) move at the time of relocation. Should the resident choose to exercise this option, the initial expense will be incurred by the resident and reimbursed at the time of completion by the Property Manager. Approved

reimbursements for DITY moves include but are not limited to:

- x Vehicle Rentals (including gas)
- x Relocation material (boxes, packing material)
- x Weight of household goods relocated

The only way to verify costs incurred during relocation for reimbursement is for the resident to provide itemized receipts for all costs which the resident is submitting for reimbursement.

The resident needs to follow a specific procedure to qualify their reimbursement for the weight of the household goods relocated:

- x The resident must weigh the empty vehicle(s) they are using for relocation in order to obtain a dry (empty) weight of the vehicle(s). This is utilized as a baseline to gauge the exact amount of weight moved by the resident.
- x The resident must weigh the vehicle(s) each time it is fully packed in transit between their old residence and new residences. This is necessary to calculate the weight of each load and obtain the total weight of the goods moved once the relocation is complete.

The only way to verify the weights is for the resident to submit a weigh slips from a DOT approved weigh station. The weigh slips can be turned into the RSS from the leasing center for approval for reimbursement.

There are also additional expenses incurred during the relocation process which are eligible for reimbursement. These include but are not limited to:

- x Utility service activation
- x Appliance power plug adapters
- x Packing Materials

The only way to verify costs incurred during relocation for reimbursement is for the resident to provide itemized receipts for all costs which the resident is submitting for reimbursement. All reimbursements are subject to review and approval or denial. Once the reimbursement is approved the resident will receive a reimbursement check with-in 45 days of the approval.

## Appendix I: Renters Insurance Policy

  
**Native Insurance Agency, LLC**

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**Insurance Coverage Addendum**  
**General Liability Policy Summary - Aberdeen Proving Ground**

<b>First Named Insured:</b>	Picerne Military Housing LLC.
<b>Insureds:</b>	Individual Military Resident of Aberdeen Proving Ground
<b>Policy Term:</b>	December 1, 2009 through March 1, 2010
<b>Underwriting Company:</b>	Steadfast Insurance Company
<b>Covered Locations:</b>	Coverage of all locations listed on this policy applies to inside of the property lines of the individual housing units including any yard area and storage units.
<b>Coverage Limits:</b>	<b>\$100,000 Per Occurrence</b> <b>\$100,000 General Aggregate Per Residence</b> <b>\$100,000 Fire Legal</b> <b>\$100,000 Products / Completed Operations</b> <b>\$ 500 Medical Payments</b>
<b>Deductible:</b>	\$0
<b>Coverage Provided:</b>	Bodily Injury and Property Damage liability arising out of the negligent acts of the named insured or tenants at the resident property Terrorism Risk Insurance Act Waiver of Subrogation against property owner or manager Additional Insured – Manager or Lessor of Premises
<b>Exclusions:</b>	Standard liability coverage exclusions including but not limited to: Lead and Fungus

Alliant, 101 Southfield Road, Birmingham, MI 48309 (248) 205-2934



## Insurance Coverage Addendum

### Property Policy Summary - Aberdeen Proving Ground

First Named Insured:	Corvias Military Living LLC.
Insureds:	Individual Military Resident of Aberdeen Proving Ground
Policy Term:	December 1, 2009 through March 1, 2010
Underwriting Companies:	Axis Surplus Insurance Company
Covered Locations:	All individual rental properties at named locations
Coverage Limits:	\$20,000 Personal Property Each Residence including but not limited to Wind Flood, and Earthquake. \$10,000 Debris Removal Each Residence
Deductible:	\$250 Per Occurrence
Coverage Provided:	Special Form including Wind, Flood, and Earthquake No Coinsurance Clause Mechanical Breakdown Coverage Personal Property in Storage units on base Personal Property includes Fine Arts and Electronic Data Processing Equipment Terrorism Certified and Non-Certified
Valuation:	Replacement Cost
Exclusions:	Standard property coverage exclusions including but not limited to: War, Nuclear and Governmental Action Excluded

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# Appendix J: Satellite Dish Lease Addendum



## SATELLITE DISH OR ANTENNA ADDENDUM TO RESIDENT OCCUPANCY AGREEMENT

Under a Federal Communications Commission (FCC) order, you as our resident have a right to install a satellite dish or receiving antenna on the leased premises. We as a rental housing owner are allowed to impose reasonable restrictions relating to such installation. You are required to comply with these restrictions as a condition of installing such equipment. This addendum contains the restrictions that you and we agree to follow.

1. **Number and size.** You may install one (1) satellite dish or antenna on the leased premises. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by CFR § 1.4000 are prohibited.
2. **Location.** Satellite dishes may only be installed within the home, or in the backyard area that is considered part of the home (the area of which you have exclusive use under your Residential Occupancy Agreement). Installation is not permitted on any parking area, roof, exterior wall, window, window sill, fence, or common area, or in an area that other residents are allowed to use. A satellite dish or antenna may not protrude beyond the vertical and horizontal space that is leased to you for your exclusive use.
3. **Safety and non-interference.** Your installation: (1) must comply with all applicable ordinances, laws, and post regulations and all reasonable safety standards; (2) may not interfere with our cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to our telecommunication systems; and (4) may not be connected to our electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of three methods: (1) securely attached to a portable, heavy object such as a small slab of concrete; (2) clamping it to a part of the building's exterior that lies within your leased premises (such as balcony or patio railing); or (3) any other method approved by us in writing. No other methods are allowed. We may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.
4. **Signal transmission from exterior dish or antenna to interior of dwelling.** Under the FCC order, you may not damage or alter the leased premises and may drill holes through, door jams, window sills, etc. If your satellite dish or antenna is installed outside your dwelling (on a balcony, patio, etc.), the signals received by it may be transmitted to the interior of your dwelling only by the following methods: (1) running cable through exterior wall using an exterior cable bushing and install interior wall plate at each location; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables "through the window pane," similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window—without drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by us in writing.
5. **Safety in installation.** In order to assure safety, the strength and type of materials used for installation must be approved by us. Installation must be done by a qualified person or company approved by us. Our approval will not be unreasonably withheld. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified.
6. **Maintenance.** You will have the sole responsibility for maintaining your satellite dish, antenna, wiring, and all related equipment. Owner will not be responsible for any alterations or damages to satellite dish or antenna equipment installed at the ground level by lawn or landscaping crews, maintenance technicians, or utility service companies. This shall include items such as cut wiring, bumping into or altering the alignment of satellite dish or antenna, and removing or disconnection of equipment for maintenance related issues.
7. **Removal and damages.** You must remove the satellite dish or antenna and all related equipment when you move out of the dwelling. You agree to pay for any damages and for the cost of repairs or repainting caused by negligence, carelessness, accident or abuse which may be reasonably necessary to restore the leased premises to its condition prior to the installation of your satellite dish, antenna, or related equipment. You will not be responsible for normal wear.
8. **Indemnity.** You must take full responsibility for the satellite dish, antenna, and all related equipment. You agree to hold us harmless and indemnify us against any claims by others for personal injury and property damage to others, related to your satellite dish, antenna, and all related equipment.
9. **When you may begin installation.** You may start installation of your satellite dish, antenna, or related equipment only after you have: (1) signed this addendum; (2) provided a copy of this addendum to the person or company that will do the installation; (3) completed an Alteration Agreement form in the management office for an installation that is outside the guidelines listed in this addendum; and (4) provided us with the name of the person or company that will do the installation.

Resident's Signature	Address	Date
Owner's Representative	Position	Date

<b>FOR OFFICE USE ONLY</b>			
Person or company installing equipment: _____			
Alteration Agreement needed:	Yes	or	No (Circle one)
Type of equipment being installed:	Satellite Dish	Antenna	Other (Circle one)
Notes: _____			

## Appendix K: Satellite Dish Installer Agreement

### SATELLITE DISH INSTALLER AGREEMENT

Under a Federal Communications Commission (FCC) order, you as our resident have a right to install a satellite dish or receiving antenna on the leased premises. We as a rental housing owner are allowed to impose reasonable restrictions relating to such installation. You are required to comply with these restrictions as a condition of installing such equipment. This addendum contains the restrictions that you and we agree to follow.

1. **Number and size.** You may be allowed to install one (1) satellite dish or antenna per dwelling. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by CFR § 1.4000 are prohibited.
2. **Location.** Satellite dishes may only be installed within the home, or in the backyard area that is considered part of the home (the area of which you have exclusive use under their Residential Occupancy Agreement). Installation is not permitted on any parking area, roof, exterior wall, window, window sill, fence, or common area, or in an area that other residents are allowed to use. A satellite dish or antenna may not protrude beyond the vertical and horizontal space that is leased to them for their exclusive use.
3. **Safety and non-interference.** Your installation: (1) must comply with all applicable ordinances, laws, and post regulations and all reasonable safety standards; (2) may not interfere with our cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to our telecommunication systems; and (4) may not be connected to our electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of three methods: (1) securely attached to a portable, heavy object such as a small slab of concrete; (2) clamping it to a part of the building's exterior that lies within your leased premises (such as balcony or patio railing); or (3) any other method approved by us in writing. No other methods are allowed. We may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.
4. **Signal transmission from exterior dish or antenna to interior of dwelling.** Under the FCC order, you may not damage or alter the leased premises and may drill holes through outside walls, door jams, window sills, etc. If your satellite dish or antenna is installed outside your dwelling (on a balcony, patio, etc.), the signals received by it may be transmitted to the interior of your dwelling only by the following methods: (1) running cable through exterior wall using an exterior cable bushing and install interior wall plate at each location; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables "through the window pane," similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window—without drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by us in writing.
5. **Safety in installation.** In order to assure safety, the strength and type of materials used for installation must be approved by us. Installation must be done by a qualified person or company approved by us. Our approval will not be unreasonably withheld. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified.
6. **Maintenance.** The resident will have the sole responsibility for maintaining their satellite dish, antenna, wiring, and all related equipment. Owner will not be responsible for any alterations or damages to satellite dish or antenna equipment installed at the ground level by lawn or landscaping crews, maintenance technicians, or utility service companies. This shall include items such as cut wiring, bumping into or altering the alignment of satellite dish or antenna, and removing or disconnection of equipment for maintenance related issues.
7. **Removal and damages.** The resident must remove the satellite dish or antenna and all related equipment when they move out of the dwelling. They have agreed to pay for any damages and for the cost of repairs or repainting caused by negligence, carelessness, accident or abuse which may be reasonably necessary to restore the leased premises to its condition prior to the installation of your satellite dish, antenna, or related equipment. They will not be responsible for normal wear.
8. **Indemnity.** The resident has taken full responsibility for the satellite dish, antenna, and all related equipment. The installer and resident agree to hold us harmless and indemnify us against any claims by others for personal injury and property damage to others, related to your satellite dish, antenna, and all related equipment.
9. **When you may begin installation.** You may start installation of the resident's satellite dish, antenna, or related equipment only after you have: (1) signed this agreement; (2) provided a copy of this agreement to the person or company that will do the installation; (3) ensured that the resident has completed an Alteration Agreement form in the management office for an installation that is outside the guidelines listed in this addendum; and (4) provided us with the name of the person or company that will do the installation.

Installer's Signature	Address	Date
Piceme Military Housing Representative	Position	Date

#### FOR OFFICE USE ONLY

Person or company installing equipment: \_\_\_\_\_

Alteration Agreement needed:    Yes                      or                      No                      (Circle one)

Type of equipment being installed:    Satellite Dish            Antenna                      Other                      (Circle one)

Notes: \_\_\_\_\_