

Dear New Resident:

Balfour Beatty Communities welcomes you and your family to Carlisle Barracks.

This handbook explains privatized military family housing policies, procedures, and services. It provides pertinent information to assist and guide you and your family while living at Carlisle Barracks. Balfour Beatty Communities Management personnel are located at 451 Fletcher Road.

Requests for information not found in this Handbook can be directed to the Community Management Office by calling **717-243-7177**. It is our goal to provide our residents as much comfort and convenience as possible within available resources during this exciting time of privatization and growth.

Sincerely,

Balfour Beatty Communities

**TABLE OF CONTENTS**

**Forward ..... 4**

**Overview ..... 5**

Housing Assignment Plan .....5

Military Lease Term .....5

Retention of Housing for US Army War College Students .....5

Rental Rate Management Plan .....5

Utilities.....6

Renter’s Insurance .....7

**Section A - Balfour Beatty Communities Responsibilities ..... 8**

Appliances .....8

Asbestos .....8

Filters.....8

Grounds Care.....8

Lead-Based Paint/Lead Pipes.....8

Lockouts and Lost Keys .....9

Maintenance and Repairs.....9

Mold .....11

Move-In Inspection .....12

Trash Collection and Disposal .....12

Radon.....12

**Section B - Resident Responsibilities ..... 14**

Appliances - Privately Owned .....14

Bathrooms .....14

Blinds/Window Coverings .....14

Carpet Installation.....14

Conduct .....14

Damage to Balfour Beatty Communities Equipment and Furnishings.....15

Dishwasher .....15

Energy Conservation .....15

Exterior Home Care .....16

Fences .....16

Floors .....17

Garbage Disposals.....17

Grounds Care/Play Sets/Pools.....18

Hazardous Waste.....19

Kitchen .....20

Mold/Mildew .....20

Pest Control.....21

Pet Policy/Animal Control .....21

Snow Removal.....23

Surge Protectors.....24

Trash Collection and Disposal .....24

---

Vehicles .....	25
<b>Section C - Fire Protection .....</b>	<b>26</b>
Barbeque Grills .....	26
Christmas Trees .....	26
Clothes Dryers .....	26
Cooking Appliances.....	26
Electrical - Safety Tips .....	26
Fire Evacuation Plan .....	27
Fire Extinguishers.....	27
Fire Prevention Checklist.....	27
Fire Prevention Inspections.....	29
Fire Reporting.....	29
Housekeeping .....	30
Natural Gas - Safety Tips .....	30
Power Equipment.....	30
Smoke /Carbon Monoxide Detectors .....	30
Storage of Gasoline or Other Flammable Liquids .....	31
Welding .....	31
<b>Section D - Disaster Preparedness Information.....</b>	<b>32</b>
<b>Section E - Miscellaneous .....</b>	<b>34</b>
Business in the Home .....	34
Cable TV.....	34
Family Separations .....	34
Garage/Yard Sales.....	34
Guests.....	34
Parking .....	35
Satellite Dish .....	35
Seasonal Decorations .....	35
Solicitation .....	35
Telephones.....	35
Trampolines .....	35
Water Beds.....	35
<b>Section F - Termination of Family Housing.....</b>	<b>36</b>
Advanced Application to Gaining Post .....	36
Entitlement Change.....	36
Giving Notice .....	36
Pre-Termination Inspection .....	36
Termination Inspection.....	37
Cleaning Requirements .....	37
Estimated Move-Out Cost List.....	38
<b>Section G - Quick Reference Phone List .....</b>	<b>39</b>

## FORWARD

Balfour Beatty Communities is the overall management partner for the privatized Military Housing. In the role as community and maintenance manager, Balfour Beatty Communities has established the following creed to guide our performance:

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

*Our sole focus from housekeeping to maintenance to management is to create a "HOME" for our resident by being: Helpful, Open Minded, Motivated and Ethical.*

We will respond to your requirements as expeditiously and efficiently as possible. Our mission will be to put your mind at ease, so that at all times, but especially when families are separated by deployment, service members can perform their jobs with maximum effectiveness, knowing that the families left behind will be given every possible assistance when a need arises.

*"We create communities that reflect the pride of being a member of the Armed Forces of the United States today, and for the future."*

## OVERVIEW

### HOUSING ASSIGNMENT PLAN

Units will be assigned by Balfour Beatty Communities Management in accordance with grade/rank and family size. Residents are required to sign a Resident Responsibility Agreement, or Lease similar to the Condition of Occupancy agreement previously required.

### MILITARY LEASE TERM

Each lease will be for a minimum of twelve (12) months and will provide for automatic month-to-month renewal. After the first twelve (12) months, the lease is terminable upon 30 days written notice by either party. During the first twelve (12) months, a lease may only be terminated (upon 30 days notice) if the military member is no longer eligible for military housing, or receives reassignment orders. The lease will permit military family members to continue residency if the service member is permanently detailed outside the United States on unaccompanied dependent-restricted orders or temporarily detailed within the United States.

### RETENTION OF HOUSING FOR US ARMY WAR COLLEGE STUDENTS

Retention of quarters upon graduation is not automatic. Submit written requests for permission to the Balfour Beatty Communities Community Manager within 3 days of receipt of orders for final approval/disapproval. Examples for retentions are: PCS with TDY en route, attending schools, PCS unaccompanied dependent restricted tour, TCS/deployment and PCS from CONUS to accompanied overseas tour. Under certain circumstances (unforeseen hardships), residents may also be permitted to remain in housing beyond their separation or retirement date, if requested in writing and approved by Balfour Beatty Communities Community Manager prior to separation/retirement date.

### RENTAL RATE MANAGEMENT PLAN

This plan requires the rental rates to be determined by the resident's actual grade and corresponding Basic Allowance for Housing (BAH). Should a resident be assigned to a different postal code, but choose to reside at a home at Carlisle Barracks, the rental rate will remain consistent with Carlisle Barracks basic allowance for housing. No security deposits will be required for active duty military residents. Foreign military residents must pay rent equivalent to the BAH with dependant rate of their American counterpart. Civilian resident rent will be based on rank equivalent basis plus utilities.

### **Rent Structure**

- Military families will be offered units designated for the ranking military member occupying the home.
- The rent, utilities, and insurance (military residents only) will be equal to the senior

member's BAH with dependent rate.

- Military families choosing to live in privatized housing will pay rent through an allotment or electronic transfer established at lease signing.
- Forms to initiate allotments will be completed and filed at the same time the member signs the required lease. If an allotment is not possible, arrangement for electronic transfer from the member's private financial institution will be required.
- Military residents pay rent in arrears. This means that the rent is due at the end of the occupied month and not at its beginning. All other residents will pay rent in advance.
- Rental payments include electric, gas, water and sewer services, trash collection, lawn care, preventative maintenance program and 24 hour emergency maintenance (Further details on US Army Resident Utility Responsibility Program explained below).
- Rent will be automatically adjusted to reflect changes in entitlements (BAH rates).
- Services such as telephone, cable TV, internet, etc. charges are paid by the resident directly to the respective service provider.

## UTILITIES

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 Service Members and their families aware of their current utility usage while helping educate and encourage utility conservation.

A utility allowance is still part of the Basic Allowance for Housing (BAH). Service members will only have to pay for usage that exceeds the utility allowance or "baseline". Service members and families conserving utilities have the potential to receive money back. A brief explanation on the program follows:

Carlisle Barracks homes were recently installed with meters (electric, gas and water) in order to collect data on utility consumption. To determine a baseline and help educate residents, Carlisle Barracks entered a period called "mock" billing in August 2009. Residents are currently getting statements indicating their consumption. This mock billing period allows the resident to see the utility trends of usage and help educate and modify usage in preparation for actual live billing anticipated to begin 1 July 2011. The mock billing 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, service members can receive a refund for conservation. Service members will receive three types of statements/invoices.

1. **Statement Invoice:** Utility consumption is within the baseline, no action necessary.
2. **Refund:** Utility consumption is below baseline 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.

Even though all three utilities are metered and will be in the program, the initial utility in live billing will be electric. Natural gas will enter live billing after the program has been operating for some time. Residents will be notified at least 60 days in advance of gas entering the live billing period. Since gas is metered now, residents will know their gas consumption rates during the mock billing period and therefore can adjust their usage.

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. Do not hesitate to visit [www.ista-direct.com](http://www.ista-direct.com), or call 1-800-569-3014 with any further questions.

### **RENTER'S INSURANCE**

Each Active Duty Military Member will be provided with renter's insurance while residing in a Balfour Beatty Community. The insurance provides a coverage of \$20,000 for the Service Member's home contents (personal property only), and personal liability coverage of \$100,000 with a \$250 deductible. This coverage does not extend to any liability arising from the use of motor vehicles nor does this coverage extend to any liability arising from assault and batteries, punitive or exemplary damages, the operation of home day care services, and/or any other in-home business. This insurance policy will be paid for by Balfour Beatty Communities, it is automatic and mandatory; coverage cannot be waived by the Service Member. Each resident will be provided with a brochure explaining the program. All claims must be reported to the management office immediately for processing. Claims submitted more than 24 hours after occurrence may not be covered. Balfour Beatty Communities encourages all residents to obtain additional renters insurance for full coverage of their belongings. This insurance is meant to be used as a supplement to existing insurance.

## **SECTION A**

### **BALFOUR BEATTY COMMUNITIES RESPONSIBILITIES**

#### **APPLIANCES**

Ranges, refrigerators, and dishwashers are furnished and serviced by the Balfour Beatty Communities Maintenance Team. These appliances are assigned by serial number. If problems occur, do not attempt repairs or make adjustments yourself, simply call the Management Office at 717-243-7177 to arrange a service call. Do not store Balfour Beatty Communities-owned appliances in garages.

#### **ASBESTOS**

Asbestos, once thought of as the "miracle fiber", is a naturally occurring mineral fiber that is heat, flame and corrosion resistant. Because of its unique properties, asbestos was used in more than 3,000 household products and building materials. It is not uncommon to find Asbestos-Containing Materials (ACM) in housing, public and commercial buildings constructed prior to 1980.

Asbestos containing material maintained in this manner does not present a health hazard to facility residents. In the few instances when ACM becomes deteriorated, the damaged material will be abated to protect the health of facility residents.

#### **FILTERS**

Balfour Beatty Communities maintenance personnel will be available to replace filters in air conditioning and heating units in accordance with manufacturers' instructions. A dirty filter will decrease airflow, can cause allergy problems, and could cause the air conditioner drain line to overflow, damaging the floor or carpet. Filters will be replaced during our semi-annual preventive maintenance visits.

#### **GROUNDS CARE**

Care of the playgrounds areas, weekly mowing and major pruning are the responsibility of Balfour Beatty Communities. Mowing occurs on Wednesday, weather permitting. Bulk mulch is available for resident's use at a central location. Also see Section B for Resident Responsibilities.

#### **LEAD-BASED PAINT/LEAD PIPES**

Some older units in privatized housing contain lead-based paint and/or lead pipes. Residents are provided a copy of the Environmental Protection Agency Pamphlet on protecting families from lead in the home and residents are required to sign a disclosure statement at the time of signing for the keys.

**LOCKOUTS AND LOST KEYS**

Keys for occupied units are maintained by Balfour Beatty Communities. After verifying resident's identity, a Maintenance Team member will unlock the unit at no charge. Should the lockout become a repetitive problem (defined as more than two occurrences per calendar year), the resident will be charged \$25.00 due at time of lock-out). Balfour Beatty Communities will replace lost keys at replacement cost.

**MAINTENANCE AND REPAIRS**

Balfour Beatty Communities is responsible for the maintenance of all family housing units, 24 hours a day, 7 days a week.

**For daily repair work or after hours emergencies call 717-243-7177.**

All incoming service requests and their resulting work orders will be assigned a priority code to identify the priority status of that work order and to designate the required response time.

Timeliness of the work order completion will correspond to the assigned work order priority coding. (See Following Table)

EMERGENCY: Priority 1	RESPONSE TIME: Within 2 Hours
<ul style="list-style-type: none"> <li>• Natural gas leak</li> <li>• Electrical short or fire</li> <li>• Electrical fixtures—shorting or sparking</li> <li>• Unsecured quarters</li> <li>• Roof leaks—(damage beyond staining)</li> <li>• Drain/toilet stoppage (all toilets in home)</li> <li>• Frozen water pipes</li> <li>• Telephone jacks and wiring</li> <li>• Broken playground equipment</li> <li>• Broken glass on first floor— safety/security</li> <li>• Broken water line</li> <li>• Sewage back-up</li> <li>• No hot water</li> <li>• No water</li> <li>• Lock outs</li> <li>• Garage doors jammed or inoperative</li> </ul>	<ul style="list-style-type: none"> <li>• Situation will be appraised when called in, and performance of emergency maintenance and repair will begin within 2 hours of notification, depending on severity of problem.</li> <li>• All work to correct the emergency will be accomplished within one (1) day.</li> <li>• Remaining work will be classified as Priority 2 - Urgent, or Priority 3 – Routine</li> <li>• Priority 1 - Emergency work will be performed 24 hours per day, and 365 days per year.</li> </ul>

URGENT: Priority 2	RESPONSE TIME: 24 Hours to 3 Working Days
<ul style="list-style-type: none"> <li>• No air conditioning—outside temps above 80°</li> <li>• No heat—outside temperatures below 60°</li> <li>• Broken glass, window—cracked only</li> <li>• Light bulb replacement (common area/not accessible to resident)</li> <li>• Roof repairs</li> <li>• Water leaks from pipes, drain, or faucet</li> <li>• Hot water leaks from tap</li> <li>• Oven not working</li> <li>• No burners working on stove</li> <li>• Refrigerator inoperative</li> <li>• Dishwasher leaks</li> </ul>	<ul style="list-style-type: none"> <li>• Repair/Maintenance work will be appraised within 24 hours and completed within three (3) working days of service request.</li> </ul>
ROUTINE: Priority 3	RESPONSE TIME: 3 to 5 Working Days
<ul style="list-style-type: none"> <li>• Inoperative dishwasher—no leaks</li> <li>• Repair/replace weather-stripping</li> <li>• Top burner inoperative on kitchen range</li> <li>• Garbage disposal jammed or inoperative</li> <li>• Light bulb replacement in areas not accessible to resident</li> <li>• Make keys</li> <li>• Faucet drips in sink or tub</li> <li>• Exterior faucet drips</li> <li>• Light fixtures, switches, receptacles not working (no shorting/sparking)</li> <li>• Not enough or too much heat</li> <li>• Screen repair</li> <li>• Repair/replace storm door, sliding screen door</li> <li>• Broken cabinets or countertops</li> <li>• Replace ceramic tile or repair floors</li> <li>• Repair/replace woodwork, trim, drywall, etc.</li> <li>• Repair/replace window or window covering (Venetian, mini, or vertical blind, shades, etc.)</li> <li>• Drainage problems (exterior)</li> <li>• Repair/replace gutter or downspout</li> <li>• Trim trees and shrubs</li> <li>• Concrete repair (sidewalk/driveway/steps/patio/etc.)</li> <li>• Asphalt repair</li> </ul>	<ul style="list-style-type: none"> <li>• Repair/Maintenance work will be appraised within three working days of service request with all necessary repairs completed within five (5) working days, eight (8) working days if major repairs are needed. If additional time is needed for repairs, written approval must be obtained from the Community Manager.</li> </ul>

Service calls will be scheduled with the resident to be completed within a specific block of time that is convenient to the resident. Maintenance team members will not enter homes unless a resident or authorized representative is present (unless the resident authorizes unaccompanied entry), and will not enter a home if only an unaccompanied minor (under age 18) is present. Crews will accomplish all work quickly, professionally, and courteously. Maintenance staff will take care to prevent damage to the resident's property and will thoroughly clean up after the repair is completed. Service requests can be entered on line through our website at [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com). Web entered service requests are checked each business day, please do not enter emergency requests via the web.

### **MOLD**

Mold and Mildew are common, naturally occurring organisms that grow indoors and outdoors and may already exist in your unit. Mold may produce adverse health effects, although the scientific evidence is unclear as to the extent of health risk or the amount of mold to impact health. Mold needs three things to grow: spores, a food source, and water.

- Mold spores are everywhere; they can be carried into the dwelling on shoes or other outside clothing, pets, carpets, and furniture. Spores are nearly impossible to keep out of the dwelling but can be controlled by regular cleaning and the use of a high-efficiency **particulate air (HEPA)** filtered vacuum cleaner.
- Food sources are virtually any organic matter including dust, carpeting, drywall, ceiling tiles, clothing, etc.
- The third essential contributor to mold growth is water in either liquid or vapor form. Liquid water can enter a dwelling from outside through leaks in the outside walls, roof, windows or doors, and inside from plumbing leaks, spray from showers and faucets, and other forms of water intrusion. Water vapor occurs as humidity in the air (e.g., steam from showers, cooking, laundry equipment, and the dishwasher). Occasionally, water vapor may condense on window frames inside a home and thereby create conditions to mold growth. Your air conditioning unit not only cools the air but also removes moisture from the air when used efficiently.

Our Maintenance Teams will correct any water intrusion problems caused by external sources. Promptly notify us of any signs of water leaks, water infiltration, or mold. We will repair or remedy problems in compliance with the lease conditions, and state and local laws. During our semi-annual preventive maintenance home visits, we will maintain the air conditioning system and keep the drain pans clean.

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

### **MOVE-IN INSPECTION**

An initial briefing will be given by a Community Management team member prior to acceptance of keys. A thorough inspection of the house is essential to identify and document any discrepancies pertaining to the unit/appliances and the general condition of the unit. Any discrepancy that appears to be permanent damage to the property must be identified jointly by the resident and staff member at the time of acceptance. Any oversight on the initial condition report must be submitted in writing to the community management office within 10 days of occupancy. This important inspection process will relieve resident from liability for existing damages beyond fair wear and tear when vacating housing. **THE IMPORTANCE OF A METICULOUS JOINT WALK-THRU INSPECTION CANNOT BE OVER-EMPHASIZED.** An exception to this is made for student in processing. Due to volume we ask students to return completed move in inspections within 10 days of move in for review.

### **TRASH COLLECTION AND DISPOSAL**

Pick-up may occur anytime after 6 a.m. every Monday. When a Federal holiday falls on Monday, trash collection will occur the following day. Bulk trash pickups are done regularly every third Monday of the month with more frequent bulk pick-ups during student in processing in July and August. Changes in schedules will be posted in the management office and will also be posted on the community website.

Balfour Beatty Communities will provide receptacles for household trash, and recycling bins. Lost or damaged trash cans will be provided at replacement cost; call the management office to submit requests.

### **RADON**

In an ongoing effort to assure our on post housing meets and or exceeds Army quality standards, Balfour Beatty Communities is beginning a systematic radon testing program. Radon is a radioactive gas that has been found in homes all over the United States. It comes from the natural breakdown of uranium in soil, rock and water and rises into the air. Radon typically moves up through the ground and into your home through cracks and other holes in the foundation. Any home, new or old, with or without basements can have radon. There are currently no requirements under EPA law or regulation to conduct radon testing or alert residents to radon levels within their residence. Balfour Beatty is committed to safety (ZERO HARM) and has chosen to begin a proactive five year survey testing schedule to assure radon does not become an issue in any of our on post homes. This survey program will test each individual home on post every five years. If the home exceeds recommended levels it will be placed into a longer testing program. If the longer-term testing results still exceed recommended levels, a mitigation system will be installed. For those homes with an existing mitigation system, the testing will assure proper operation.

A third party independent company executes radon testing by placing a canister in the lowest lying area of your home, typically the basement. The canister is left undisturbed in this area for 72 hours, then is retrieved, and sent to a lab for analysis. Results of the test are received in approximately one week from retrieval.

## **SECTION B**

### **RESIDENT RESPONSIBILITIES**

#### **APPLIANCES - PRIVATELY-OWNED**

All homes are fully equipped with a stove, hood vent and refrigerator. These appliances may not be removed or replaced with privately owned appliances. These standard appliances may NOT be moved in any way as to alter the current layout of the home. Residents may utilize a freezer, second refrigerator, etc., to accommodate their household needs if the appropriate power supply is available. No alterations to the home will be made to accommodate additional appliances. Privately-owned appliances may NOT be stored on or around porches or patios.

#### **BATHROOMS**

Care must be taken not to flush feminine sanitary products, disposable diapers, toys, toothbrushes, food items, paper towels, etc. down the commode. Should the lines become clogged and it is determined that the resident is at fault, the resident will be charged for the service call and any replacement items necessary to restore the system to good working order. Do not use stick-on decals in tubs, on tiles, or any other surface in the home.

#### **BLINDS/WINDOW COVERINGS**

Provided mini-blinds will not be removed and must present an acceptable outward appearance at all times. Installation of personal window treatments is allowed as long as the provided mini-blinds are kept in place, and the unit is restored to its original condition upon move-out. Residents are required to replace broken or noticeably bent blinds in an expeditious manner by contacting the Community Management Office. Residents will be charged for replacements if damages to the blinds do not fall in the "regular wear and tear" category. Resident-installed blinds are not approved. At no time are foils, sheets, or towels acceptable window coverings.

#### **CARPET INSTALLATION**

Residents are permitted to have area rugs, and room-size, edged carpets only. Carpet installation with nail strips or double-sided tape is not authorized. Foam backed carpets must have an underlayment to prevent sticking and damage to floors. Doors will not be trimmed at the bottom to accommodate rugs and pads.

#### **CONDUCT**

Disruptive behavior is defined as any conduct by military members, their family members or guests which disturbs discipline and good order in the community. It includes, but is not limited to, loud domestic disputes, assaults, thefts, damage to property, child neglect and other disorders that normally require the intervention of, or investigation by, law enforcement personnel. Even a single incident of serious disruptive behavior by residents of family housing or their guests could be sufficient to justify termination of the privilege to reside at a Balfour Beatty

Communities community and result in disciplinary action or criminal prosecution.

The first instance of a domestic disturbance (for example, a loud, boisterous argument) could result in notification to the resident's military unit commander. Repeated instances of disruptive behavior, including domestic disturbances, could result in lease termination.

Any disturbance that results in assault is considered to be sufficiently serious to justify consideration of lease termination for the first offense. Serious disruptive behavior, for example, theft, vandalism, or destruction of property, may also result in lease termination for the first offense.

### **Conduct of Children**

Parents are responsible for the conduct of their children and must ensure that their children refrain from unsafe or destructive activities such as digging holes in lawn areas, climbing trees or drainage spouts. Children must comply with installation and community regulations, and must respect the rights and the property of others.

Parents should instruct their children to use the playground in the immediate area of their homes. Children and adults are required to wear protective headgear when bicycling, rollerblading, roller skating, or skate boarding. When not in use bicycles should be secured in the quarters or in the garage.

### **Curfew**

Juveniles on the installation will be subject to a curfew in accordance with Post regulations.

### **DAMAGE TO BALFOUR BEATTY COMMUNITIES EQUIPMENT AND FURNISHINGS**

Resident is responsible for any and all damages to the property caused by Resident, his/her family members, pets or visitors and will be charged for damages according to current repair/replacement cost. This includes but is not limited to: loss of keys, burns/cuts on counter tops, holes in interior and exterior walls and doors, broken windows, torn patio and window screens caused by children or pets, lawns damaged by pets or deteriorated due to neglect.

### **DISHWASHER**

The exterior and door seal should be washed with a mild non-abrasive detergent and water, rinsed and dried. The interior is self-cleaning with normal use. If lime deposits build up, pour two cups of vinegar into the empty dishwasher, do not use detergent, and operate the machine on any full wash cycle. Remove foreign debris from the drain filter as needed. Use only recommended dishwasher detergent.

### **ENERGY CONSERVATION**

We need the assistance of all housing residents in conserving energy. Monetary restrictions,

rising utility costs, and growing environmental concerns require all of us to be conscientious. Conservation efforts can result in significant money savings. Monthly conservation tips are distributed via email to all residents. Also check the Live Army Green link on our website at [www.carlislebarrackshomes.com](http://www.carlislebarrackshomes.com). Let us all work together to help prevent energy waste.

### **Heat/Air Conditioning**

- Heat—Lower the temperature to 65° during the night and during periods when the home is not occupied.
- A/C—Do not turn system off but increase the temperature during the day when the home is not occupied.
- Do not use kitchen ranges or space heaters to supplement the heating system.
- It is recommended to keep windows shut except for occasional ventilation.
- Report any condition that you feel may increase energy consumption unnecessarily such as broken windows, poor weather stripping, fuel leaks, improper burner adjustment, etc.

### **Water**

- Lawn sprinkling should be kept to the minimum required for a durable turf. Lawn sprinklers should not be left unsupervised, and water should not be permitted to run into the street.
- Disconnect hoses and store away before the first frost date.
- Do not use a continuously running stream of water unless needed; hoses should be equipped with an automatic shut-off nozzle to control the water flow. Use a pail and/ or bucket whenever possible to accomplish cleaning jobs.
- Repair leaky faucets promptly (call in a work order).
- Use hot water sparingly; do not allow water to run continuously during shaving or washing dishes.

### **EXTERIOR HOME CARE**

Residents are responsible for routine cleaning of windows and screens. Screens must be left in place and must be in good repair at all times. Screens damaged due to negligence will be repaired/replaced at resident's expense. Do not attach/hang signs, window boxes, swings or any objects to the exterior of the home. A request must be submitted and approved to make any alteration or addition to housing units.

### **FENCES**

Fences of any kind are not permitted to include any structure attached to the ground that separates one area from another.

## **FLOORS**

Excessive use of water can cause damage to floors. Use only cleaning products specifically designed for the kind of flooring in your home. Do not use acrylic floor wax such as *Future* or *Mop & Glow* on wooden floors. If you are not sure what product to use, please call the Community Management office, they will be happy to give you guidance on how to care for your floors to keep them clean and undamaged.

## **GARBAGE DISPOSALS (IF EQUIPPED)**

- Do not put fingers or hands into waste disposal.
- Do turn power switch off before attempting to clear or remove jammed object.
- Do use a wooden spoon or broom handle to loosen jam in disposal.
- Do use long-handled tongs or pliers to remove an object from disposal.
- Do not operate disposal unless splashguard is in place.
- Do not use drain cleaner in disposal.

### **Do not put the following items into your disposal:**

Seafood shells (clam, oyster), drain cleaner, glass, china, plastic, large meat bones, metal, bottle caps, tin cans, aluminum foil, leather or cloth, string or rubber, artichoke leaves.

Do not put grease in the garbage disposal as it will solidify in the pipes and cause stoppages.

In addition to the above items packing allowable food waste into the disposal too rapidly can also cause an overload.

### **Proper Operation:**

1. Remove sink drain stopper.
2. Turn on cold water to full flow.
3. Flip wall switch to "ON".
4. With disposal operating & cold water running, feed food waste down drain through splashguard.
5. After waste is gone allow disposal to run for 30 seconds in order to flush all food waste down the drain.
6. Flip wall switch to "OFF"; allow cold water to run for additional 30 seconds.

To speed up waste disposal, cut up or break fibrous materials such as pineapple, melon rinds, grapefruit skins, vegetable stalks or corn cobs before putting them into the disposal.

Always use a rapid flow of cold water.

**Care of disposal unit:**

Flush out the disposal once a day as follows:

1. Operate the unit to eliminate any waste in disposal.
2. Seal sink drain and run 2 to 3 inches of cold water in sink.
3. Remove sink drain stopper and allow sink to drain naturally.

If an odor develops, deodorize it by running orange or lemon rind through it.

Self-clean your disposal by grinding a dozen or so ice cubes sprinkled with a generous amount of regular household scouring powder.

**Troubleshooting disposal problems:**

If the disposal stops during use: Flip wall switch to "OFF". Remove cause of overload (never put your hand into the disposal - always use tongs or a large spoon to remove objects from unit). Wait a few minutes for overload control to cool. Press reset button (front or bottom of disposal unit). Turn wall switch "ON" to restart.

If disposal fails to restart call the service order desk.

**GROUNDS CARE**

Healthy and well-manicured yards create a pleasant living environment for the entire community. While Balfour Beatty Communities will mow and maintain the grounds area around the housing, the Resident is expected to keep his/her area of responsibility clean of trash, debris and clutter. This area of responsibility extends to the midpoint between adjacent buildings, to the center of any road, and 75 feet out in any open area. Any erosion of the grass due to play equipment, etc is the responsibility of the resident to restore prior to move out. All plant bedding areas surrounding the home must be maintained in a weed free manner.

**Yard Standards**

**IMPORTANT:** Disturbing underground utility lines, i.e., electrical, water, may cause life-threatening situations—be careful. Never dig deeper than 6 inches without obtaining a Digging Permit.

ITEM	STANDARDS
Bare spots	A pet is not an acceptable excuse for bare spots/holes. Frequent watering and granular lime helps to dissipate pet urine.
Borders	To avoid attracting termites, timber borders are prohibited. Plant bedding areas around homes must be maintained and kept weed free.

Watering	Care must be taken to ensure water is not applied so forcefully that soil is damaged or eroded. Residents are responsible to avoid water run offs from the yard onto the street.
Hoses/Trash Cans	Place in garage or rear of house (out of sight). During the cold weather season, disconnect water hoses from outside faucets to prevent hose bibs from freezing and bursting. Drain hoses before storing.
Lawn Furniture	Lawn furniture is defined as tables, chairs, benches, etc. which are specifically designed for outdoor use. No other items of furniture may be placed or stored in the yard, or any other outside location. Plastic play sets and swing sets are to be set up in the back yard only.
Removal of Debris	Lawns, sidewalks, and road gutters must be free of debris (paper, cans, cigarette butts, candy wrappers, leaves, etc.). Litter/debris on the premises, must be removed regardless of its source, is your responsibility.

**Play Houses/Children's Swing Sets**

Permission to build a fort, play house, or swing set must be obtained from the Community Management Office prior to installation. Forts and swing sets will not be attached to buildings, trees, or shrubs and must not be over 8 feet in height. If the installation involves any digging of 6" or deeper, a digging permit must be obtained. Tree houses and tree swings are not permitted in family housing.

**Pools—Wading/Swimming**

Wading pools can present a nuisance and present significant liability concerns for the resident and Balfour Beatty Communities. To minimize the risk of accidents, wading pools are limited to a maximum size of 6 feet in diameter and 18 inches in depth, with water level no more than 12 inches, in back yards only. Pools must be emptied and stored over night or when not supervised. Lawns must be restored to original condition when the pool is removed, and grass must be growing at time of final inspection. **SWIMMING POOLS ARE NOT PERMITTED!**

**HAZARDOUS WASTE**

**Auto Repair**

Paint, motor oil, or gasoline may not be dumped on the ground, or into the storm drains and sanitary sewer system. Auto repairs are NOT allowed anywhere in housing areas to include lawns, parking areas, and driveways.

**Environment**

Some products are considered to be hazardous waste and the remainder of the product, as well as the product container, must be disposed of properly; please consult the product label for disposal directions. DO NOT place in household trash, pour into plumbing, drainage system, or on the ground. Examples of hazardous waste products are: oven cleaner, bleach products, motor oil, solvents, tires,

batteries, and brake fluid (read the labels). Hazardous products must be disposed of in accordance with post regulations.

### **KITCHEN**

Special attention is needed to maintain the appliances, cabinets, countertops, and walls in the kitchen. Clean oven and broiler unit regularly as well as the top burners and grease pans to prevent grease buildup which can become a fire hazard. Over-spray of commercial oven cleaners on the exterior surface such as timer or control buttons, will cause damage and will be charged as resident damage. Self-cleaning ovens may be cleaned only with manufacturer's recommended products and in accordance with recommended procedures. **COMMERCIAL OVEN CLEANERS WILL DAMAGE SELF-CLEANING OVENS. USE ONLY REGULAR SHELF PAPER IN DRAWERS AND CUPBOARDS: ADHESIVE BACK PAPER WILL DAMAGE SURFACES WHEN REMOVED.** Clean walls periodically to prevent surface grease buildup.

### **MOLD/MILDEW**

The resident has the responsibility to control mold growth. The resident must provide appropriate climate control, keep the home clean, and take every measure to retard and prevent mold and mildew from accumulating in the home. Do not block or cover any heating, ventilation, or air conditioning ducts in your home. Report any evidence of a water leak or excessive moisture in the home, storage room, garage or other common area, as well as any evidence of mold or mildew-like growth that cannot be removed by simply wiping the area with a common household cleaner immediately to Community Management. Failure or malfunction of the heating, ventilation, or air conditioning systems in the home, and any problems with doors and windows also need to be reported immediately. The resident will be held responsible for damage to the home and the property therein as well as personal injury to any occupant resulting from failure to comply with these instructions.

Residents can help prevent or minimize mold growth in their homes by taking the following actions:

- Open windows during times when heating or cooling are not necessary. If it is not possible to open windows, run the fan on the central air-handling unit to circulate fresh air throughout your home.
- In damp or rainy weather, keep windows and doors closed.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a 1% bleach solution.
- 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 kitchen exhaust fan when cooking or while the dishwasher is in use 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.
- 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 materials to lie in piles for an extended period of time.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your home, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold growth that cannot be removed by simply wiping the area with a common household cleaner. Also report any area of mold that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction of your heating, ventilation, air-conditioning systems. Do not block any of the heating, ventilation, or air-conditioning ducts in your home.
- 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 home.

### **PEST CONTROL**

During turn-over maintenance, all homes are treated with EPA approved pest control agents, if needed. It is the resident's responsibility to maintain a high standard of housekeeping, sanitation, and pest control. The prompt/regular elimination of trash, and excess spilled material which permit the build-up of pest populations, and the storage of goods which may become infested in protected pest-proof containers are two important housekeeping practices. The best pest control is prevention! If there is an insect control issue that the resident cannot remedy himself, a service call should be placed to the Maintenance Office.

### **PET POLICY/ANIMAL CONTROL**

The following policies govern the keeping of pets in Balfour Beatty Communities homes:

#### **Pet Restrictions**

- Only two pets are allowed. Fish tanks (no larger than 50 gallons) 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.
- A current picture must be kept on file in the Community Management Office.

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

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

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.

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

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

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

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.

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

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.

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

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. Pets will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time.

Breeding or raising animals in housing is prohibited.

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.

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

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.

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

Pets are prohibited from playground areas.

Registration, animal control, issues with aggressive animals, animal abuse, neglect and abandonment, nuisance animals, transient animals and all other issues of on-post pet ownership will be managed in accordance with the Balfour Beatty Communities Pet Policy and Installation guidelines.

**NOTE:** Residents should report animal violations (loose animals, strays, nuisance animals, animal bites, abuse, cruelty, etc.) to Installation Security Forces Law Enforcement Desk **Sergeant at 717-245-4115.**

## **SNOW REMOVAL**

In the interest of safety, residents must remove snow and ice from their driveways, and walkways, within 24 hours after snowfall has stopped. Balfour Beatty Communities will clear streets and common sidewalks. Ice melt is made available to all residents when weather

demands. Available times will be posted in the management office and on our web site.

### **SURGE PROTECTORS**

Due to the electrical storms in this area, it is recommended that residents purchase surge protectors (power strips) for electrical equipment reducing the possible loss of equipment due to power surges.

### **TRASH COLLECTION AND DISPOSAL**

Pick-up may occur anytime after 6 a.m. every Monday. When a Federal holiday falls on Monday, trash collection will occur the following day. Bulk trash pickups are done regularly every third Monday of the month with more frequent bulk pickups during student in processing in July and August. Changes in schedules will be posted in the management office and will also be posted on the community website.

All fluids must be removed from items such as lawnmowers, aquariums, washing machines, etc, and doors must be removed from refrigerators and freezers before items are being placed at curbside for pickup. Items such as refrigerators, freezers, air conditioners and propane tanks require special handling to recapture harmful materials such as refrigerant; maintenance personnel will provide guidance concerning preparation for disposition, and a disposal fee may be required. Bulk trash is only to be placed on the curb on the day of pickup. Brick, cinder blocks, rocks, stones, sand, gravel, and dirt will not be picked up curbside.

Balfour Beatty Communities will provide receptacles for household trash, and recycling bins. Lost or damaged trash cans will be provided at replacement cost; Call the management office to submit requests. All trash must be placed in an approved receptacle. Residents may only use Balfour Beatty Communities-provided trashcans; they cannot weigh over 50 lbs. when filled.

It is mandatory for all family housing residents to recycle. In order to simplify the recycling procedure, two categories for sorting collection items have been established:

- Glass, pourable plastics (e.g. soda or milk containers), aluminum, and bi-metal cans (e.g. tin soup cans). All items should be rinsed out, and placed within the recycling container issued for each housing unit.
- Newspapers should be stacked neatly and tied in bundles no more than 12" high.
- Cardboard boxes should be broken down and stacked neatly.

Trash cans and recycle bins must be kept in garage or placed behind homes on days when no pickup is scheduled. On pickup days, trash cans must be returned to proper storage area as soon as possible after they have been emptied. Residents are advised to secure their trash cans to prevent spillage of trash and/or loss of trash can in high winds. Be considerate - if trash spills/blows across the neighborhood, pick it up!

It is against the law to dispose of hypodermic needles with regular trash. They must be disposed of in a Sharps container.

Trash generated from a business in the home requires a commercial account. Trash from an outside business may not be brought home for disposal.

Never dispose of trash, yard trash, recyclable items, appliances, furniture, construction debris, etc. at the side or to rear of your home, at vacant units, in post-wide dumpsters, or anywhere else without prior approval.

### **VEHICLES**

Resident must keep all vehicles rightfully on the installation in good condition and repair with a current motor vehicle license and inspection, insurance, and valid Post decals.

Repair work on vehicles, boats and trailers, RVs, campers jet skis, etc. is NOT allowed anywhere in housing areas to include, garages, lawns, parking areas, and driveways. Such repairs include, but are not limited to, oil/fluid changes, transmission work, brake changes, bodywork, stripping of paint, sanding, or painting. For the safety of our community, NO vehicle may be up on jacks or ramps at any time for any reason (except to change a flat tire).

Recreational vehicles, utility trailers, boats, campers, pickup toppers, and jet skis are prohibited in family housing areas, unless they can be stored in the garage with the overhead door completely closed. Recreational vehicles may be brought into the housing areas for short term (not to exceed 48 hours) for loading and unloading. Balfour Beatty Communities property cannot be used to display vehicles for sale.

## SECTION C

### FIRE PROTECTION

#### BARBEQUE GRILLS

Should only be lit by an adult, and when lit must be supervised by an adult at all times. Barbecue grills shall be operated 10' from all combustibles including the building walls and privacy fences. They shall never be used under overhangs, or porches. Never use gasoline as a charcoal starter. Do not store grills in front of the house. Before storing them in the garage, let grills cool down completely, and ensure coals are completely extinguished prior to disposal. Coals will only be disposed of in non-combustible containers. Always make sure that LP-gas cylinder valves are turned off at the cylinder.

#### CHRISTMAS TREES

Artificial trees present the lowest fire hazard, and should be considered especially in houses with young children and/or pets. If resident purchases a live Christmas tree, make sure it is a fresh green tree. Keep the tree well watered at all times, and minimize its stay in the home! Both real and artificial trees burn - check lights carefully for frayed wires before use; never leave a lit tree unattended, and NEVER USE CANDLES ON A TREE.

#### CLOTHES DRYERS

Installation is the resident's responsibility. Dryers must be connected using rigid ductwork. Flexible ducting, especially the plastic type, can sag, trapping lint and creating a fire hazard, and is therefore NOT approved. Check and clean the dryer's lint trap after each load. Never place plastic articles in the dryer. Clean exhaust hose once a month.

#### COOKING APPLIANCES

Never leave these appliances unattended, especially when cooking with grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance, and call the Fire Department. NEVER USE WATER! DON'T ATTEMPT TO MOVE THE PAN! Clean the kitchen exhaust fan filter at least once a month to prevent the accumulation of grease.

#### ELECTRICAL - SAFETY TIPS

- Plugs fitting loosely into a wall outlet are an indication that the outlet may need repair. A loose fitting wall outlet may cause overheating and presents a fire hazard. Call in a work order to have the outlet repaired.
- Use only light bulbs with the recommended wattage for your lamps or lighting fixtures. A bulb of too high wattage or of the wrong type may lead to overheating and may cause a fire.

- Use only extension cords that are UL approved, cords with surge protector are recommended.
- Remember electricity and water does not mix! Keep all electrical devices and cords, such as radios, televisions, hair dryers, or curling irons, away from water.
- Unplug the toaster or toaster oven before using a knife or fork to remove a stuck slice of bread.
- Use extension cords only on a temporary basis; they are not safe as permanent household wiring. Cords may be no longer than 12 feet; make sure the cord is not wrapped around itself or other objects. Be sure to select a cord that meets its intended use; check the electrical ratings on appliances and extension cords.
- Do not plug one extension cord into another.
- Don't run electrical cords underneath rugs, carpets or furniture. Walking on cords can break wiring and possibly cause a fire.
- Keep all electrical cords out of reach and sight to prevent children or pets from pulling appliances or lamps off tables or countertops.
- Never leave lamp sockets empty, always replace the burned out bulb immediately.
- Put safety covers on all wall outlets but avoid ornamental safety caps that may tempt a child to play with the outlet.
- Unplug small appliances, such as hair dryers, curling irons, or toasters, when not in use. They can be potentially dangerous if left plugged in, especially during an electrical storm.
- Never remove the third prong of a three-pronged plug. Instead call in a work order to replace the existing wall outlet with a grounded outlet.

### **FIRE EVACUATION PLAN**

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

### **FIRE EXTINGUISHERS**

Personally owned extinguishers are encouraged; however, checking and recharging them is the resident's responsibility.

### **FIRE PREVENTION CHECKLIST**

- **TO REPORT A FIRE DIAL 911.**
- Establish a family escape plan and practice the plan with all family members.

- Never leave young children unattended! Familiarize your babysitter with your family's escape plan. The babysitter's first duty is to get the children out!
- Keep matches, lighters, candles, flammable liquids, and similar materials out of the reach of children. Do not allow children to play in heater rooms, attics, under buildings, in or near vacant buildings, or on construction sites.
- Smoking in bed is dangerous. Noncombustible ashtrays of ample size should be used for disposal of smoking materials. All burning embers must be totally extinguished prior to emptying ashtrays. Empty all ashtrays into metal containers; never use plastic containers for disposal of smoking materials indoors. Make it a habit to inspect all upholstered furniture prior to retiring if there has been smoking.
- The use of attic spaces or heater rooms for sleeping purposes, even temporarily, is prohibited. Infirm or exceptional family members should sleep on the ground floor if possible. Inform the fire department of any disabled family members.
- Pots or pans should not be left unattended on turned-on kitchen stove burner. Stove top fires may be extinguished by putting a cover on the utensil and turning off the burner.
- Never use water on grease fires or attempt to carry the utensil outside; always protect your hands!
- Window curtains and towel racks must be secured with sufficient clearing space so that they will not be ignited by the cooking stove heating elements.
- The use of gasoline and other flammable liquids for cleaning purposes is strictly prohibited!
- Pilot lights on kitchen stoves, furnaces, and water heaters can ignite vapors of gasoline, paint thinners and similar flammable liquids. Gasoline-powered equipment will only be used and serviced outdoors.
- Flammable solvents or fuels must be stored outdoors or in a well ventilated storage shed, NEVER inside the quarters! Only Underwriters' Laboratories (UL) listed safety cans should be used for storage. Flammable liquids should not be added to bleaches or detergents as the resulting mixture or vapors may be especially hazardous.
- Paints, varnishes, floor waxes, furniture polishes, and similar materials in tightly sealed metal containers are permitted in amounts not to exceed immediate requirements. Storage of these products follows the same rules as for flammable liquids described in the preceding paragraph.
- All rags, waste, mops, or other material permeated with flammable liquids and the like will be cleaned or disposed of outside the family quarters to prevent spontaneous combustion.
- Responsible residents will insure that filters and lint screens on heating, air conditioning, and clothes drying equipment are kept clean to prevent overheating and a possible fire. Clogged or obstructed filters and exhaust ducts must not be used until cleaned by the occupant or Property Maintenance as appropriate.

- Defects in chimneys, flues, stacks, heating equipment, gas connections, kitchen appliances and exhaust system, water heaters, electric light fixtures, wall switches and outlets, and other potential fire hazards are to be reported to the management office immediately.
- Heater rooms should not be used for storage. Combustible material should not be placed within 3 feet of any portable heating device, wall, space, or floor heater.
- Open fires are prohibited outdoors except in specifically designed outdoor cooking equipment. Indoor fireplaces must not be operated without a suitable fire screen, and must never be left unattended. Ashes or embers must always be put in metal containers outdoors. Flammable liquids, other than those specifically labeled for lighting charcoal, must never be used to "quick-start" a fire.
- Outdoor cooking grills, when in use, should be at least 10 feet from the house in any direction. When finished grilling, be sure to shut the gas valves off at top switch and at the bottom.
- Good housekeeping, care, and cleanliness are synonymous with good fire prevention. Don't block exits. Accumulations of combustible materials must not be allowed in basements, attics, storage areas, closets, under stairs, under buildings and porches. Proper periodic cleaning will prevent grease from accumulating around cooking equipment.
- All seasonal decorations will be flame retardant and kept to a minimum. Special instructions relative to preventing Christmas trees from becoming dry will be published prior to the holiday season. Such instructions will include re-cutting the base of the tree diagonally above the original cut and rigidly supporting the tree in a container filled with water.
- Use only UL approved extension cords; the use of "power strips" is encouraged.
- Vehicles will not be parked within 10 feet of fire hydrants.

### **FIRE PREVENTION INSPECTIONS**

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

### **FIRE REPORTING**

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

- Immediately warn all occupants and help them leave the premises
- Close all doors when leaving
- Notify the fire department promptly by calling 911

- Give your name, house number, and street, do not hang up until told to do so by the fire department
- Wait at a safe distance to direct fire department and advise them if all persons are out of the building

All fires must be reported regardless of size and whether or not they have been extinguished.

### **HOUSEKEEPING**

"Clean houses don't burn." It may be an overstatement, but clutter can escalate a small fire into a blazing inferno. Keep closets, pantries, linen cupboards, and storage areas tidy. Do not store anything in the furnace room or water heater closet.

### **NATURAL GAS - SAFETY TIPS**

Natural gas has no odor. To help you detect the presence of gas, the gas companies add a strong odorant that smells like rotten eggs. If you smell this odor:

- Exit the building immediately.
- Do not use matches, lighters, electrical switches, appliances, your telephone, or your cell phone.
- Call the Service Order Desk from a neighbor's house.
- Do not reenter the building until the Fire Department has declared it safe to do so.
- Your natural gas appliances should produce a clear, steady blue flame. Small amounts of yellow and orange are normal and may occur occasionally. Be sure to schedule a service call if your appliances do not operate in this manner.

If you notice an uneven flame on your range, the burner ports may be clogged. To correct this problem, make sure that they are properly set in their place. If the condition persists, wash the burners carefully to dislodge any particles. If these procedures do not correct the problem, call in a service order. Keep paints, solvents, and chemicals away from your natural gas appliances. Keep the areas around and on top of your furnace and water heater clear.

### **POWER EQUIPMENT**

Do not refuel lawn mowers, edger's, or other gas-powered tools while the motor is running. This equipment should have sufficient time to cool before refueling. Electrical equipment should be checked prior to use to ensure wiring is in good condition.

### **SMOKE/CARBON MONOXIDE DETECTORS**

All homes will be equipped with operational smoke detectors, wired directly into the building's electrical system in order to provide a reliable power source. Residents are asked to test their detectors when they move into the unit and every 30 days thereafter. If you

experience any problems with the detectors, place a maintenance call immediately. Residents must not disconnect detectors, and may be held liable if a fire should occur. If your smoke detector also has a battery backup system, please change the batteries when you adjust your clock for daylight saving time. Carbon Monoxide detectors are installed in renovated and newly constructed homes.

Do not remove or disable smoke detectors! Disabling of smoke detectors is a violation of Federal Law and violators will be liable if a fire occurs.

### **Smoke Detector Checklist - PLEASE TEST MONTHLY!**

#### Visual Check:

- Power indicator light must be lit.
- Detector must be securely mounted.

#### Operational Check:

The test button activates the electric circuit only. The smoke sensing device is not activated by the test button.

NOTE: The smoke detector is an important part of the household and should be operational at all times. Occasionally, clean the smoke detector by using the vacuum cleaner, remove the brush or other attachment, hold the hose near the chamber parts and evacuate dust that collects in the chamber.

Should resident note any of the deficiencies listed below, contact Balfour Beatty Communities Maintenance.

- Mounting is not secure.
- Power indicator light is off.
- Detector fails to function when exposed to SAFE SMOKE.
- Detector fails to function when test button is depressed.

### **STORAGE OF GASOLINE OR OTHER FLAMMABLE LIQUIDS**

Gasoline and other flammable liquids will be stored in the garage, or in another cool place with proper ventilation. Gasoline shall be limited to a maximum overall quantity of three gallons. Use only UL approved safety containers for the storage of gasoline/flammables.

### **WELDING**

Welding is NOT permitted in the housing area. Welding units/equipment may not be used or stored in Balfour Beatty Communities housing areas.

## SECTION D

### DISASTER PREPAREDNESS INFORMATION

Be aware that the Balfour Beatty Communities area is subject to many natural phenomena like severe thunderstorms with lightning, snow storms, ice storms, and hurricanes. Balfour Beatty Communities will work in close coordination with all installation disaster preparedness plans.

Local television and radio stations will give excellent, up-to-the-minute severe weather bulletins on impending storms. Sirens will be used for notification of severe weather warnings that may affect the area. Make sure all members of your family know the meaning of the warning signals and what is expected of them. Follow instructions given by local, federal, and installation authorities. Message will be sent via telephone as a mass notification when emergency situations arise. Please be sure the management office has an up to date phone number on file.

We recommend keeping the following on hand as a survival kit: bottled water, baby food, battery-operated radio, first aid kit, plastic eating utensils, extra batteries, flashlight, non-perishable (canned) foods, dry (powder) beverages, toiletries, items for younger children, magazines and books, extra work clothing, bedding material, pillows, personal hygiene items and prescription medications.

We recommend that residents take the following precautions when a storm is imminent:

- Follow instructions on local cable and weather channels.
- Call the post emergency phone number 717-245-3700 for post closure information.
- If resident has a freezer, set the temperature at the maximum freezing level before the storm arrives. If the freezer is fairly full and opening is avoided, frozen food may be kept without spoiling for at least 3 days, should a power outage occur.
- Move articles from the cellar or basement to a higher place where they will not be damaged by water. Close basement windows.
- Secure porches and patios, lawn furniture and other outdoor objects.
- Close damper in fireplace.
- Stay indoors, especially children and pets.
- Keep away from windows during the height of the storm.
- If there is no garage, park cars away from trees or poles.
- If water supply was interrupted, boil water from faucet for at least 5 minutes before using.
- Do not use landline telephones during a thunderstorm.
- After the storm is definitely over, move about with great caution. Beware of downed power lines. Trees, buildings, bridges, and streets and roads may be in weakened condition. Do not go sight-seeing!

The following precautions are recommended to be taken by residents when a storm of hurricane proportion is approaching:

- Have flashlights, batteries, candles, matches, and lamps on hand.
- A portable radio will be helpful, make sure to check the batteries.
- Store a supply of canned food and a can opener in a safe spot. Include a small supply of canned meat.
- Store several jugs of drinking water.
- Reduce quantity of perishable food in refrigerator to prevent extensive loss in case of a power failure.

## SECTION E

### MISCELLANEOUS

#### BUSINESS IN THE HOME

Some businesses for profit may be conducted from the home and must be requested in writing, and must be approved by the Community Manager. In no case will a business be authorized or continued at the expense of community tranquility or safety. Utility costs associated with a business in the home will be considered. If the utility costs associated with a business in the home exceed what is considered reasonable, it is unlikely the business will be approved before all homes are fully metered. Instructions for requesting approval from Balfour Beatty Communities Management are as follows: Request shall be in writing, signed by the military member. It shall provide a detailed description of business to include type of business, method of advertising, phone numbers used, degree to which business will increase traffic in the housing area, required appliances/equipment, products and materials used (especially those that may be considered hazardous), method of storage, volume of inventory, and utility use (such as water, electric, etc). Example: use of oven at 200 degrees for one hour each day, no more than five hours per week. Balfour Beatty Communities policies must be followed. The Community Manager will review each request and provide written authorization or denial notice. Allow a maximum of 30 days for approval/disapproval.

#### CABLE TV

Cable TV lines have been installed in all housing units. If residents wish to have the cable TV activated, contact your local provider.

#### FAMILY SEPARATIONS

If the service member moves out of the house, or certain family members move out, please contact the Community Management Office immediately. The separation need not be legal nor must resident be divorced. If the move-out changes the eligibility status, so that the resident is no longer eligible for family housing, the unit must be returned to Balfour Beatty Communities for reassignment. The service member has 30 days from the date he/she is no longer eligible for family housing to vacate the unit.

#### GARAGE/YARD SALES

Garage/yard sales are not permitted. The post conducts an annual yard sale that you are welcome to participate in. Check with the management office and web site for details and dates.

#### GUESTS

Social visits by guests (including extended family members) are limited to 30 consecutive days,

and 90 total days during any 365-day period. Exceptions must be submitted to your Resident Care Specialist for approval by the Balfour Beatty Communities Community Manager. All visitors whose visit will exceed 30 days must be reported to the Community Management Office. Please remember that residents are responsible for their guests' familiarity and compliance with all housing and base regulations.

### **PARKING**

The following guidelines answer some common parking concerns, but are not all inclusive:

- Do not park on grass areas.
- No parking within 15 feet of a fire hydrant.
- No parking in the driveways of vacant or neighboring units.

### **SATELLITE DISH**

Balfour Beatty Communities residents who desire satellite service must obtain satellite dish installation guidelines from Community Management. As the requirements at each installation are significant and complex, approval must be obtained prior to commencement of installation. See your Resident Specialist for details.

### **SEASONAL DECORATIONS**

Seasonal decorations must be removed from exterior of home and yard within two weeks of the passing of the holiday they were intended to celebrate. Removal of general yard decorations can be requested at the discretion of Balfour Beatty Communities and all requests must be followed.

### **SOLICITATION**

No solicitation is allowed in family housing areas.

### **TELEPHONES**

Balfour Beatty Communities is responsible for internal wiring of the telephones in the kitchen and living room of your home. If there is a problem, contact Balfour Beatty Communities Maintenance first and let them determine if it is an outside problem in which case you will need to contact the telephone company.

### **TRAMPOLINES**

Due to liability and safety issues, trampolines are not permitted in the family housing areas.

### **WATER BEDS**

The resident must check with the Community Management Office if the load bearing capabilities of the particular home will support the load of a water bed. Damage caused by waterbeds will be charged to the resident.

## SECTION F

### TERMINATION OF FAMILY HOUSING

#### RESIDENT REWARD PROGRAM

Military members and their families residing in Balfour Beatty Communities' housing at any installation are eligible to transfer to Balfour Beatty Communities' housing at another installation and receive \$100.00! Contact the management office for details.

#### ENTITLEMENT CHANGE

##### **To Other Housing**

If resident becomes entitled to a higher housing category because of promotion, or increase in number of dependents, resident may be placed on our waiting list for another home. Contact Balfour Beatty Communities Office for guidance concerning placement on the waiting list for an appropriate unit. The effective date of the application is the date the resident applies, and the move is at their own expense. The six month initial lease requirement must be completed before transfer may be affected.

##### **Loss of Entitlement**

Resident must vacate privatized housing before or on the last day on which eligibility expires, regardless of the reason that caused the eligibility to end (such as divorce, separation, retirement, etc.) If resident fails to vacate or refuses to vacate after their eligibility expires, Balfour Beatty Communities has the legal right to evict them from the property (removing their belongings from the house and preventing them from re-entering the house). Resident will be liable for certain costs and damages, to include legal and court fees caused by their refusal to vacate.

#### GIVING NOTICE

**The Balfour Beatty Communities Management Office must be notified in writing at least 30 days in advance of vacating housing** (except for short notice PCS or ETS). Residents are encouraged to contact transportation and finance offices. A pre- and final inspection with Balfour Beatty Communities will be set when you turn in your notice to vacate. **HARD COPIES OF ORDERS ARE NOT REQUIRED** to schedule a pre-inspection but are required prior to final inspection.

**If the initial lease term of 12 months has not been completed, or less than 30 days notice are given, a lease termination fee will be charged.** Normally, the requirements of the lease will be recognized but exemptions may be requested in writing.

#### PRE-TERMINATION INSPECTION

This inspection is designed to assist in preparing for the final inspection. Together, the resident and

a Community Management team member will identify any damages above fair wear and tear, work requirements for maintenance, and preview the cleanliness standards for the unit. The list of discrepancies identified at the time of home assignment will be included as part of the pre-and final inspection process.

Contact the Army Lodging Office at 245-4245 for information about temporary lodging and reservations prior to a PCS move.

### **TERMINATION INSPECTION**

When the resident provides written notification to vacate housing, the final inspection date will be scheduled. Resident will meet a Community Management team member at the home on the date and time scheduled. Please ensure all clearing requirements have been met, and keys are available for return.

If the house fails inspection, re-inspection is scheduled at the earliest mutually acceptable time to minimize delay of departure.

Following successful final inspection, resident will return to the Community Management Office to complete termination paperwork. Any outstanding balances must be paid in full prior to departure. Acceptable means of payment include money orders, cashier's checks, Visa and MasterCard. Personal checks and cash are not accepted.

### **CLEANING REQUIREMENTS**

The resident will be required to clean quarters before being cleared. Minimum cleaning standards are listed below. Resident will have the choice to clean the home himself/herself or pay to have it professionally cleaned. After paying Balfour Beatty Communities for assessed damages, and turning in all keys, the resident will be given a Final Reconciliation Form.

- Remove all trash, food and personal belongings from the home
- Sweep and wet mop all floors if extensive debris exists.
- Vacuum carpets. Pet owners are responsible to have their carpets professionally steam cleaned including a "pet-odor neutralizer" treatment. Receipt for these professional services must be provided at termination.
- Thoroughly clean all appliances (i.e. range, oven, exhaust fan, refrigerator, and dishwasher).
- Thoroughly clean all bathrooms. (i.e. tub/shower, tub/shower walls, sink, toilet, medicine cabinet)
- Remove all graffiti, markings, and stickers from ceiling, walls and window sills.
- Clean front and back yards of all rubbish, garbage, animal feces, etc. and remove all personal items.
- Clean exterior doorways, porches, and patios.

- Clean and organize your garage, trash containers, and recycling bins
- If the above mentioned actions have not been taken by the time the final inspection, additional charges will be assessed.

**BALFOUR BEATTY COMMUNITIES**  
**Estimate Move-Out Charges**

**Cleaning and Damage Charges**

Painting	\$150.00	Per room
Carpet Cleaning	\$50.00	Per room
Cleaning of Home		
	\$200.00	3 Bedroom
	\$250.00	4 Bedroom
Remove Wall Paper/Border	\$20.00	Per hour
Shelf Removal (Wall Mounted)	\$10.00	Per shelf
Shelf Paper Removal	\$30.00	Kitchen Cabinet

General cleaning of any kind is NOT considered to be a condition of normal wear and tear. Please leave your home clean. If the home is not left clean, the following charges will apply.

Oven	\$45.00	Wash Heat Registers	\$5.00 each
Range Top	\$20.00	Shower Wall Tile	\$30.00 each
Vent Hood	\$10.00	Commode	\$10.00 each
Refrigerator	\$15.00	Bathroom Sink	\$2.00 each
Kitchen Floor	\$20.00	Bath Cabinets	\$4.00 each
Counters	\$2.00 each	Mirrors	\$2.00 each
Cabinets	\$4.00 each	Medicine Cabinet	\$10.00 each
Light Fixtures	\$5.00 each	Plumbing Fixtures	\$2.00 each
Sink	\$2.00 each	Sweep Out Garage	\$20.00 each
Dishwasher	\$5.00	Vacuum Carpets	\$10.00 per room
Bathtub	\$25.00 each	Clean Closet Shelves	\$3.00 each
Trash Receptacle Cleaning	\$10.00 each	Weed Flower Bed	\$10.00 hour
Trash Removal	\$5.00 per bag		
Wash Walls	\$10.00 each		

**Replacements (flat charge)**

Oven Rack	\$50.00 each	Broken/Missing Screen	\$50.00 each
Refrigerator Crisper Tray	\$75.00 each	Broken/Missing Window	\$75.00 each
Interior Door	\$30.00 each	Mini-Blind Replaced	\$20.00 each
Exterior Door	\$500.00 each		

Note: Subject to change without notice

## SECTION F

### QUICK REFERENCE PHONE LIST

The following facilities are located on the post with appropriate building numbers and telephone numbers.

*Barracks Crossing (Hobby Shops)*

Auto, Framing & Craft Shop located in Bldg. 632. For more information call 245-3319

*Chapel*

Located in Bldg. 452. For more information call 245-3318

*Child Development Center*

Located in Bldg. 455. For more information call 245-3701

*Civilian Personnel Office*

Located in Bldg. 46. For more information call 245-3912

*Class Six*

Located in Bldg. 860. For more information call 245-2275

*Cleaners, Tailoring, UPS*

Located in Bldg. 842. For more information call 258-1856

*Commissary*

Located in Bldg. 851. For more information call 245-3105

*Dental Clinic*

Located in Bldg. 450. For more information call 245-4542

*Education Center*

Located in Bldg. 609. For more information call 245- 3943

*Equal Opportunity Office*

Located in Bldg. 46. For more information call 245-3151

*Fitness Facilities*

Located in Bldg. 120. For more information call Jim Thorpe Physical Fitness Center. 245-4343

*Golf Course Lounge & Snack Bar*

Located in Bldg. 901. For more information call 245-3267

*Health Clinic, Dunham Army*

Located Bldg. 450. For more information call 245-3915

*Household Goods*

Located in Bldg. 46. For more information call 245-3172

*Information, Ticketing & Reservations (ITR)*

Located in Bldg. 842. For more information call 245-3309

*Letort View Community Center (LVCC)*

Located in Bldg. 313. For more information call 245-3991

*Library*

Located in Bldg. 122. For more information call 245-4300

*Members First Credit Union*

Located in Bldg. 842. For more information call 243-3900

*Military Police*

Located in Bldg. 400. For more information call 245-4115

*Official Mail & Distribution Center*

Located in Bldg. 122. For more information call 245-4809

*Optical Shop*

Located in Bldg. 844. For more information call 249-5150

*Post Exchange*

Located in Bldg. 844. For more information call 243-2463

*Post Office*

Located in Bldg. 46. For more information call 258-1930

*Recreational Vehicle Storage*

Located in Bldg. 870. For more information call 245-3319

*Retirement Services Office*

Located in Bldg. 315. For more information call 245-4501

*Root Hall Bookstore*

Located in Bldg. 122. For more information call 258-3326

*Staff Judge Advocate Office* (legal assistance)

Located in Bldg. 122. For more information call 245-4940

*Strike Zone Bowling Center*

Located in Bldg. 686. For more information call 245-3027

*Swimming Pool*

Located in Bldg. 333. For more information call 245-3560

*Reynolds Movie Theater*

Located in Bldg. 118. For more information 245-4108

*Thrift Shop*

Located in Bldg. 632. For more information call 243-1434

*Vehicle Registration*

Located in Bldg. 842. For more information call 245-4972

*Veterinary Services*

Located in Bldg. 627. For information call 245-4168

*Weapons Registration*

Located in Bldg. 400. For more information call 245-4115

*Youth Center/Services/School Age Services*

Located in Bldg. 637. For more information call 249-4422

*Off-Post Information:*

Borough of Carlisle - 249-4422

Carlisle Regional Medical Center Emergency Room -245-5500

Cumberland County Historical Society - 245-7610

Downtown Carlisle Association (Chamber of Commerce) - 245-2648

Driver's Licensing - 249-3918