
Individual Home File Checklist

Left Side

- Application
- Orders
- Resident Responsibility Agreement
- Authorization to Enter
- Historic Property Addendum
- Pet Addendum
- Mold Addendum
- Asbestos Addendum
- Lead Paint Addendum
- BAH/ACH Allotment Form
- Satellite Dish Addendum
- Insurance Acceptance
- Online Work Order Entry Letter
- Resident Guide
- Property Condition Report Form
- Keys Issue Form
- Move resident into Yardi
- Update Phone and e-mail addresses
- Warm Call
- Update Voice Broadcasting

Right Side

- Resident Correspondence
- Management Correspondence with Residents
- Copies of Notices
- Any Other Resident Information

Notes _____

Initial

Contact Information

Please complete all of the following contact information.

Name: _____

Rank: _____ Service Branch: _____
(Please specify if Reserve/National Guard)

Address: _____

Phone Number: _____

Alternate Phone Number: _____

Military E-mail: _____

Alternate/Spouse's E-mail: _____

Emergency Contact:

Name: _____

Address: _____

Phone Number: _____

If the above information is temporary please notify the office of any changes within 30 days after move in.

Authorization to Enter

Date: _____

Resident Name: _____

House Address: _____

I DO hereby authorize Balfour Beatty Communities personnel to enter my home for maintenance service requests and routine inspections provided prior notification was delivered to my home. Also, I agree that at any time an emergency occurs, staff may enter my home to make necessary repairs.

I further agree any pet in my home will be confined to an area that will not require maintenance.

Resident Signature

Resident Signature

Management Signature

I DO NOT hereby authorize Balfour Beatty Communities personnel to enter my home for maintenance service requests and routine inspections even if prior notification was delivered to my home. However, I understand that Balfour Beatty Communities immediate right of entry to my home if emergency conditions are presumed to exist.

Resident Signature

Resident Signature

Management Signature

Historic Property Addendum

Congratulations in having the privilege of living in a Historic Residence. Enjoyment of the Premises is important to the Landlord. Through pro-active communication and cooperation, the historic fabric of the Residence can be protected for future occupants.

Because your home consists of unique facets, there will be specific requirements that you must comply with prior to performing any work. It is required that you receive approval from the Community Management Office prior to performing any work/alterations to the exterior or interior of your home, prior to planting any flowers, trees, and/or shrubs, or prior to removing any flowers, trees, and/or shrubs.

Resident acknowledges that, concerning periodic maintenance, repairs or renovations to the Premises, it may be necessary to involve the state's historic preservation office as well as the Community Manager. Such involvement may include inspections of proposed work areas prior to, during and after the work has been completed. Access requirements to the Premises may exceed those experienced by Residents of non-historic properties.

Resident acknowledges that they understand and agree with the above terms for their occupancy at:
_____.

Resident Signature: _____ Date: _____

Landlord Signature: _____ Date: _____

Attachment C

PET ADDENDUM

Pet Description	Pet #1	Pet #2
1. Pet Name:		
2. Type of Pet:		
3. Breed:		
4. Color:		
5. Current Age:		
6. Mature Size:		
7. Sex:		

1. PET RESTRICTIONS:

- Only two pets are allowed. Fish tanks and bird cages count as one pet. No more than one fish tank is permitted in a home. No more than two bird cages are permitted in a home.
- Exotic pets are not permitted – only dogs, cats, birds, or fish.
- The following breeds are not permitted: Akita, Chow, Doberman, Pit Bull, Rottweiler, American Staffordshire Terriers, English Staffordshire Bull Terriers, wolf hybrids or any other breed with dominant traits geared toward aggression.
- No “visiting” pets are permitted without prior Community Management Office approval.
- Management must approve all pets and all required documents are to be on file prior to housing any pet (refer to Resident Guide).
- A current picture must be kept on file in the Community Management Office.

2. HANDICAPPED ASSISTANCE ANIMALS: Animals trained for use by individuals with handicaps are not considered pets. These animals are permitted. The above Pet Restrictions do not apply to them. All required documents and a current picture are required for file.

3. If additional pet(s) are acquired after move-in, Resident must update the Pet Addendum within three (3) days.

4. All pets *must* be kept current with vaccinations, testing, and/or treatments. All dogs and cats must wear their current rabies vaccination tag on their collar or harness.

5. The term "pet owner" will include any person owning, keeping, or harboring an animal. The service member residing on base housing shall be deemed the pet owner of any pet owned, kept, or harbored within their home.

6. Owners will be held responsible for compliance with current directives and for any damage caused by their pets.

7. Residents are responsible for removing their pets' solid wastes throughout all areas.

8. Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are moving out will not abandon any animal. Unwanted pets should be made available for adoption.

9. The privilege of keeping a pet in homes may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. For example, an animal may be deemed a nuisance if it:

Habitually or repeatedly barks in such a manner or to such an extent that it disturbs others

Interferes or obstructs persons engaging in exercise or physical activity

Defecates on the lawn of a home not occupied by its owner

Habitually violates the leash law

10. Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

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

12. Pets will not be permitted to run loose in the community. A Letter of Caution may be issued or the privilege of having a pet may be revoked if a Resident or guest routinely violates the leash law. When pets are not penned, they will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time. Pets may be left in fenced-in-yards for short periods of time with proper food, water, and shelter.

13. Dogs may not be unattended unless confined indoors, or outdoors in a securely enclosed and locked pen, or other approved structure designed to completely restrain the animal. The Community Manager, or a representative of the Community Manager, will determine if the structure used to restrain the animal is sufficient. Anytime a potentially dangerous dog is outside the above confined secured areas, it must, at all times, be securely leashed and under the control of the owner or his representative.

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

15. Breeding or raising animals in housing is prohibited.

16. Farm, exotic and wild animals are not allowed in the community. These animals include all animals normally used as work animals and those kept for the production of food, or opossums, raccoons, and any other species of animal not usually considered to be domestic.

17. In cases of bites or scratches, transport the injured animal to the nearest Veterinary Facility for examination. The Community Manager must also be notified.

18. A Letter of Caution may be issued or the privilege of having a pet in the community may be revoked as a result of a pet biting a person or another animal.

19. Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office.

20. Pets are prohibited from playground areas.

Resident understands and agrees that this addendum is incorporated in and made a part of the Lease, renews and expires under the same terms and conditions as the Lease.

Resident Signature: _____ Date: _____

MOLD ADDENDUM

1. Resident acknowledges that it is necessary for Resident to provide appropriate climate control, keep the Premises clean, and take other measures to retard and prevent mold and mildew from accumulating in the Premises.
2. Resident agrees to clean and dust the Premises on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as reasonably possible.
3. Resident agrees not to block or cover any of the ventilation or air-conditioning ducts in the Premises.
4. Resident agrees to immediately report to the Community Management Office: (a) any evidence of a water leak or excessive moisture in the Premises, as well as in any storage room, garage, or other common area; (b) any evidence of mold- or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area; (c) any failure or malfunction in the ventilation or air-conditioning system in the Premises; and, (d) any inoperable windows or doors.
5. Resident further agrees that Resident shall be responsible for damage to the Premises and Resident's property as well as personal injury to Resident and Occupants resulting from Resident's failure to comply with these terms.
6. Resident acknowledges receipt of the information sheet, "Tips for Preventing Mold and Mildew," attached to the Resident Guide.

Resident Signature: _____

Date: _____

CARLISLE BARRACKS/BALFOUR BEATTY COMMUNITIES

Disclosure of Information on Asbestos Hazards

Every tenant of residential property on which a residential dwelling was built prior to 1990 is notified that such property may present exposure to asbestos that may place young children at risk of developing certain type of cancers. Asbestos is a problem because, as a toxic substance and a known carcinogen, it can cause several serious diseases in humans. Symptoms of these diseases typically develop over a period of years following asbestos exposure.

Asbestos-containing materials in building do not always pose a problem (that is, hazardous) to occupants and workers in the building. Balfour Beatty Communities at Carlisle Barracks/Balfour Beatty Communities Barracks has established policies and procedures for the safe and proper operational procedures and responsibilities for handling, removing and disposing of ACM.

The Landlord has provided the occupant with available records and reports pertaining to asbestos in the housing (list documents below):
"EPA information on asbestos in your home"

Resident's Acknowledgement (please initial)

_____ Resident has received copies of all information listed above.

Authorized Agent for Landlord

Date

Resident or Authorized Person

Date

**Carlisle Barracks Resident Responsibility to Initiate
Basic Allowance for Housing (BAH) and ACH authorization**

FOR BAH AUTHORIZATION ONLY

Privatized Military Housing requires a Basic Allowance for Housing (BAH) to be paid on a monthly basis for occupancy of a home. It is the military member's responsibility to ensure that the correct BAH is stated through his/her finance office so that payment can be made for occupancy of his/her home. If the military member does not start the necessary BAH, there is a risk that his/her monthly base pay will be reduced by the amount equal to the expected amount of the BAH.

I, _____, understand that I must have my BAH started through my finance office to pay for privatized housing on a monthly basis. Failure to get the BAH started in a timely manner may result in my monthly base pay being reduced by an amount equal to the expected amount of BAH.

Signature

Date

FOR ACH AUTHORIZATIONS ONLY

I, _____, understand that I must complete the ACH form provided to me by BALFOUR BEATTY COMMUNITIES to pay for my rent on a monthly basis. Failure to get the ACH started in a timely manner may result a late charge on my account.

Signature

Date

Attachment D

SATELLITE DISH INSTALLATION AT FAMILY QUARTERS

Soldiers on Carlisle Barracks are authorized to install personally purchased satellite dishes at their quarters. The following provisions must be adhered to:

1. Only dishes approximately three (3) feet in diameter are authorized.
2. Dishes will only be mounted on a pole in the ground. No dishes will be installed on residential buildings, roofs, ground, or on buildings assigned to others.
3. Dishes will not be mounted within 10 feet of power lines coming into the home.
4. One entrance hole may be bored through the Army family housing structure to feed the cable to the interior. This hole must be at the point of the mounted dish and must be sealed around the cable to protect from moisture and insects. No exposed cable will be run on the exterior of the building.
5. No television antennas will be installed on Army family housing structures to receive local station.
6. The tenant will remove the satellite dish and all associated hardware and wiring, reseal the hole in the exterior and interior of the quarters and restore/repair any damages resulting from the installation of the dish before clearing housing. The tenant will be charged the cost of any necessary repairs due to satellite installation.
7. A request to install dishes may be obtained at the community management office at 451 Fletcher Road, Carlisle Barracks. The request must include the size and proposed location of the dish.
8. The CARLISLE/PICATINNY FAMILY HOUSING, LLC is the final approving authority for request for satellite dish installation. No dish will be installed prior to final approval. Occupants can expect this process to take approximately 7 to 14 days.

*****Residents must obtain final approval prior to purchase and installation of a satellite dish.**

**TO: BALFOUR BEATTY COMMUNITIES
CARLISLE BARRACKS
451 Fletcher Road**

I understand that I must meet the above requirements before installation and that I must wait for approval before the installation can be completed.

(PLEASE PRINT) Name: _____ RANK _____

ADDRESS: _____

SIGNATURE: _____

Acceptance of Renter’s Insurance

The Landlord shall, at its sole cost and expense, make available a Resident’s Renter’s Insurance policy to active-duty military Residents. This insurance policy will provide \$20,000 in personal property coverage with a \$250 deductible and \$100,000 in liability coverage.

Military Residents must apply through the Landlord for such coverage. By signing below you are accepting the policy provided to you by Carlisle/Picatinny Family Housing, LP.

Resident

Date

Landlord Representative

Date

USEFUL PHONE NUMBERS AND INFORMATION

**BALFOUR BEATTY COMMUNITIES
COMMUNITY MANAGEMENT OFFICE**

451 Fletcher Road
Carlisle Barracks, PA 17013
(717)243-7177
(717)243-7111 - FAX

SERVICE REQUEST NUMBER

(717)243-7177

CARLISLE BARRACKS IMPORTANT PHONE NUMBERS

Transportation	Inbound	(717)245-4381
	Non-Temp Storage	(717)245-4000
Vehicle Registration		(717)245-4972
Finance		(717)245-4032
Post Office		(717)241-6463
Commissary		(717)245-3105
<i>Tues – Wed, Fri - Sat 0900-1800/ Thurs 0900-1900/ Sun 1100-1600</i>		
Post Exchange		(717)243-2463
<i>Mon-Sat 0900-1800/ Sun 1100-1700</i>		
Lending Closet/ACS		(717)245-4357
Police Station		(717)245-4115
Fire Department	Routine Calls	(717)245-4419
	Fires and Gas	911
Dunham Army Health Clinic		(717)245-3400
Veterinary Services		(717)245-4168

OFF POST NUMBERS

Comcast Cable		1-800-266-2278
Century Link Telephone Service		1-800-829-8009
Borough of Carlisle		(717)249-4422
Driver's licensing		(717)249-3918
Sollenberger's Messenger Service, Inc.		(717)249-8149
Temporary tags, titles, tags, transfers, vehicle registration		
Driver's licensing		
Carlisle Regional Medical Center		(717)249-1212

Balfour Beatty Communities Management Office
Location and Hours of Operation

Delaney Field Club House
451 Fletcher Road
Carlisle Barracks, PA 17013

(717) 243-7177

Hours of Operation
Monday – Friday: 0730 - 1630

TIP SHEET ON MOLD

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Tips for Residents

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fans on the apartment air-handling unit to circulate fresh air throughout your apartment
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 50 and 80 degrees Fahrenheit within your apartment at all times.
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.
- Periodically clean dry the walls and floor around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills
- Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running, and allow the fan to run until all excess moisture has vented from the kitchen.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth material to lie in piles for an extended period of time.
- Immediately report to the management office any evidence of water leak or excessive moisture in your apartment, storage area, garage, or any common area.
- Immediately report to management office any evidence of mold growth that cannot be

removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.

- Immediately report to management office any failure or malfunction with your heating, ventilation, air conditioning or laundry system. As your lease provides, do not block or cover any heating, ventilation, or air conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment

The Department of the Army initiated a Residential Communities Initiative (RCI) Resident Utility policy based upon direction from the Office of the Secretary of Defense (OSD). The rationale for this policy and implementation instructions is to: (1) comply with OSD utility policy; (2) provide an incentive to residents to conserve energy; (3) provide an incentive to the partnership to build/renovate houses using energy efficient methods, materials and systems. The program will make Soldiers and their families aware of their current utility usage while helping educate and encourage utility conservation.

Upfront, a utility allowance is still part of the BAH; Soldiers will only have to pay for usage that exceeds the utility allowance or "baseline".

Carlisle Barracks homes were recently installed with meters in order to collect data on utility consumption. To determine a base line and help educate residents, Carlisle Barracks will enter a period called "mock" billing commencing on or about May 1st, 2009 for a period of about six months. This mock billing period allows the resident to see the utility trends of usage and help educate and modify behavior in preparation for actual live billing. This period also enables Balfour Beatty Communities to ensure the profiles are correct and validate baseline calculations. Even though the program is a "Utility Billing" program, Soldiers can receive a refund for conservation. Soldiers will receive three types of invoices.

1. Statement Invoice: Utility consumption is with-in the base line, no action necessary
2. Refund: Utility consumption is below base line and therefore the Resident will receive a refund check
3. Remittance: Utility consumption is above the baseline and therefore the Resident will owe the amount above the baseline

In order to help manage and ensure accurate billing, ista-North America has been contracted to provide the services needed to implement this conservation initiative. Please see the FAQ's provided by ista to help explain the program. Do not hesitate to visit www.ista-direct.com, or call 1-800-569-3014 with any further questions.

Sincerely,

The Carlisle Barracks Balfour Beatty Community Management Staff

Who is ista North America?

ista North America is a third-party nationwide submetering billing company. We do not supply the utility service; however, we provide the reading, billing, collections and customer service for our clients.

How will you read our meters? Will we be disturbed?

Meter readings are typically done electronically to facilitate remote retrieval of accurate data. You will not be disturbed.

How is the baseline established?

Carlisle Barracks and Picatinny Arsenal will utilize a "rolling" baseline as do most installations in the program. Like units are grouped by square footage, construction and orientation to the elements. The baseline is calculated by averaging the usage with in that profile. Before the final baseline is created the top 10% and bottom 10% usages are removed to insure the baseline is calculated as fairly as possible. A rolling base line ensures that as occupancy ebbs and flows it is calculated across the entire profile that reflects actual usage.

When did the U.S. Army create a policy that residents pay for their utility usage?

The Army policy was written over two years ago; however, privatized homes had to be built or significantly renovated and metered before we could bill for utility consumption.

Will the U.S. Army be the only service that implements this plan?

No. The policy of making service members responsible for utilities is from the Office of the Secretary of Defense. All services are expected to implement this policy.

What if the house I live in is not energy efficient?

There are three assurances billing will be done fairly:

1. Both the U.S. Army and the family housing provider must agree on a home being considered as "energy efficient" enough to participate in the billing program.
2. All new homes must be Energy Star compliant. Energy Star is an EPA-sponsored program that addresses not only the household appliances but also the actual construction of the home and its energy-using devices such as hot water heaters and furnaces.
3. All participating home baselines are set based on specific criteria for each home type, with full consideration for that home's energy efficient attributes, such as double-paned windows, insulation, etc. Baselines for new homes, for example, will be lower than baselines for equal sized, older homes.

Who do I inform about my move in or move out?

Your property manager is responsible for opening and closing your account with ista North America. The management staff will advise ista North America of all move in and move out information.

Who do I contact if I have a question regarding my utility bill?

The ista North America Customer Service Department may be reached via e-mail at inquiries@istan-na.com or via phone Monday through Friday, 8 a.m. - 5 p.m., PST. Our toll-free number is 800-LOW-3014 (800-569-3014). You can also access your account online.

How often will I be billed?

Bills are generated once a month. You will receive one bill every 30 days.

How will the billing work? Does payment go through the installation or directly to the utility company?

The utilities billing provider will give soldiers a system of billing that is similar to what they would expect off-post. The utilities will be paid to the billing agent specified by your family housing provider.

Are there ways to reduce my usage?

Yes. Review our Conservation Tips or visit www.ista-direct.com to learn more.

What will the U.S. Army do with the dollars saved on this aspect of privatization?

Dollars saved through conservation will mean more money for construction of new homes and community facilities; the savings will stay local.

How do soldiers and their families benefit from this?

Encouraging energy conservation helps residents directly by allowing more money to go to their housing. A significant portion of the savings will go directly to improve housing. The baseline is below current on-post consumption so the difference will produce savings to the local housing project. The amount below the baseline is the savings amount Soldiers will receive as a rebate. Conservation also decreases the national dependence on foreign oil and conforms to our national policies

How will conservation be "rewarded"?

Conservation will be rewarded by a direct payment to residents who do an exceptional job of saving energy.



Online Work Order Entry Letter

Date: _____

Name: _____

Address: _____

Dear _____,

BALFOUR BEATTY COMMUNITIES is please to offer you the option of submitting work order online. You can access the work order system by going to our website www.carlislebarrackshomes.com, and clicking on the "Maintenance – Work Orders" link. This system will require that you set up an account to login. As you begin registering, you will need to enter an email address and create a password. You will also be required to enter your SSN and your tenant code for verification purposes (this is a secured site). Your tenant code for this site is _____. You will also be asked to answer a security question that will be used in the event you forget your password.

Once you have registered with the site, you will then be able to log in simply by entering your email address and the password that you created. After you have logged in, you may enter a new work order by clicking "Work Request" link on the left hand side. You can also change your password and personal information (email address and phone numbers only) from the links on the left.

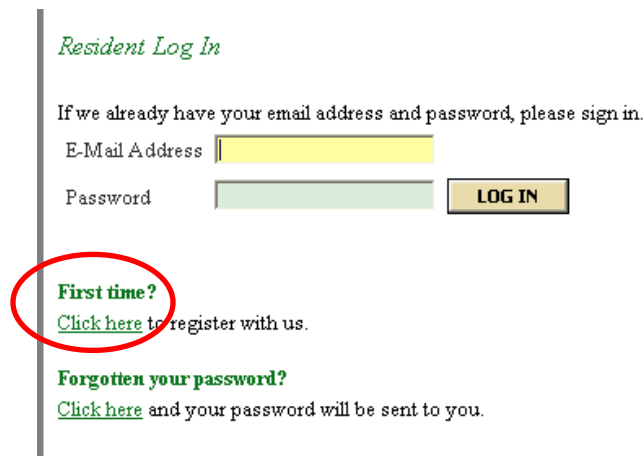
Please see the enclosed instructions for registering with the site and beginning a new work order. As always, if you have any questions please feel free to contact us. We look forward to this new system benefiting us all.

Sincerely,

Management,
Balfour Beatty Communities
451 Fletcher Road
Carlisle, PA 17013
(717)243-7177

WORK ORDER SYSTEM INSTRUCTIONS

1. Go to our website and click on the Maintenance menu. Then select "Work Orders"
2. To set up a new account click on the "Click here" link under "First time?"



Resident Log In

If we already have your email address and password, please sign in.

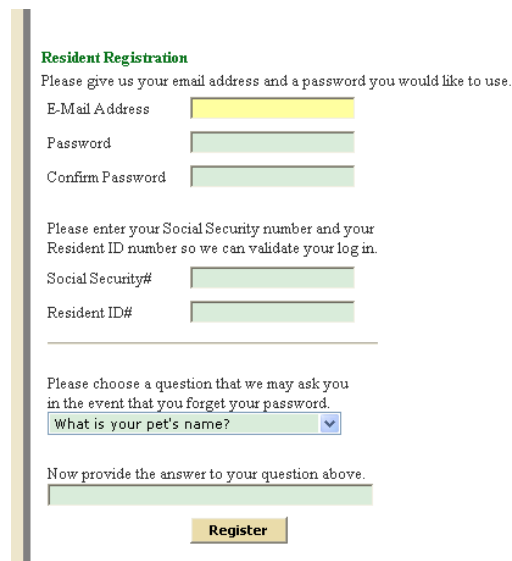
E-Mail Address

Password

First time?
[Click here](#) to register with us.

Forgotten your password?
[Click here](#) and your password will be sent to you.

3. Enter your email address and create a password
4. Enter your SSN and Tenant Code for verification. Your Tenant Code is: _____
5. Pick a Security Question and supply an answer in case you ever forget your password



Resident Registration

Please give us your email address and a password you would like to use.

E-Mail Address

Password

Confirm Password

Please enter your Social Security number and your Resident ID number so we can validate your log in.

Social Security#

Resident ID#

Please choose a question that we may ask you in the event that you forget your password.

What is your pet's name?

Now provide the answer to your question above.

6. Click Work Request to begin submitting a work order