

# Community Handbook



FORESTCITY  
MILITARY COMMUNITIES  
NORTHWEST

December 18 2007

# **TABLE OF CONTENTS**

## **General Information**

## **Page**

Privatization.....	1
Acronyms.....	1
Common Definitions.....	1
Important Phone Numbers.....	1
Website.....	1

## **Neighborhood Policies**

Absence from Premises.....	2
Alterations/Repairs/Liens.....	2
Appliances.....	3
Cable Television/Internet/Satellite Dish/Antenna.....	5
Changes in Status.....	6
Childcare.....	6
Common Areas.....	7
Community Centers and Programs.....	7
Community Sports and Recreational Areas.....	8
Damages to the Premises.....	8
Drug Free Policy.....	8
Energy and Water Conservation.....	8
Entry on to Premises.....	10
Evictions.....	10
Fences.....	10
Firearms/Weapons.....	10
Fireworks.....	11
Foster Care.....	11
Garages/Carports.....	11
Grounds Maintenance.....	12
Guests.....	12
Holiday Lighting/Exterior Decorations.....	13
Home Based Businesses/Commercial Enterprises.....	14
Housekeeping.....	14
Keys/Locks/Garage Door Openers/Mailbox Keys.....	15
Law Enforcement.....	16
Lease Violation Notices.....	16
Live-In Care Providers.....	16
Locked Out of Residence.....	17
Maintenance.....	17
Maintenance Tips.....	18
Move-In Process.....	19
Move-Out Process.....	19

## **TABLE OF CONTENTS (Continued)**

<b><u>Neighborhood Policies (Continued)</u></b>	<b><u>Page</u></b>
Move-Out Process for Early Termination.....	20
Neighbor Relations.....	21
Nuisance (Disturbances and Noise).....	21
Occupancy Limits.....	21
Parking.....	22
Personally-Owned Play Equipment and Neighborhood Playgrounds.....	23
Pest Control.....	23
Pet Policy.....	24
Refuse Collection and Recycling.....	27
Relocation Process.....	28
Rent Collections.....	28
Renter's Insurance.....	28
Resident Inquiries and Concerns.....	29
Safety.....	29
Signs.....	33
Smoke and Carbon Monoxide Detectors.....	33
Snow and Ice Removal.....	33
Solicitations.....	33
Telephone Line Maintenance.....	33
Trampolines.....	34
Vehicles.....	34
Wading Pools/Swimming Pools/Hot Tubs.....	35
Waterbeds.....	36
Website.....	36
Wildlife/Bird Feeding.....	36
Yard and Garage Sales.....	36
Yards – Prohibited Items.....	36
Exhibit A: Cleaning Guideline Checklist.....	A-1
Exhibit B: Basic Disaster Supplies Kit Checklist.....	B-1
Exhibit C: Safety Pamphlet.....	C-1

## GENERAL INFORMATION

### PRIVATIZATION

Navy Region Northwest is one of numerous Navy installations to privatize their family housing communities. As such, Pacific Northwest Communities, LLC, a partnership between Forest City Military Communities, LLC (“FCMC”) and the Navy, is proud to assume responsibility for the military family Residents’ housing needs. Forest City Residential Management, Inc., (“FCRM”) as the Agent for Pacific Northwest Communities, LLC, will perform the day-to-day management responsibilities. The FCRM team, located conveniently at Neighborhood Management Offices, stands ready to assist Residents in every possible way by offering superior, quality housing services to ensure their assignments at Navy Northwest are pleasant and memorable.

### ACRONYMS

GM	General Manager
NMO	Neighborhood Management Office
NHO	Navy Housing Office

### COMMON DEFINITIONS

Agent/Property Manager	Forest City Residential Management, Inc. (“FCRM”) / (“PM”)
Guest	Guest of Resident
Occupant	Children, Spouse, Authorized Dependant
Owner	Pacific Northwest Communities, LLC
Premises	Home, garage/carport/designated parking, yard(s), storage sheds
Quiet Hours	2200 Hours through 0600 Hours
Resident	Party signing the Lease Agreement

### IMPORTANT PHONE NUMBERS

Police, Fire, Ambulance:	911
Maintenance Service Request Line:	(888) 693-4570
Neighborhood Management Offices:	
East Sound Office	(206) 282-0830
West Sound Office	(360) 598-5831
North Sound Office	(360) 679-4241

### WEBSITE

[www.fcnavynorthwest.com](http://www.fcnavynorthwest.com)

## NEIGHBORHOOD POLICIES

### 1. ABSENCE FROM PREMISES

Written notification is required to the NMO prior to leaving the Premises vacant for more than fourteen (14) consecutive days. The Resident should make arrangements for a representative to have access and responsibility for the Premises. The contact information should be provided to the NMO. Resident shall assume all liability for the representative's behavior. Owner will not be responsible for any damages resulting from the Resident's absence from the Premises due to the Resident's negligence, recklessness and/or intentional conduct.

In addition, please take the following actions prior to leaving the Premises:

- a. DO NOT turn off heat during the winter months. Leave thermostat at 55 degrees at the minimum.
- b. Disconnect all hoses from outdoor faucets.
- c. Lock all doors and windows.
- d. Lower, but do not completely close blinds, shades or curtains.
- e. Place timers on a few lights or a small radio.
- f. Stop deliveries of newspapers, mail, and other routine deliveries.
- g. Arrange for any items in the yard to be moved or removed for lawn care services to mow the lawn.
- h. Make arrangements to have any fenced areas mowed. Resident is responsible for the cost of any required yard maintenance in the fenced area that must be completed by the NMO.
- i. If absent for longer than 30 days, make arrangements to ensure timely Rent payments.

### 2. ALTERATIONS/REPAIRS/LIENS

Any proposed alterations to the Premises must be submitted to the NMO in writing. This includes interior and exterior repainting; changes to or installation of mechanical, electrical, plumbing, and structural equipment or major appliances; alterations to the configuration of the Premises; wallpapering; and replacement of fixtures. Approval must be granted in writing *prior* to starting the work or purchasing materials. The approval will specify the terms and conditions for maintenance and liability. Once approval has been granted, the Resident is responsible for the continued maintenance of the improvement. Resident shall be responsible for all costs for repair or replacement of any removals or changes.

It is understood that when the Resident vacates, walls must be restored to the original color or Resident will be charged for any additional coat(s) of paint required to return the Premises to its original condition.

Small nails may be used to hang pictures unless the Neighborhood Management Office recommends other devices. No spikes or hooks shall be driven into the walls or woodwork. Fixtures used for window coverings, shall not be attached to any window frame.

Owner-furnished blinds may not be removed or replaced except by Owner. Windows may not be covered with aluminum foil or any other type of tinting/darkening product.

If you are a Resident of a historic home and have executed a Historic Home Addendum you must comply with the Addendum as well as the Community Handbook. In the event of conflict, the Historic Home Addendum shall apply.

Resident may not encumber the Premises or permit any person to claim or assert any lien for the improvement or repair of the Premises made by Resident. Resident shall notify all parties performing work on the Premises at Resident's expense that the Lease does not allow any liens to attach to the Owner's property interest.

### **3. APPLIANCES**

Resident is not to perform any maintenance on appliances other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs. Please contact the NMO for assistance.

#### **Dishwasher**

During the move-in process the Relocation Specialist will provide instructions on the operation of dishwasher and point out any special features. Following are some suggestions for safe and efficient use of the dishwasher:

- a. Use dishwashing detergent made only for dishwashers (Electrasol, Cascade, etc.).
- b. Remove excess food and debris before loading.
- c. Arrange dishes so water can run off.
- d. Remove paper labels before washing jars or cans.
- e. Determine if the glassware, dishes, pots and pans are dishwasher safe.
- f. Wash **by hand** all hand-painted china, woodenware, colored aluminum or cast iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'.
- g. Frequently check/clean the filter in the bottom of the dishwasher.

#### **Garbage Disposal**

These units are very handy but must be used with care as they are easily damaged. To properly operate the garbage disposal:

- a. Keep the drain stopper in when not in use.
- b. Remove the drain stopper, turn on the *cold* water, and keep it going during the entire operation to thoroughly flush ground waste into the main wastewater lines.
- c. Turn on the wall switch to start the disposal and feed food waste directly into the disposal.
- d. *Never* put your fingers or hand or any utensil into a running disposal.
- e. Run the disposal until food grinding can no longer be heard.
- f. *Do not* put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other very hard or fibrous foods down the garbage disposal.
- g. *Never* put chemical drain cleaners down the disposal, as serious corrosion and damage may result. Resident will be responsible for any damage caused by improper use.

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

- a. Determine what recently was processed by the disposal before calling. This will help them determine the problem.
- b. Press the reset button on the bottom of the unit and try the switch again. Refer to the appliance manual or call the Maintenance Service Request Line and ask for instructions if the reset button cannot be located.

### Refrigerator

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth, mild soap, warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency.

Call the Maintenance Service Request Line if the refrigerator is not cooling or freezing properly or if any parts are broken. Please do these simple tests before calling the Maintenance Service Request Line for service:

- a. If the light is not on, check to see if the power cord is plugged in. Also, check the bulb.
- b. If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- c. Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the Maintenance Service Request Line.

Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month. Turn the temperature control to low during longer periods of absence. Placing an open box of baking soda or used coffee grounds in the refrigerator will help to absorb odors. Be sure to discard perishables such as meats, milk, and produce to maintain proper sanitation while away. Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

### Stoves, Ovens & Microwaves

The proper use and care of stoves, ovens, and microwaves will not only save utilities and repairs, it will give better results in cooking/baking and may prevent serious injury or fire. Routine cleaning will make preparing for the final inspection much easier. Here are a few pointers that may help:

- a. Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled.
- b. Clean under the stovetop frequently. Spilled grease and food contribute to fires.
- c. Non- self-cleaning oven - Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
- d. Self-cleaning or continuous-cleaning oven - Read the appliance manual for proper use. Call the Maintenance Service Request Line if the appliance manual is missing. **DO NOT** use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage

caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.

- e. Microwaves – Read the appliance manual. **DO NOT** put metal objects in microwave. Supervise use at all times.

#### Water Heaters

**DO NOT** attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should be reported to the Maintenance Service Request Line. NEVER use the space surrounding the water heater for storage; it is a serious fire hazard.

While automotive repairs are not allowed anywhere on or in the Premises or in the Neighborhood, it is vitally important that such work not take place in any area where natural gas water heaters may be located. The results could be deadly.

#### **4. CABLE TELEVISION /INTERNET /SATELLITE DISH /ANTENNA**

Resident is financially responsible for all costs incurred for installation of cable TV and/or Internet service or connections. Additionally, all costs for service are payable by the Resident.

Each Premises is equipped with at least one cable TV connection. The names of the cable companies serving the Neighborhood will be provided at move-in. Prior written approval is required for installation of additional hook-ups. Request forms are available from the NMO.

Satellite dishes are permitted with prior Owner approval and a completed Satellite Dish Addendum to the Lease Agreement. An antenna or dish may receive but not transmit signals; with the exception of Internet service. Approval is required *before* installation; we strongly recommend seeking approval before signing a contract.

The satellite dish must be located entirely within the Premises, preferably the back yard, and shall not be installed in any common area. The satellite dish shall not be attached to outside walls, outside windowsills, roofs, balconies, fences or any other area determined by Owner to be a detriment to the Neighborhood. No holes may be drilled through outside walls, glass, window, roofs, balconies, railings or anything else for installation of any components of the satellite dish. The satellite dish must not hang over any patio/balcony or extend beyond the patio/balcony railing line.

Additionally, the installation: (1) must comply with reasonable safety standards; (2) may not interfere with property's cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to property's telecommunications systems; and (4) may not be connected to the electrical system except by plugging into a 110-volt duplex receptacle. Owner may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.

The Resident will remove the satellite dish/antenna on or before the expiration or termination of the Lease Agreement and repair all damage caused by the removal and restoration of the Premises.

Please respect your neighbor's right to the quiet enjoyment of their home by controlling the volume of your televisions and stereos. Please note that Citizen Band ("CB") base stations or radio/television aerials and wires are not permitted on any part of the Premises.

## **5. CHANGES IN STATUS**

### **BAH Change**

When Resident's BAH rate changes, at any time for any reason, Resident must notify Owner within fourteen (14) business days of the change and complete any necessary documentation. Resident will be responsible for the payment of Rent at the changed rate from the effective day of any change and payable when received by Resident. Resident agrees that the foregoing constitutes effective notice from the Owner of the change in the amount of the monthly Rent, which will take effect upon any increase in Resident's applicable BAH. Failure to notify the Owner of an increase in the BAH does not alleviate Resident responsibility for payment of the changed Rent, and may result in late fees being assessed.

### **Change in Rank or Family Composition**

When Resident's military rank or family composition changes, (i.e., increase or decrease in dependents or change in marital status), Resident must notify your NMO within fourteen (14) business days of the change. Normal move out procedures will apply for all transfers.

In the case of an increase in family composition, the Resident may move into larger Premises, when available and upon NHO's confirmation of the Resident's eligibility for a larger home. Residents must have at least one (1) year remaining in their NAVREGNW assignment at the time of the relocation. Once Premises become available, Resident will be responsible for all costs associated with the move.

In the case of an increase in military rank that allows for a larger Premises or change in neighborhood, the Resident may move to a different home or neighborhood upon confirmation that the Resident has been approved to wear the rank of O6, O4, or E7. Resident must have at least one (1) year remaining in their NAVREGNW assignment at the time of relocation. Once Premises become available, Resident will be responsible for all costs associated with the move.

## **6. CHILDCARE**

Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age.

Resident must obtain written approval from the NMO to operate a childcare program in the home. Resident may provide in-home childcare for others ONLY through participation in the Navy's Child Development Home Program. Resident must be certified through the Department of Navy sponsored Child Development Home Program if childcare is conducted in the Premises for more than 10 cumulative hours per week (e.g., a Resident caring for three children for four hours is providing 12 hours of child

care). Resident must also comply with all applicable state and local laws regarding childcare. Resident must have appropriate insurance coverage. The Resident will be required to bring appropriate licensing and insurance information to the NMO prior to operating the childcare business from the Premises and provide all renewals upon request by the NMO. Resident is responsible for any damages to third parties arising from the in - home childcare program. Conducting an unauthorized childcare business shall result in an immediate cease of operations and may also result in eviction. Resident is responsible for any damage to the Premises as a result of the in-home childcare.

## **7. COMMON AREAS**

All common areas and amenities, including but not limited to parking lots, stairwells, breezeways, jogging trails, courtyard areas, the grounds surrounding the Premises, clubrooms, sport courts, and creeks, must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by the NMO without notification.

Common areas are for the use and enjoyment of all Residents of the Neighborhood. Any Resident, Occupant or Guest(s) behaving in an unreasonable, illegal and/or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease Agreement. Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age.

## **8. COMMUNITY CENTERS AND PROGRAMS**

### **Community Centers:**

Some Neighborhoods will have use of a Community Center(s), for social events, classes, Neighborhood projects and other related events. Owner will offer a variety of programs to the Residents. These programs will be listed in the Resident Newsletter. The following policies are to be followed by the Resident:

- a. Resident, Occupants and Guests will comply with and obey all safety and posted regulations in the Community Centers.
- b. Resident shall immediately report any malfunctioning equipment in the Community Centers.
- c. Resident is solely responsible for the behavior and actions of the Occupants and Guests at the Community Centers.
- d. Resident is responsible for cleaning and damages incurred during their use of the Community Centers.

Please keep in mind that from time to time the Owner may provide various services, equipment and facilities for Resident's use at their own risk. Resident acknowledges that the use of the services or facilities may be canceled or modified at any time, at the sole discretion of Owner, and Resident will not be entitled to any reduction in Rent.

### **Deployed Spouse Program:**

Families of deployed service members may visit the NMO to inquire about and enroll in the Deployed Spouse Program. This program will assist the families of those military members who have been deployed with certain tasks, such as assistance with backyard lawn maintenance. Spouses and remaining family members acting as the head of

household will be offered assistance with, but not limited to, limited toy and furniture assembly and support peer groups.

*Family Leave Program:*

Service personnel and their families who leave their home for more than 30 days at one time may be eligible for the Family Leave Program. Residents may visit the NMO to enroll in the Family Leave Program. This program includes services such as limited plant maintenance, backyard lawn maintenance, weekly preventative home visits to determine no emergency situations have occurred, postal forwarding and package acceptance.

**9. COMMUNITY SPORTS AND RECREATIONAL AREAS**

Uses of sport and recreational areas are at the Residents, Occupants, and Guests own risk. Owner and Agent are to be held harmless for any and all injuries, accidents, or losses suffered while using facilities, other than those that may result from the negligence or willful misconduct of Owner or Agent. Owner does not make any warranties concerning the equipment or facilities, and Residents agree representations have not been made regarding the safety, desirability or quality of equipment or facilities. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Resident, Occupant or Guests. Resident shall notify the NMO of any malfunctioning equipment or facilities.

**10. DAMAGES TO THE PREMISES**

Damaging, harming, or defacing any part of the Premises, whether due to an accident or the negligent, reckless or deliberate action of the Resident, Occupant or Guest, may be cause for eviction. Resident will be liable for the cost of repair and damages to restore the Premises back to its original condition. Residents shall obtain from the NMO information regarding any applicable insurance coverage and are advised to consider purchasing their own liability insurance.

**11. DRUG FREE POLICY**

Resident, Occupants, and Guests will not commit any acts or use the Premises or common areas in such a way as to violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs. The sale or resale of prescription drugs is prohibited. Violation of the drug policy shall result in immediate eviction.

**12. ENERGY AND WATER CONSERVATION**

The goal of energy and water conservation is two-fold; (1) to ensure the essential need of the Resident is met without wasting our natural resources and (2) to reward Residents practicing energy conservation and educate those Residents who are not yet conserving.

The Resident is responsible for practicing energy conservation and the NMO is responsible for tracking individual usage. Saving energy allows for more resources to be available for Neighborhood services and upgrades to your Premises and common areas. Please help provide improvements to your Neighborhood by saving on individual energy costs. The NMO will aggressively investigate any apparent utility usage abuse.

Once individual metering of each home is complete, individual energy consumption notification will allow you to monitor usage from month-to-month. Each Resident will also be provided with a written notice prior to becoming responsible for the payment of utility usage over the Resident utility allowance. The following tips are suggested to conserve and reduce energy consumption without sacrificing comfort.

#### Dishwasher

- a. Only wash full loads and use the energy-saver setting.
- b. Allow dishes to air dry.
- c. If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

#### Heating

- a. Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control. Resident with day-night set back thermostats should consult the instruction manual or contact the NMO for information on how to obtain the most comfortable and efficient settings.
- b. Keep vents free from obstructions.
- c. Check the furnace air filter regularly. It will be replaced twice yearly. Should the Resident choose to replace it monthly, please feel free to call the Service Request Line to obtain a replacement filter.

#### Laundry

- a. Wash full loads and use cold water instead of hot water.
- b. Dry full loads and clean lint filter after each load.
- c. Most materials only need a 10-15 minute wash cycle to get them clean; over washing and over drying will wear out clothes faster.

#### Lights and Other Appliances

- a. Replace incandescent light bulbs with compact fluorescent lights (CFLs). They use 75% less energy and last up to 10 times longer.
- b. Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas. Turn off lights when leaving a room.
- c. Unplug or turn off appliances when not in use.

#### Refrigerators

- a. Open refrigerator door only long enough to get desired food items.
- b. Organize food on the shelves for easy access.
- c. Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines

#### Stove

- a. Defrost foods in the microwave.
- b. Cover pots to shorten cooking time.
- c. Keep oven and range free of grease and baked-on residue.

#### Water

- a. Check toilets for leaks and make sure faucets are shut off properly.
- b. Always use flow controlling nozzle/spray head device for outdoor hoses.

- c. Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads and limit showering time to about 5 minutes.

#### **14. ENTRY ON TO PREMISES**

Owner or Owner's representative for the purpose of warranty inspection/follow-up, lead based paint inspection/follow-up and pest control services may enter the Premises during reasonable hours after giving the Resident no less than forty-eight (48) hours advance notice. Owner or Owner's representative may enter the Premises for preventive maintenance during reasonable hours after giving the Resident five (5) days advance notice. If there is an emergency or abandonment of the Premises, no advance notice is required for Owner or Owner's representative to enter. Upon notice of either party of the intent to terminate the Lease, the Resident will permit the Owner or Owner's representative to show the Premises to prospective residents upon twenty-four (24) hours advance notice.

**Based on concurrent jurisdiction, the Owner or Owner's representative will cooperate with both Navy and local law enforcement agencies for justifiable entry onto the Premises.**

#### **15. EVICTIONS**

The Owner may take certain actions in the event the Resident, Occupants, or their Guests display disruptive behavior, violate rules, or are involved in misconduct in the Neighborhood or become a Nuisance (see Section 37). Eviction is for serious offenses.

Depending upon the situation, the following actions may be taken by the Owner:

- a. The NMO may counsel the Resident(s) and/or issue a warning letter to the Resident of the Premises detailing the violations.
- b. The NMO may issue an "Intent to Evict Notice" to the Resident(s) with a copy to the NHO for a serious offense, frequent offenses or continuing noncompliance with the terms of the Lease Agreement, Addenda or the Community Handbook.

#### **16. FENCES**

Backyard fencing is provided in many areas. Care and upkeep of the enclosed fenced area is the Resident's responsibility.

Resident may not install fencing. Installation of a fence on an unfenced backyard is considered an alteration and must be requested and approved in writing. If approved, fencing must be installed by the Owner at Resident's expense.

#### **17. FIREARMS /WEAPONS**

The primary concern surrounding weapons in the Premises is the general safety of the Neighborhood. Any violation of firearm regulations will result in a formal review and is likely to result in eviction. All firearms must be registered at the NMO within three (3) days of occupancy or procurement of firearms along with the following:

- a. Resident must meet the requirements of all federal, state, and local regulations, statutes, laws, and ordinances concerning the possession, registration, display, carrying, and use of weapons, including all firearms, knives, and other regulated devices. In cases of contradictory regulations, statutes, laws or ordinances, the most restrictive will apply.
- b. Concealed weapons may not be carried or discharged on the Premises or the Neighborhood.
- c. Military weapons may not be stored, carried, or transported onto the Premises or Neighborhood unless authorized by the Federal Government in the performance of military duties.
- d. Large caliber and automatic weapons may not be present on the Premises, unless they are part of a legitimate collection and have had the firing or activating mechanisms permanently disengaged.
- e. Firearms and ammunition must be stored separately from each other in locked cabinets, located out of children's reach. Loaded firearms are expressly prohibited on the Premises.
- f. BB/pellet guns, air rifles, slingshots, arrows, and long or cross bows, are considered firearms. The use of these or any other projectile-propelling device is prohibited on the Premises or in the Neighborhood.
- g. Knives, swords, and any other harmful devices may not be carried and must be securely mounted, or sheathed and secured.
- h. Weapons prohibited by federal, state, and local laws, such as stiletto knives, blackjacks, brass knuckles, switchblades, and zip guns may not be present on or in the Premises or Neighborhood. Hand grenades, bombs, and blasting explosives are prohibited.

Violation of the provisions of this weapons policy is cause for immediate Lease Agreement termination and eviction from the Premises.

#### **18. FIREWORKS**

Fireworks are prohibited. The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited on the Premises or in the Neighborhood. Violation of the provisions of this fireworks policy is cause for immediate termination of this Lease Agreement and eviction from the Premises.

#### **19. FOSTER CARE**

Resident must submit a request for approval to the NMO and receive written approval to add one or more children to the Lease prior to becoming a foster parent. All federal and state rules, regulations and laws regarding foster care will apply.

#### **20. GARAGES/CARPORTS**

See Section 39 PARKING and Section 55 VEHICLES.

## **21. GROUNDS MAINTENANCE**

### **Owner Responsibilities:**

- a. NMOs will regularly mow and maintain all unfenced grounds around the Premises including common areas, community centers and playgrounds. Yards and greenways, etc. that are not kept free of toys, trash, abandoned items or debris will not be mowed, trimmed or edged.
- b. Fertilizing and use of herbicides will be done on a periodic basis. Resident will be given notice of any upcoming fertilization/herbicide treatment, and must remove pets, children and lawn furniture so the yard can be treated. Failure to comply may result in a charge for a re-visit.

### **Resident Responsibilities:**

- a. Removal of personal items from yard for a clear mowing area.
- b. Mowing, raking, and trimming of shrubs and other routine maintenance in fenced backyards are the Resident's responsibility. Grass should be maintained at a height of two inches, not to exceed five inches. Raking of grass and leaves is to be done as necessary to maintain a healthy and attractive lawn. Shrubs are to be trimmed to maintain their shape and not block windows or doors.
- c. Do not use or store fertilizers or herbicides in or on the Premises. Plant food for indoor plants and seasonal fertilizing (with approval from NMO) of annuals and perennials is an exception to this rule.
- d. Do not create new planting beds on the Premises without written approval.
- e. Annuals may be planted in existing beds. Introduction of perennials or other permanent landscaping requires written approval from the NMO.
- f. Residents are responsible for the watering of their lawns and planter bed areas. Watering should be avoided during the heat of the day. If your home has an automated irrigation system, the lawn and planter bed areas will be automatically watered based on a set schedule. If an irrigation head or other components malfunction or if there is excessive runoff, please call the Maintenance Service Request Line.

## **22. GUESTS**

Guests of Resident are welcome in the Neighborhood. A Guest is defined as a relative or friend who is visiting a Resident's home for a few hours up to thirty (30) days. Guests must comply with all rules and regulations contained in the Lease Agreement, Addenda and Community Handbook. The Resident will be responsible and accountable for the actions and behavior of their Guests. Resident is prohibited from accepting rent in the form of cash, check, or in-kind goods or services from their Guests.

Residents must notify Owner, in writing, within forty-eight (48) hours of a Guest's arrival if the Guest will be staying more than thirty (30) consecutive days. Normally Guests may not remain for more than 30 days; however exceptions for family members visiting for extended periods for the purpose of assisting the Resident (e.g., newborn, illness, etc.) may be granted by the NMO on a case-by-case basis, and must be submitted in advance and in writing. It is the responsibility of the Resident to determine if any additional approvals are required. Approval by the NMO does not constitute approval by or for other authorities. The Owner reserves the right to control the entry into the

Neighborhood by Resident's Guests, agents, licensees or invitees, furniture movers, and delivery persons, and may prohibit from the Premises or Neighborhood any Guests or invitees who, in Owner's reasonable judgment, have been disturbing the peace, disturbing other Residents or violating Neighborhood policies.

Residents are not permitted to sublet all or any part of the Premises.

### **23. HOLIDAY LIGHTING/ EXTERIOR DECORATIONS**

#### **Holiday Lighting**

Holiday lighting is authorized for use between the hours of 1700 to 2200 hours from Thanksgiving Day until the second weekend in January. Decorative lighting for other time periods may be installed/displayed one week prior to the holiday and removed no later than three (3) days after the holiday. Holiday/decorative lighting is not permitted at any other time. All lighting must be removed from Premises and stored properly. Overloading of circuits and the overuse of extension cords must be avoided. Resident accepts any and all liability for damages to Premises or injuries caused by holiday or decorative lighting and other decorations.

Lighting may not be left on when there is no one in the Premises.

Any lights or decorations attached to the Premises must not cause any physical damage. Gutter clips or similar clip devices are required for affixing exterior lighting; nails/screws/tacks are not permitted.

Resident will be held financially responsible for any incidental damage to the Premises.

Roof decorations and lighting above the first floor roofline are not permitted. Resident will be required to immediately remove such decorations when discovered.

Canned "snow" or other similar substances must not be sprayed on windows, siding or brick facades.

#### **Exterior Decorations**

Residents should feel free to care for their homes on the exterior; instilling resident and neighborhood pride. Any alteration request needs to be in writing to the NMO prior to making alterations. The following are some of the basic rules which apply to all homes:

- a. One flag is permitted per home; most homes have a preinstalled flag receptacle.
- b. Only patio furniture is permitted on the exterior.
- c. Storage of items on the exterior is not permitted.
- d. Signage of any kind is not permitted.
- e. Child play items (bicycles, play houses, etc.) must be properly stored when not in use.
- f. Exterior window shades are not permitted.
- g. Structural installation of hooks to hang items such as plants is not permitted.

## **24. HOME BASED BUSINESSES/ COMMERCIAL ENTERPRISES**

Home based businesses and other commercial enterprises may only be conducted at the Premises in accordance with the following:

- a. Resident must submit a written request and complete a Home Based Business Addendum and obtain prior approval from the NMO before operating a home business. The approval will apply to any Resident conducting a private business, including but not limited to selling or attempting to sell goods and/or services, cosmetics, household products, cleaning products, tailoring, tax preparation and other computer based businesses, dressmaking, etc.
- b. Home based businesses must be appropriate to and contribute to the family environment of the Neighborhood.
- c. Signage of any kind is explicitly prohibited.
- d. Any business that uses or produces hazardous materials is not permitted. Violation of this term is cause for immediate eviction and recovery of damages by the Owner.
- e. The breeding and/or raising of animals, birds, fish, etc., shall not be permitted.
- f. Pyramid Sales are prohibited.
- g. Childcare businesses - See CHILDCARE, Section 6.
- h. All approved businesses must comply with federal, state and local laws regarding licensing, registration, taxes and insurance. The Resident will be required to bring appropriate licensing and insurance information to the NMO prior to operating the business from their Premises. The business must operate within the guidelines contained within this Community Handbook and all subsequent updates. Resident is responsible for any damages to the Premises or from third parties arising from the conduct of the home - based business.

## **25. HOUSEKEEPING**

Proper upkeep of the Premises from the time of move-in will help insure that the Move-Out process will go smoothly and that charges for misuse will be kept to a minimum. The following housekeeping suggestions are provided to assist the Resident.

### **Carpeted Floor Areas**

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

- a. Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- b. Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- c. Residents, Occupants and Guests are encouraged to eat and drink in non-carpeted areas, over a table to avoid permanent stains/damage.
- d. Use throw rugs, safely secured, on high traffic areas to prevent heavy soil build -up.
- e. Use carpet floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.
- f. Resident is encouraged to remove shoes upon entering the Premises to prevent high traffic areas from becoming overly soiled.

### Tile, Hardwood, and Vinyl Floors

The following suggestions are offered to help protect the Premises floors:

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

### Walls and Woodwork

The following suggestions will help protect walls and woodwork:

- a. Beds, tables, and chairs should not touch the walls.
- b. Bicycles, large toys, strollers, and such items should be moved through doorways with care.
- c. Provide children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to Move-Out.

### Countertops

The following suggestions will help protect the countertops:

- a. Place a cutting board on the surface before chopping or cutting.
- b. Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.

## **26. KEYS /LOCKS /GARAGE DOOR OPENERS /MAILBOX KEYS**

Resident is provided at least two keys to the Premises during the Move-In. The Resident may also be provided with mailbox keys and garage door openers.

All devices (access cards, codes, keys, garage door openers, etc.) issued to Resident for access to common areas, pools, garages, Premises, etc. are the property of the Owner to be utilized solely by and held in possession of the Resident and authorized Occupants. These devices may be subject to additional rules and regulations as issued by Owner. Providing any entrance device other than a key or garage door opener to Resident's Premises to any person without first obtaining written permission from Owner, shall constitute a material breach of this Lease and Owner may terminate tenancy.

Locks shall not be changed, altered or replaced nor shall the Resident add new locks without the written permission of the Owner. Any locks permitted to be installed shall become the property of the Owner and Resident must promptly provide a key to the NMO.

All Premises keys, mailbox keys, and garage door openers are to be returned during the Move-Out Inspection. There is a charge for lost keys, mailbox keys and garage door

openers. If a key is lost, and a change of locks is necessary, Resident will be responsible for the charge.

## **27. LAW ENFORCEMENT**

In Neighborhoods located outside the military installation, the local Police Department will be the primary provider of law enforcement services. Military Police will provide law enforcement services for Neighborhoods located on a military installation. All Residents, regardless of where they live, should call 911 in the event of an emergency. Your call will be properly routed to the appropriate emergency dispatch service PROVIDED YOU CALL FROM A LANDLINE. Calls made from cellular phones may not be routed to Military Dispatch services and may delay response.

Non-life threatening security concerns can be reported 24 hours a day.

**Based on concurrent jurisdiction, the Owner or Owner's representative will cooperate with both Navy and local law enforcement agencies for justifiable entry onto the Premises.**

## **28. LEASE VIOLATION NOTICES**

The NMO may issue a Lease Agreement Violation Notice to Residents for excessive noise, littered yards, illegal parking, carport or breezeway clutter or other similar violations. Additionally, unauthorized pets, unauthorized repair of vehicles, failure to observe posted speed limits or 15 MPH, whichever is less, or failure to obey stop signs will also result in Lease Agreement Violation Notices. Issuance of a Lease Agreement Violation Notice may result in eviction.

Resident, Occupants and Guests will not commit any acts or use the Premises or common areas in such a way as to:

- a. Violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs; or
- b. Commit property damage; or
- c. Create a nuisance by annoying, disturbing, inconveniencing or interfering with the quiet enjoyment, business, or peace and quiet of any other Resident, NMO Staff, contractors, or other persons engaged in lawful activity in the area.

## **29. LIVE- IN CARE PROVIDERS**

Permission for live-in care providers must be requested in writing from the NMO. Requests will be evaluated on a case-by-case basis and should be submitted with documentation specifying the need for live-in assistance. Approval of a live-in care provider is predicated on specific child-care or health-care issues shown to require full-time, live-in assistance.

Resident is responsible to make sure live-in care provider and/or nanny comply with all terms and conditions of the Lease Agreement, Addenda, and Community Handbook.

### **30. LOCKED OUT OF RESIDENCE**

Resident who is locked out may contact the Service Request Line twenty-four (24) hours per day.

Resident will be required to provide proper identification to receive access to the Premises. Resident who calls for lock out assistance more than twice in a calendar year will be assessed a charge. Residents should not take any steps to forcibly open the door.

The NMO will also charge a fee for replacement locks, additional keys and/or damages to the door.

### **31. MAINTENANCE**

The Maintenance Team is responsible for the upkeep of the interior and the exterior of the homes. The team will be in uniform, have identification badges and in easily identifiable vehicles. Maintenance personnel will be available to provide answers to maintenance questions.

**Resident may submit a Service Request by telephone to the dedicated service request line or at the NMO. The Resident will be given a Service Request number for reference. Service Request Dispatchers will receive and respond to calls from 0900 to 1700 hours Monday - Friday. A centralized Call Center Operator will receive service calls and dispatch an on-call service technician after hours, weekends, and holidays to provide 24 hour, 7 day a week coverage.** Service calls will be classified depending on the nature of the request and the danger to the safety of the Resident and the Premises. Calls received and considered routine will be issued the next regular workday. ***Emergency Maintenance is provided 24 hours a day.***

#### Owner Initiated Orders

There are certain repairs, replacements, inspections, and maintenance that the Property Manager is required to perform for the Owner. The NMO will contact the Resident, explain the work to be done, and establish a time for the work to be accomplished.

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

- a. Warranty inspection and follow up
- b. Lead based paint inspection and follow up
- c. Pest control services

Work will be scheduled to cause the least amount of inconvenience to Resident whenever possible. However, Resident may not refuse entrance onto the Premises by Owner, the Neighborhood Management Office or its contractors when notified at least 48 hours in advance, and the requested time is during reasonable working hours. Owner, Property Manager or its maintenance contractors may enter Resident Premises when Resident is absent to perform such work.

Preventative maintenance inspections and services will be scheduled at least five (5) days in advance with Resident unless a situation is deemed an emergency.

## **32. MAINTENANCE TIPS**

### **General Maintenance Information**

Please report any and all needed repairs to the Maintenance Service Request Line or to the NMO. For maximum efficiency, report repairs in the morning whenever possible.

In the event your service request is not completed to your satisfaction and the NMO seems unable to provide a solution, please feel free to contact the General Manager or submit comments via the website [www.fcnavynorthwest.com](http://www.fcnavynorthwest.com).

### **Access to Premises**

Whenever maintenance technicians or exterminators enter the Premises to perform work, a copy of the Service Request will be left detailing the work that was performed. Written permission must be supplied from Resident to the Property Manager authorizing the Property Manager to allow entry to the Premises during the Resident's absence for purposes including but not limited to delivery companies, moving van representatives, out-of-town Guests and relatives. Owner reserves the right to enter the Premises under reasonable circumstances. In all but emergency situations, Resident will be notified 48 hours or more (preventative maintenance) before scheduled entry. Permission to enter is not required in an emergency situation.

### **Peace of Mind**

Please notify the Maintenance Service Request Line of any burned out exterior or common area lights, faulty locks, lost keys, etc.

Please report immediately to police and then to the NMO or 24-hour Call Center any suspicious persons and any strange or unusual vehicles. Please request credentials from all maintenance technicians before allowing entry.

### **General Maintenance Tips**

#### **Plumbing**

The commodes and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. Occasionally there may be a problem with stopped up sewer and plumbing lines. Do not allow objects such as diapers, toys, feminine hygiene products, etc., to be flushed down the toilet. Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. The maintenance dispatcher answering the Maintenance Service Request Line will classify the service call as an emergency, critical urgent or routine service order request. Keep a plunger on hand for use on simple toilet clogs.

#### **Light Bulbs**

Your home is supplied with light bulbs at time of move-in. The Resident must replace all other burned out light bulbs. Please report unlit bulbs over walkways, halls, or common areas to the Maintenance Service Request Line.

#### **Furnace Air Filters**

Air filter(s) will be new at move-in. Your filter is scheduled to be replaced twice yearly. The filter(s) in your home should be cleaned on a regular basis to insure proper

performance of heating units. If you would like your filter changed prior to the scheduled filter change, feel free to call the Service Request Line.

### **33. MOVE- IN PROCESS**

After Resident has selected their new home, the NMO will assist with the completion of the Lease Agreement, any applicable addenda and documents for payment of Rent, as applicable. The Resident will be given all necessary telephone numbers for service calls, the NMO and the General Manager as well as contact information for local services, law enforcement and animal control.

The Resident and the NMO's Relocation Specialist will visit the Premises and together complete the Move-In/Move-Out Property Condition Report at move-in. Special features such as no-wax floors will be pointed out to the Resident at that time. Designated parking, if applicable, will be identified as will the proper storage of refuse and recycling bins. Within three (3) business days of the Commencement Date of the Lease, Resident shall return to the NMO the completed Move-In/Move-Out Property Condition Report detailing any deficiencies noted with the Premises.

Premises keys, mailbox keys (or instructions) and garage door openers will be issued at time of move-in.

### **34. MOVE-OUT PROCESS**

Resident must notify the NMO of the intent to move out as soon as possible, but in no event less than thirty (30) days, unless otherwise provided for in the Lease Agreement. In accordance with the Washington Residential Landlord-Tenant Act, a Resident on a month-to-month lease, vacating at the end of a calendar month, need only provide twenty (20) days notice (i.e., notify in writing to FCRM by the 10<sup>th</sup> of the month). The Resident may terminate the Lease with less than twenty (20) days notice if military orders are received with less than twenty (20) days notice. The NMO will provide an "Intent to Vacate" form, which, when submitted timely to the NMO, fulfills the Lease Agreement requirement to notify the Owner in writing. Military Residents with a month-to-month lease wishing to vacate on a date prior to the end of the month are required to give thirty (30) days notice of their intent to vacate.

Resident will be scheduled for a Pre-Move-Out Inspection appointment to review the condition of the Premises and prepare the Resident for the Final Move-Out Inspection. During this review, the Resident may discuss any concerns about the Final Move-Out Inspection, anticipated damage charges or other assessments (if any), the overall process, and any other issues of concern in preparation for the Final Move-Out Inspection. Deficiencies identified in the Move-In/Move-Out Property Condition Report and not remedied by Resident will be remedied by Owner and associated costs will be the responsibility of the Resident. Residents will be given written instructions on cleaning requirements for the Premises, noting any areas needing special attention. (See Exhibit A.)

Any alterations made to the Premises must be restored to the original condition or remain in place if previously authorized in writing by the NMO. The Resident shall be required to pay for such damages not corrected. If the Resident moves out prior to

paying for the damages, Property Manager will actively pursue payment through all appropriate means under federal, state and local laws.

It may be determined during the Pre-Move-Out Inspection that Residents who own or have owned animals may have to have their home professionally treated for fleas. If required, they must provide proof of treatment to include a thirty (30) day warranty at final inspection. This proof can be a payment receipt or contractual agreement. Residents with pets are also responsible to eradicate tick problems or any other infestation caused by the animal(s). In many cases, a dog or cat owner will be liable for carpet and pad replacement upon move out.

At the time of the actual move-out, the NMO and the Resident or a Resident appointed representative will again jointly assess the condition of the Premises, sign the Move-Out Inspection Report, and return all keys and other access devices to the NMO. The NMO will assist Resident in completing any paperwork associated with the Move-Out procedures.

#### Move- Out Refunds

Rent is collected in arrears via allotment, therefore all refunds due upon move-out cannot be paid until BAH is received by the Owner on or about the first of the following month. After BAH is received, the necessary paperwork is processed immediately to ensure Resident that any monies due are refunded as soon as possible. ***The NMO will provide information by appointment regarding any Rent refund due upon Resident's submission of the "Intent to Vacate" form.***

### **35. MOVE-OUT PROCESS FOR EARLY TERMINATION**

The Lease of a service member Resident is automatically terminated upon departure as a result of permanent change of station orders assignment or if the Resident is no longer active duty military. The Lease Agreement may also be terminated under certain conditions provided for in the Lease Agreement such as when the Resident receives temporary duty or deployment orders to a location equal to or in excess of three (3) months' duration. In addition, a Resident that is a service member shall have the right to terminate the Lease Agreement as provided in the Service members' Civil Relief Act, as shall Resident's dependents as provided in the Service members' Civil Relief Act.

In order to terminate the Lease Agreement, Resident (or, in the case of death, an adult member of the immediate family or personal representative of the estate) shall provide Owner a written twenty (20) day notice of intent to vacate (accompanied by appropriate forms/documents evidencing the circumstances giving rise to such right). The foregoing twenty (20) day period may be reduced or waived by the General Manager or designee under special circumstances. If the notice requirement is waived or reduced, the terminating Resident(s) will not be assessed a penalty for early termination. However, Resident is still responsible to turn over the Premises in accordance with the terms of the Lease Agreement.

Resident has the option to terminate the Lease prior to the Lease Expiration Date for any reason. Resident must submit to Owner at least thirty (30) days prior to the early termination date, a request in writing, a \$250 Early Termination Fee (except in those

circumstances defined in the Lease), together with any outstanding Rent or other amounts owed to Owner pursuant to the terms of the Lease.

### **36. NEIGHBOR RELATIONS**

Resident is reminded that living in close proximity to other families poses certain challenges and opportunities to build life long relationships.

Following are a few simple rules that will help ensure a positive living environment for everyone:

- a. Keep household noise to a minimum and follow guidelines on quiet hours (quiet hours are between 2200 to 0600 hours). Please remember neighbors often work different shifts.
- b. Keep the Premises, including the yard, clean and free of any unsightly refuse.
- c. Make neighbors aware of private gatherings, BBQs or parties that may cause parking difficulties or noise.
- d. Difficulties with a neighbor must be settled peaceably. If all efforts meet with failure, file a complaint with the NMO. The NMO will investigate and attempt to gain resolution to the problem. The complaint, investigation performed, results, and action will be made a matter of record and placed in the file of the Resident filing the complaint and the Resident named in the complaint.

### **37. NUISANCE (DISTURBANCES AND NOISE)**

Resident, Occupants, and Guests are expected to conduct themselves and their pets at all times in a manner that will not offend or disturb other Residents, Guests, NMO staff, or other visitors to the Neighborhood. Any activity causing extreme or excessive noise, excessive traffic, repetitive or excessive disturbance of any kind, or disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the Neighborhood is a lawful cause for eviction. This includes, but is not limited to, behaving in a loud or obnoxious manner, excessive noises by pets, or destroying any part of the Premises or Neighborhood. These actions are considered a "Nuisance" and a serious violation of the Lease Agreement.

Owner has the right to bar individuals from the Premises. Resident must inform Guests of all Lease Agreement provisions regarding use of the Premises and other terms and conditions contained in this Community Handbook and/or the Addenda to the Lease Agreement. Resident's Guests that violate these provisions may be barred and/or arrested for criminal trespassing, after they have received a barred notice and placed on a barred list by Owner. If Resident or Occupant allows a known barred person onto the Premises, it will be considered a material breach of the Lease Agreement and may result in immediate eviction from the Premises.

### **38. OCCUPANCY LIMITS**

Occupancy is limited to the Residents and Occupants identified on the Lease Agreement.

### **39. PARKING**

A carport/garage and/or designated parking spaces have been provided for most Premises. Residents who keep more than two (2) vehicles on the Premises may be required to remove the excess vehicles if conditions become too crowded and/or complaints are received.

Resident will keep all vehicles in good operating order with valid and current inspection/safety stickers, if applicable, state tags and insurance.

Under no circumstances shall any vehicle be parked or driven on lawn areas or parked in front of mailboxes. Mail will not be delivered if the box is blocked.

Resident is responsible for keeping carport or garage clean of oil and debris. Oil drippings should be removed using absorbent materials (kitty litter or oil absorbents) and not washed into the drainage system, with or without detergent. Because vehicle fluid loss may be hazardous and damaging to the parking lot surface, vehicles experiencing fluid loss must be repaired or removed from the premises as soon as detected. Owner will contact the Resident for vehicle removal upon instances of fluid loss. Resident is responsible for any damage caused to asphalt or concrete surfaces resulting from their vehicle's fluid loss.

Resident shall not store vehicles for other people or grant permission to others to park in the Neighborhood.

Resident shall not park in driveways or carports of any other residence.

All motorcycles must be parked in a garage or use a kick plate. Motorcycles are not permitted on sidewalks, in landscaped areas or in the Premises.

Recreational vehicles (campers, trailers, boats, etc.) are not permitted to be parked in the neighborhoods at any time; however, such vehicles may be parked within the confines of the garage on the Premises.

Guests who intend to stay longer than forty-eight (48) hours must register their vehicles with the NMO.

Residents, Occupants, Guests and invitees must adhere to posted speed limit signs and notices to vacate any parking areas for maintenance of facilities.

Owner shall not be responsible for any theft or damage to vehicles parked in the Neighborhood.

Vehicles found in "No Parking" areas, red zones, blocking access, without current registration, inoperable, stationary for extended periods of time, or in Handicapped spaces (without a permit) may be towed at the vehicle owner's expense and risk. Residential garages must be used for vehicle parking.

#### **40. PERSONALLY - OWNED PLAY EQUIPMENT AND NEIGHBORHOOD PLAYGROUNDS**

Personally owned play equipment is discouraged. Personally owned play equipment shall be kept in good working order, and will not be secured to the ground using concrete anchors. Play equipment should be limited to toddler plastic swing sets and sliding boards.

Playgrounds are provided throughout the Neighborhood for Resident, Occupant and Guest use and enjoyment. Although the playgrounds and common areas are cleaned and mowed on a schedule by the maintenance technicians, Resident is responsible to police the area and supervise children such that the area is clean when the Resident, Occupant and/or Guest leaves.

Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age.

#### **41. PEST CONTROL**

Routine control of normal household pests, along with keeping all pets free of fleas and ticks, is a Resident responsibility. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, is expected of the Resident. Resident should contact the Maintenance Service Request Line for assistance for infestations of pests that are beyond Resident capabilities and require professional control measures.

As a general rule, poor housekeeping is the main factor in cockroach infestation. Roaches and mice thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, and on food left out for pets. Roaches may also feed on paper and glue products, including shelf paper. Some things the Resident can do to control roaches, mice and other household pests are:

- a. Deposit garbage in trash cans in plastic bags.
- b. Wipe up spilled foods or drinks immediately.
- c. Do not keep empty soft drink cans or bottles under the sink, and rinse them well before placing in recycling bins.
- d. Keep soiled clothing in a clothes hamper or other container. Wash clothes frequently enough that clothing does not pile up all over the floor.
- e. Store leftover food in airtight containers

In the event the Premises requires extermination, call the Service Request Line. Please prepare for extermination services as follows:

- a. Remove all items from under kitchen and bathroom sinks.
- b. Pick up toys or other objects that may interfere with application.
- c. All persons and pets should vacate the premises during treatment and should not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 to 3 hours (4 hours are recommended).
- d. Remove pet birds from the house, or if the bird(s) cannot be removed, place in a ventilated room that will not be serviced.

- e. Turn off aquarium air pumps and cover tanks and pumps with plastic wrap. Pumps can be restarted about 3 hours after treatment.

After service, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites.

#### **42. PET POLICY**

No pets are allowed at the Premises without the prior written consent of the NMO in a Pet Addendum signed by Resident and the NMO. The Pet Addendum must be updated annually. Only certain types and quantities of pets are permitted as set forth below. Keeping a pet for any duration without written consent in a signed Pet Addendum is a material breach of the Lease. Failure to comply with the Pet Policy and Pet Addendum may result in the removal of the pets from the Premises and/or eviction of the Resident from the Premises. Any Resident who has been required to remove a pet due to violations of the Pet Policy or the Pet Addendum will not be permitted to have any pets on the Premises.

Residents and Occupants are responsible for informing their visitors that visitors' pets are not allowed in the home or in the common areas. Residents are not permitted to use their home to care for pets belonging to other persons without the prior written consent of the Owner.

The keeping of pets is a conditional privilege extended to the Resident exhibiting responsible behavior and in control of the pet. Resident is financially and legally responsible for all pets. Resident must comply with state and local laws and installation policies governing pet ownership, including laws regarding licensing and vaccinations.

#### **Pets Permitted with Prior Written Approval**

Dogs, cats, fish, birds, hamsters, gerbils, guinea pigs, and other animals not expressly prohibited below will be permitted if approved in writing in strict accordance with this Pet Policy.

#### **Prohibited Pets**

- Sylvan animals (animals found in the woods or groves such as skunks, rats, raccoons, ferrets, rabbits, and rodents).
- Wolf hybrids
- Barnyard animals such as pigs, chickens and other poultry
- Exotic animals such as pot-bellied pigs, monkeys, reptiles, arachnids and amphibians
- Animals prohibited under federal, state and local law
- Animals restricted by local municipalities, such as certain dog breeds. For example, the City of Oak Harbor has regulations for full or mixed breeds of the American Pit bull terrier, Staffordshire bull terrier, and the American Staffordshire

terrier. These dogs are required to be kept in a proper enclosure unless the dog is muzzled or restrained by a substantial chain or leash and is under the control of a person over the age of eighteen (18). Approved Pets are permitted subject to completion of a Pet Addendum and an annual update.

### **Policies Applicable to Approved Pets**

- Dogs will generally not be allowed in homes that are located on the second floor above another home. All dogs four months of age or older must have an imbedded microchip for identification purposes, be licensed and wear a collar with the city and county dog tag attached. Licenses must be renewed on or before expiration date of current tags. Dogs and cats must also wear tags with owner identification and house number. If required by the local municipality or county, cats must have and display a current license and tag.
- Number of Pets: There is a limit of two pets per household. For purposes of the count, only dogs and cats will be considered. Other pets (fish, birds, gerbils, hamsters, guinea pigs, or other pets in a cage or tank) will be evaluated on a case-by-case basis.
- The pet(s) must have current inoculations and Resident shall submit records of inoculation upon NMO's request. Rabies immunizations are required for dogs and cats and must be documented with tags on the pet's collar.
- While liability insurance is not required, pet owners are encouraged to consider obtaining such insurance, as the pet owner will be liable for injuries caused by a pet. Resident may be liable for the entire amount of any injury to the person or property of others caused by such pet(s).
- Resident's liability for keeping pets includes, but is not limited to, property damages, cleaning, deodorization, flea or other pest extermination costs, carpet or other flooring replacement. In many cases, a pet owner will be liable for carpet and pad replacement upon move out.
- All permitted animals except dogs and cats must be kept in cages or tanks at all times. Dogs must be confined to the Premises or restrained by a leash or fence in the back yard of the Premises and may not be tied to common area trees, porches or any common area in the Neighborhood. Restraint shall include leashing or chaining the animal to a stationary object to preclude the animal from running free or interfering with the normal flow of pedestrians and traffic. Restraining dogs in front of the Premises is prohibited.
- All dogs must be on a leash upon leaving the Premises and while on Neighborhood grounds. Both dogs and cats must be appropriately and effectively restrained and under the control of an individual while on the Premises and in the Neighborhood. No pets are permitted in the Community Center rooms or offices.
- Disposal of pet waste droppings is to be handled as follows:
  - a. Cats: Cat must have a litter box. Litter should be cleaned daily. The litter must be wrapped and sealed before being disposed of in the trash.

- b. Dogs: Where a “doggie walk” has been designated, dogs are to be walked in that particular area of the Neighborhood, and Resident must pick up and remove any droppings immediately. Dog owners are not permitted to leave pet waste droppings in their yard or anywhere in the Neighborhood. Dog owners must carry a disposal bag and clean up after their animal. The picked up droppings must be wrapped and sealed before being disposed of in the trash. Violation of this regulation will result in an automatic waste removal charge of \$20.00 per occurrence.
- c. Other Pets: Droppings and cage litter must be frequently and regularly disposed of in wrapped and sealed bags. These bags should then be disposed of in the trash.
- Noise and Odors: Pet owners are responsible to control pet noise and odor.
- Breeding: Residents may not breed animals on the Premises. If a pet has an unexpected litter, once the babies are weaned, they must be removed from the Premises.
- Inspections: The NMO will have the right to inspect the Premises, upon notice to the Resident, if written complaints have been received or upon demand (after a 24-hour notice) if the NMO has reason to believe the pet is a threat to the health and safety of other Residents or the Neighborhood.
- Bites: All pet bites must be reported immediately to the local animal control agency and the NMO regardless of when or where the bite occurs. Any pet bite shall result in permanent removal of the pet from the Premises.

### **Exception to Pet Policy**

Animals that assist the Residents or Occupants with special needs are excluded from the pet policy. Residents shall certify and the NMO will verify the following:

- a. The Resident or Occupant has special needs.
- b. The animal has been specifically trained to assist persons with that specific need.
- c. The animal actually assists the Resident or Occupant with the special need.

### **Removal of Pets**

The NMO has the right to act immediately if a Resident is unable or fails to properly care for a pet and the pet is abused, neglected, aggressive, sick, injured, or deceased. The NMO will contact the Resident’s designated point of contact upon determination of inadequate Resident response to such problems or emergencies. If the designated point of contact is of no assistance, the NMO will contact a local animal shelter, animal control, or other appropriate authority to remove the pet at the pet owner’s expense. The NMO has the right to enter a Premise and remove a pet that has become vicious or is a threat to other Residents if the Resident refuses to remove the pet or cannot be contacted.

On the occasion of a loose or unattended pet, the NMO will contact the Resident pet owner. The Resident must immediately retrieve the animal. The NMO will contact the appropriate authority to pick up the animal if it remains loose.

Owner Liability: Owner and/or its Agent are absolved by the Resident or designated point of contact of any or all liability, financial or otherwise, for actions taken on behalf of the Resident pet owner or the well-being of the pet as may be permitted by state or local law.

**PET BITE, PET GONE POLICY:**

Any pet that bites or has bitten a human, regardless of circumstances, is not eligible to reside in the Premises or Community and must be immediately and permanently removed from the Premises and the Community. In addition, any pet that viciously attacks another pet may be subject to the same policy.

**43. REFUSE COLLECTION AND RECYCLING**

**Refuse**

The Owner provides appropriate refuse bins for collection in all Neighborhoods, at no additional cost to the Resident. Refuse in excess of the appropriate refuse bin capacity will be at an additional cost to the Resident. The following policies are to be followed:

- a. Resident will be issued trash/refuse bin(s) during Move-In.
- b. Resident is responsible for the refuse bin(s) and will be charged for replacement if damaged, lost or stolen.
- c. Resident will be responsible for regular cleaning of the bin(s).
- d. Refuse bins must be at the curb before 0700 hours on the scheduled pick-up days, unless otherwise instructed by the NMO. If desired, Resident may place the refuse bins at curbside after 1800 hours the day before collection day.
- e. The bins must be returned to proper storage by 2000 hours on the day of collection.
- f. Plastic liners and covered trash bins minimize odor and pest control problems.
- g. Toys and bicycles left within close proximity of the refuse bin may be accidentally picked up.
- h. Large, bulky items such as mattresses, furniture, and appliances will not be picked up with regular trash pickup. Contact the NMO for appropriate disposal locations.
- i. Car batteries must be disposed of through a local battery recycler. The disposal of automotive fluids (e.g., oil, grease, brake fluid, radiator coolant, hydraulic fluid, etc.) or any other toxic or hazardous substances onto the ground or into the storm water drainage system or sewage collection system is strictly prohibited. Propane tanks must not be disposed of in trash receptacles or in any dumpster. Please contact the NMO if you have questions on correct disposal procedures.

**Recycling**

Recycling is strongly encouraged and is mandatory in most communities. Recycling containers must be properly stored with trash bins.

Recycling and compost is a separate collection and may not be picked up with normal trash collection.

#### **44. RELOCATION PROCESS**

Relocation due to construction or for maintenance reasons may be necessary during a Resident's occupancy in the Neighborhood. Should this occur, Resident will be assisted by the NMO. The affected Resident will be required to sign a Relocation Addendum which will provide additional information relating to aspects of a required move.

For relocations due to Changes of Status – See Section 5.

Any questions should be directed to the NMO.

#### **45. RENT COLLECTIONS**

##### **Rent Collections:**

If any rent is not paid by the fifth (5th) day of the month, unless paid by Allotment or UDEFT, the Resident must pay a late fee of \$50.00, which is deemed additional rent. Neighborhood Management Office will make reasonable attempts to telephonically contact the Resident on or about the 6<sup>th</sup> of the month to advise the Resident of the delinquency. If Resident fails to pay the amount due by the 10<sup>th</sup> of the month, a 3-Day Notice to Pay Rent or Vacate will be served upon the Resident in accordance with the Washington Residential Landlord -Tenant Act. A copy of the 3-Day Notice to Pay Rent or Vacate will be provided the NHO. If the Resident fails to respond within 3 business days of receipt of the 3-Day Notice to Pay Rent or Vacate, the Property Manager may initiate legal action to evict the Resident.

##### **Outstanding Charges:**

Residents who move-out of a Neighborhood with a delinquent account will have thirty (30) days to pay all amounts owed in full. If payment or payment plan is not rendered or established within thirty (30) days of move out, the NMO will initiate collection through a collection agency.

##### **Returned Checks:**

Checks returned due to insufficient funds will not be re-deposited. If a check is returned to the Agent, the Resident will be served with a legal notice and assessed a twenty-five dollar (\$25.00) fee, plus any late fees, if applicable, which are deemed additional rent. If the Resident does not redeem the returned check with a cashier's check, certified check or money order by the expiration of the legal notice, the Agent will initiate eviction proceedings and notify the NHO.

#### **46. RENTER'S INSURANCE**

The Owner has provided insurance coverage in the amount of \$10,000 for the loss of Resident's personal property at no cost to the Resident. There is a \$250 deductible payable by the Resident. The insurance provides replacement cost coverage, with limited coverage for high value items such as jewelry, silverware, antiques, etc. Resident acknowledges being advised to obtain additional insurance at Resident's expense if the anticipated loss of Resident's personal property is expected to exceed the covered amount. Residents are encouraged to purchase their own Liability Insurance.

Residents will be provided with the Renter's Insurance Certificate, Policy and Claims Instruction upon move-in.

#### **47. RESIDENT INQUIRIES AND CONCERNS**

The Owner's goal is to provide affordable and well-maintained Premises for an exceptional quality of life for all Residents. Resident inquiries or concerns that have not been addressed in the manner that is satisfactory have several alternative avenues for resolution.

First, make sure the inquiry or concern has been clearly stated and delivered to the NMO. The NMO will respond in a timely manner to the inquiry or concern in accordance with the terms of the Lease Agreement, the Community Handbook and any Addenda executed by the Resident. In the event the NMO has not responded in a manner consistent with the Resident inquiry or concern, the Resident may contact the General Manager at (360) 779-2158 or complete a pre-paid postage Instant Feedback Form and mail to the address listed. The Instant Feedback Form is another source for the Resident to receive a response to an inquiry or concern not adequately addressed by the NMO or to give positive feedback to the General Manager. Instant Feedback Forms will be available at all NMOs.

Residents will have the opportunity to give comments, both good and bad, via the annual resident survey.

#### **48. SAFETY**

Emergency numbers are provided on page 1. A Resident Safety Pamphlet is included as Exhibit C to this Community Handbook.

Safety on the Premises and in the Neighborhood is the responsibility of each Resident, Occupant and Guest. Below are a few policies and guidelines to be followed to help assure a safe environment for all:

##### **Barbecue Grills**

Outdoor grills are permitted only outside the home no closer than ten (10) feet to the house or fence. Barbeque grills should not be left unattended when in use or while still hot. Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, etc. is prohibited.

##### **Bicycle/Skating/Skateboard**

Bicycle helmets are required in all Neighborhoods for all cyclists, including children in safety seats, regardless of age. Helmets and other protective gear are required for skaters and skateboarders.

##### **Children's Safety**

Resident is responsible for the safety, care and actions of Resident's own children and children in Resident's care. Please instruct children not to play in the streets, alleys or parking lots.

### Disaster

Residents should familiarize themselves with the local area shelters and evacuation routes and plans. Should severe weather conditions ever arise, please listen to local radio or television stations for shelter designations and instructions set forth by Civil Defense and your local law enforcement agency.

The Federal Emergency Management Agency recommends that each family have an emergency kit readily available for transport in case of severe weather, hurricane, earthquake or other emergency. A Disaster Supply Kit list is attached as Exhibit B to this Community Handbook.

### Fire Pits

Fire Pits, including free standing fire pits, Tiki Torches or like items are not permitted.

### Fire Protection

The Resident is responsible for ensuring their Premises compliance with all applicable fire and life safety standards. For further information regarding questions on fire prevention, please contact the local Fire Department.

Suggested tips in case of fire in your home:

- a. DO NOT PANIC! KEEP CALM.
- b. DO NOT TRY TO PUT THE FIRE OUT BY YOURSELF.
- c. LEAVE THE ROOM WHERE THE FIRE HAS STARTED AND CLOSE THE DOOR.
- d. HAVE ALL THE OCCUPANTS VACATE THE HOME
- e. CALL 911 FROM YOUR NEIGHBOR'S HOME IMMEDIATELY
- f. AFTER YOU HAVE LEFT YOUR HOME, DO NOT RETURN UNTIL THE FIRE HAS BEEN PUT OUT AND APPROVAL HAS BEEN GIVEN BY THE FIRE DEPARTMENT.

### Fire Protection - Alternate Plan: If you cannot leave your home:

- a. If door is hot, or smoke is seeping in, cover cracks and vents around door preferably with wet towels or other natural (non-synthetic) items.
- b. Go to a room with an outside window; close all doors between you and smoke or fire.
- c. Open window for air and hang sheet or blanket out to signal for help.

### Fire Prevention

Following are suggested tips for fire prevention:

- a. Locate all possible exits from a room and/or floor and discuss escape routes with family members. Select a meeting place for all family members once they are clear of the home. Hold a fire drill for your home to practice the family escape plan.
- b. The telephone number of the fire department and all emergency services should be readily available by your phone. In the event of an emergency, call 911.
- c. If you are aware of a Resident who is an invalid or is confined to a bed, please contact emergency services if you suspect there is a fire.
- d. Do not smoke carelessly.

- e. Do not put food on the stove to cook and go to sleep or leave your home.
- f. Do not overload your electrical outlets. If any appliance or TV starts smoking, pull out the plug and call the Fire Department.
- g. When you leave your home for any length of time, make sure that the stove, TV or any other electrical appliance is turned off.
- h. Do not try to remove a burning pan of grease or food from the stove. First, turn off the burner beneath the pan. Then smother the fire by using a cover or baking soda. Wait for the pan to cool before removing. It would be helpful to keep a large box of baking soda open and near your stove.
- i. Cover unused outlets with outlet covers so that children cannot place items into them.
- j. Do not leave electrical cords where children can reach them or use extension cords as a permanent connection. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through door holes in the walls.
- k. Dryer lint traps should be cleaned before each use of the dryer.

Resident is responsible for the safe operation of interior gas fireplaces. The Relocation Specialist will instruct the Resident on the safe and proper use of the fireplace at Move-In. Contact the NMO if not comfortable with the operation of the fireplace. Residents with wood burning fireplaces will be provided an informational handout.

#### Garage Doors

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to the NMO so qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect family and friends from potential harm. Please take a minute to read the following safety tips:

- a. Do not stand or walk under a moving door.
- b. Do not let children play with or use the transmitters or remote controls.
- c. Teach children about garage door and opener safety; explain the danger of being trapped under the door.
- d. When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- e. Teach children to keep their hands and fingers clear of section joints, hinges, tracks, springs and other door parts.
- f. Should the power fail, you will not be able to open or close the door using the pushbutton or wireless transmitter (if equipped). Instead, you will have to pull the Emergency Release Latch to allow the door to be manually lifted or lowered. It is recommended that the latch be pulled when the door is closed. Use caution when using this release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death.
- g. If the wireless transmitter (if equipped) needs service, please drop it off at the NMO. A service technician will repair and/or replace the transmitter within 24 hours.

#### Hazardous Materials/Waste

It is critical that hazardous materials not be included in trash or recycling. Contact the NMO for information on suitable locations to store or dispose of household hazardous waste. Common hazardous household products include, but are not limited to:

- a. Paint/thinner
- b. Turpentine and other spirits
- c. Glue
- d. Gasoline and other petroleum products
- e. Batteries
- f. Pesticides, herbicides, fertilizers, soil additives
- g. Common household chemicals, including bleach
- h. Fluorescent light bulbs

#### Personal Safety Reminders

Take responsibility for personal safety. Know your local emergency phone numbers. Dial 911 in the event of an emergency.

Verify the identity of anyone at your front door desiring entry. If the person claims to be an employee of the NMO and you do not recognize them, call the NMO for verification.

Always use the main Neighborhood entrance when entering late at night.

Be observant and always be aware of your surroundings and the people in the area.

Do NOT display house keys in public or leave them in the mail area, at the pool, or places where they can easily be stolen.

Do NOT affix identifying tags with your address on your key chain.

Keep a complete list of the serial and identification numbers of all appliances, computers, television, VCR, stereo, etc. This will greatly aid in recovering stolen goods.

DO NOT confront suspicious persons loitering around the property, but report them immediately to the proper authorities and the NMO.

Vehicles should remain locked at all times with items stored out of sight.

Doors and windows should be locked at all times. Please contact the NMO immediately if any locks are inoperable.

#### Registered Sex Offenders Notice

Persons registered as sexual offenders are not permitted as Residents or Occupants. The PM will not rent to any person who is or has a family member living in the home who is required to register as a sexual offender under the laws of any state.

#### Smoke and Carbon Monoxide Detectors

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances, and should not be deactivated or removed. Resident is responsible for checking and maintaining all smoke and carbon monoxide detectors, and must immediately notify NMO, of any problem, malfunction or damage to the detectors. Replacement of batteries is the Resident's responsibility. Any questions about operation or performance can be directed to the NMO. NMO recommends checking the monitors

monthly. Disconnection and/or disabling a smoke detector is a violation of state and local ordinances and will be cause for eviction.

Welding

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

Window Safety

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards, beds, tables, chairs and other furniture should not be placed in close proximity to windows. Lock all windows and do not leave young children unsupervised in rooms with open windows.

Report any missing, damaged or ill-fitting screens to the NMO.

**49. SIGNS**

Yard sale, patio sale or any other sign or banner advertising an event can only be posted on authorized bulletin boards or areas specifically designated by the NMO. Signs are not to be attached to utility poles, mailboxes, signposts, trees, etc.

Signs displayed in windows should be appropriate and not detract from the Neighborhood or Community.

**Ft. Lawton Residents Only:** All signs are prohibited by the Seattle Parks Department.

**50. SMOKE AND CARBON MONOXIDE DETECTORS**

Resident is required to test both smoke detectors and carbon monoxide detectors on a regular basis and replace batteries. Resident is not to tamper with, adjust or disconnect any smoke detectors or carbon monoxide detectors. Violation of this is a material breach of the Lease Agreement. Resident shall notify Owner of all repair needs promptly.

**51. SNOW AND ICE REMOVAL**

Resident is responsible for snow removal on driveways and sidewalks in front of and around their Premises.

**52. SOLICITATIONS**

Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed. It is a federal offense to attach anything to mail boxes.

**53. TELEPHONE LINE MAINTENANCE**

Information concerning telephone service in the Neighborhood will be provided during Move-In. Resident is responsible for all costs incurred with the exception of maintenance to the telephone line supplied by the Owner. If the problem is with the telephone, and not the telephone line, the Resident will be responsible for all charges.

Additional phone outlets and/or lines are allowed at Resident expense. Resident is limited to one (1) additional hookup installed per room with prior written approval. Resident will not be responsible for the removal of the additional hook-ups or subject to an additional charge at Move-Out as long as prior approval was obtained from the NMO. Request forms are available from the NMO.

#### **54. TRAMPOLINES**

Trampolines are not permitted on Resident's Premises.

#### **55. VEHICLES**

Repair of automobiles, parking, and the storage of recreational vehicles are a few of the topics that must be addressed in order to maintain a desirable Residential family environment. Following are rules and regulations for the Neighborhood:

##### Automotive Maintenance and Policies

All vehicles must: (1) be operable and road-worthy, (2) display current tags, (3) display a current inspection sticker (if applicable in their state of registration), and (4) have current insurance as required by the state where the vehicle is registered.

Commercial vehicles may not be kept in the Neighborhood or Premises unless they are of a size/type to fit completely in the Premises garage with the door closed. Resident may not park commercial vehicles in the street or driveway except when actively loading or unloading the vehicle.

Due to environmental and safety concerns, automobile/vehicle maintenance shall not be performed by Resident, Occupant or Guest anywhere in the Neighborhood or Premises including garages, carports, parking spaces, or street. Additionally, vehicles may not be on jacks, jack stands, or ramps *at any time*.

Prohibited maintenance includes, but is not limited to:

- a. Repairs such as transmission repairs, engine overhauls, and bodywork (sanding and painting).
- b. Engine cleaning.
- c. Oil changing.

Vehicles shall not be in an inoperative status in excess of 72 hours. All inoperable vehicles must be removed from the Neighborhood and Premises. Residents may request exceptions to this policy on a short-term basis through their NMO.

##### Garages/Carports

Garages are intended for parking vehicles, to provide auxiliary storage of personal effects, and storing recycle and refuse bins.

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

- a. Storage of flammable liquid, such as gasoline, is restricted to 1 gallon and should be stored in a secure area.
- b. Garages shall not be used for living spaces, and shall not be altered or modified for such use..

- c. Pets shall not be kept in garages.
- d. Do not block or barricade garage doors.
- e. Do not store items near or block water heaters located in garages.
- f. Oil or gas space heaters shall not be used in garages.
- g. The Resident, Occupant or Guest may not alter electrical wiring in garage or shed spaces or any other area of the home.
- h. A garage or carport is considered a “designated parking space”. No additional parking will be allocated for vehicles displaced by storage of personal goods.

Recreational Vehicles and Other Vehicles

Recreational vehicles (campers, trailers, boats, etc.) are not permitted to be parked in the neighborhoods at any time; however, such vehicles may be parked within the confines of the garage on the Premises.

The following rules apply:

- a. Automotive maintenance policies apply to RVs, boats, campers, ATVs, and jet skis; therefore, oil changes, engine repair and bodywork are not allowed.
- b. Interior repairs of such vehicles shall not be made in the Neighborhood without prior approval from the NMO.
- c. RVs must not be plugged into any Neighborhood or Premises utilities.
- d. Flammables, such as paints, thinners, and gasoline may not be stored in vehicles.
- e. Guests' RVs may not be parked in the Neighborhood.
- f. An RV may be parked in the garage if it fits completely within the garage, the door is kept closed, and there is adequate parking remaining available for vehicles without impacting other Residents of the Neighborhood. RV's may NOT be parked in carports or driveways.

Contact your NMO for appropriate storage locations. Violation of these RV and other vehicle policies shall result in the removal of the RV or other vehicle from the Neighborhood at the Resident's expense.

**56. WADING POOLS/ SWIMMING POOLS/HOT TUBS**

Use of small wading pools, not exceeding (12) inches in height, is authorized under the following guidelines:

- a. The water must not exceed 12 inches in depth, and will be emptied on a daily basis.
- b. Wading pools are to be constantly monitored by an adult during use, and must not be left unattended while holding water.
- c. Pools are to be emptied and turned over when not in use and properly stored.
- d. Grounds damaged by the pools must be restored.
- e. Wading pools must be kept in backyard areas.
- f. Hot tubs, swimming pools, fountains and ponds are not permitted.

**57. WATERBEDS**

Waterbeds are allowed, but the Resident must provide an acceptable liability insurance policy. Resident is responsible for all damages caused by the waterbed. Resident is advised that renter's insurance provided to Resident does not cover waterbeds.

**58. WEBSITE**

Owner's Neighborhood website is located at [www.fcnavynorthwest.com](http://www.fcnavynorthwest.com). Residents will be able to use this website to inquire about and access information regarding upcoming events and activities in their Neighborhood.

**59. WILDLIFE/BIRD FEEDING**

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

- a. Resident shall not feed feral animals or wildlife other than birds. Do not put food scraps outside or throw food scraps into the woods.
- b. Trash bins must be properly stored with lids securely closed.
- c. Birdfeeders are not to be hung over patios or from balconies interfering with other Residents. Any birdseed remaining on the ground must be cleaned up daily.

**60. YARD AND GARAGE SALES**

All yard and garage sales will be limited to Friday, Saturday and Sunday only. Items are not allowed to be left outside the Premises overnight. Signs may be posted only on Neighborhood bulletin boards or small stick-in-ground signs in the Premises yard. Signs may be posted no sooner than the day before the sale and must be removed by the end of the day of the sale. **Do not place signs on road signs, telephone poles, mailboxes, trees, etc.**

**Ft. Lawton Residents Only** – All signs are prohibited by the Seattle Parks Department.

**61. YARDS – PROHIBITED ITEMS**

Dog houses, dog runs and storage sheds are prohibited.

Patios, balconies, and front yards must be neat and clean at all times. Bicycles, motorcycles, boxes and/or equipment may not be stored on patios or balconies. Towels and laundry may not be hung within patios, balconies, or from balcony railings. Furniture, other than acceptable lawn furniture, shall not be kept on balconies or patios. Carpeting is prohibited. Exterior window sills must be kept clear at all times.

Toys and bicycles are not to be left on the lawn areas or in common areas, but should be stored in the Resident's garage or carport. Toys or bicycles should not be left in a Resident's lawn when not in use.

Tree houses and tree swings are not permitted on Resident's property, in common areas or in any tree on Neighborhood grounds.

Outdoor grills are permitted only outside the home no closer than ten (10) feet to the house or fence. Barbeque grills should not be left unattended when in use or while still hot. Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, etc. is prohibited. Fire Pits, including free standing fire pits, Tiki Torches or like items are not permitted

Burning of rubbish or bonfires is prohibited.



## EXHIBIT B BASIC DISASTER SUPPLIES KIT CHECKLIST

### **Be prepared in advance and have emergency materials on hand.**

The Federal Emergency Management Agency (FEMA) recommends each family keep items readily available for transport in case of severe weather, earthquake or other emergency. A publication titled *Are You Ready? An In-depth Guide to Citizen Preparedness* (IS-22) is FEMA's most comprehensive source on individual, family, and community preparedness. The guide is available through FEMA's website: [http://www.fema.gov/pdf/areyouready/areyouready\\_full.pdf](http://www.fema.gov/pdf/areyouready/areyouready_full.pdf).

The following items are excerpted from the above publication for inclusion in your basic disaster supplies kit:

- Three-day supply of non-perishable food.
- Three-day supply of water – one gallon of water per person, per day.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper).
- Matches and waterproof container.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.
- Photocopies of credit and identification cards.
- Cash and coins.
- Special needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries.
- Items for infants, such as formula, diapers, bottles, and pacifiers.
- Other items to meet your unique family needs.

If you live in a cold climate, you must think about warmth. It is possible that you will not have heat. Think about your clothing and bedding supplies. Be sure to include one complete change of clothing and shoes per person, including:

- Jacket or coat.
- Long pants.
- Long sleeve shirt.
- Sturdy shoes.
- Hat, mittens, and scarf.
- Sleeping bag or warm blanket (per person).

Be sure to account for growing children and other family changes. See Appendix B of FEMA's publication *Are You Ready? An In-depth Guide to Citizen Preparedness* for a detailed checklist of disaster supplies. You may want to add some of the items listed to your basic disaster supplies kit depending on the specific needs of your family.

**EXHIBIT B**  
**BASIC DISASTER SUPPLIES KIT CHECKLIST**  
**(Continued)**

**Disaster Services**

American Red Cross

- East and West Sounds: (206) 323-2345 [www.seattleredcross.org](http://www.seattleredcross.org)
- North Sound: (360) 257-2096 [www.islandredcross.org](http://www.islandredcross.org)



# EXHIBIT C SAFETY PAMPHLET (Continued)

Every day we encounter natural or man-made situations that can easily become disasters if we are not mindful and observant in our reactions to them.

There are already many safeguards in place for the protection of you and your family. However, there are some precautions only you can take to help protect against risk and injury to your family at home, work, or school. This brochure is a brief guide to some of those safety precautions that you may not think of as often as you could or should. Take a few minutes to look it over. Then look around your home and the areas in which you find yourself most often. If there is something else you can do to make your areas safe, please do not put it off. If you discover an unsafe condition in your home that is beyond your control, please inform your Building Manager.

### Personal Safety

#### When You Are At Home

- Lock your doors and windows at all times, even when you are home.
- Use dead bolt locks, if available, on doors at all times.
- When answering the door, first check who is there by looking through a window or peep-hole. If you do not know the visitor, get some information about him/her before you open the door (talk to him/her, ask for ID, etc.). Do not let him/her in if you have any doubts.
- Be careful about giving out keys, gate cards, or lock combinations.
- Do not put your name, address, or phone number on your key ring.
- If you are concerned because you have lost a key, or because someone you mistrust has a key, ask the management to re-key the lock. We will be happy to do so at a nominal cost to you.
- Dial 911 for emergencies. If the 911 number does not operate in your area, keep emergency numbers handy for the Police, Fire Department, and EMS. If an emergency arises call the appropriate governmental authorities first, then call the management office. **Nothing** can take the place of fire police. Call them directly and immediately if you see **any** suspicious activity. As concerned citizens, we can help reduce crime.
- Check your door locks, window latches, and other safety devices regularly to be sure they are working properly.
- Immediately report the following to management:
  - any needed repairs to locks, latches, doors, windows, smoke detectors, and alarm systems
  - any malfunction of safety devices outside your dwelling, such as broken gate locks, burned out lights in stairwells and parking lots, broken packages, broken things, etc.
- Close curtains, blinds, and window shades at night.
- Mark or engrave identification on valuable personal property.
- Use only your first initial and last name on name directories and labels for your mailbox.
- Never give your phone number or address to an unknown phone caller. Never mention you are alone.

### Personal Safety

#### When You Are Not At Home

- Lock your doors when you are not at home. Lock your door handle lock, keyed dead bolt lock, sliding door pin lock, sliding door handle lock, and sliding door security bar.
- Leave a radio playing softly while you are gone.
- Close and latch your windows.
- Tell your roommate or spouse where you are going and when you will be back.
- Do not walk alone at night. Do not allow your family to do so.
- Do not hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.
- Use lamp timers when you go out in the evening or away on vacation. These devices can be purchased at most hardware stores.
- Let the manager and your friends know if you will be gone for an extended time. Ask your neighbors to watch your dwelling (the management cannot assume this responsibility).
- While on vacation, have your newspaper delivery stopped or have a friend pick up your newspaper daily.
- While on vacation, have your mail held by the post office or picked up regularly by a friend.
- Carry your door key in your hand, whether it is daylight or dark, when making to your entry door. You are most vulnerable when looking for your keys.

### Personal Safety And Your Car

- Keep your car doors locked while driving. Roll up the windows and lock your car doors when leaving your parked car.
- Do not leave valuable items exposed in your car (such as cassette tapes, CD's, wrapped packages, your briefcase or purse).
- Carry your key ring in your hand when walking to your car whether it is daylight or dark and whether you are at home, school, work, or other.
- Always park in well-lit areas.
- Check the back seat before getting into your car.
- Do not leave packages or items with your name and/or address on them in view.
- Do not stop at gas stations or automatic seller machines at night or any other time when you suspect you may be in danger.
- If you believe you are being followed, do not drive home. Drive to the nearest Police station or a brightly lit, heavily occupied area.

### Fire Prevention

- Notify the Building Manager immediately if you discover any fire hazards.
- Do not overload electrical outlets. Have any defective electrical appliances repaired or replaced.
- Do not use an oven or stove to heat your apartment.
- Do not smoke in bed or when drowsy.
- Use only deep, large ashtrays. Never empty them into wastebaskets without first dousing them in water.
- Do not wear bulky or loose clothing when cooking.
- Always check to see that burners and oven are shut off after use.
- Never leave a lit stove unattended.
- Check to see that pilot lights on gas appliances remain lit.
- Keep smoke detectors in working order and test often. Replace batteries when needed.
- Unplug your television when going away for an extended time.
- Do not burn candles near curtains/drapes. Do not leave lit candles unattended. Do not go to bed and/or fall asleep with candles lit.
- Do not store combustible materials in or near a furnace, water heater, or in any closed-in area.
- It is a good idea to have an all-purpose (ABC type) home fire extinguisher accessible to extinguish small fires.

### In Case of Fire

- **Call the Fire Department** before attempting to extinguish the fire. Then notify the Building Manager.
- Do not use water to extinguish a grease or electrical fire.
- Do not panic. If you must leave the building, do so in a calm and orderly manner.
- Do not use elevators as a means of escape. Seek an alternate route through the use of stairwells, fire escapes, etc.
- Stay low. Remember, smoke and toxic gases rise. The air near the floor is clearer.
- If you are near the fire, maintain contact with a wall. Feel if doors are hot before you open them. Be prepared to close doors immediately if smoke or flames come in. Confine the fire by closing all doors behind you as you exit.
- Should your clothing catch fire...**STOP! DROP! and ROLL!**
- Upon exiting the building, move away from it to allow easy access for fire fighters.