
Welcome Resident Handbook



**WELCOME
TO
YOUR UNITED COMMUNITIES HOME!**

Welcome to Joint Base McGuire-Dix-Lakehurst Privatized Housing. United Communities is proud that you have selected us to fulfill your housing needs while you are stationed at Joint Base McGuire-Dix-Lakehurst.

United Communities is dedicated to making you feel comfortable and secure in your new home.

We ask that you take the time to review this Handbook and hope you will find it clear and informative. Our intent is to provide you with an overview of our services and information pertaining to your new home.

This Handbook is part of your lease; you are required to comply with all rules and regulations.

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SECTION A – “UNITED COMMUNITIES” RESPONSIBILITIES

The following services are provided by United Communities LLC (UC), in support of your assigned housing unit: maintenance and repair, refuse and recycling collection and disposal, snow removal from streets, care of common areas including landscaping and lawn mowing and pest control to protect the property. Joint Base McGuire-Dix-Lakehurst provide police and fire protection.

LEASING / MANAGEMENT OFFICE: Office is located at 3700A Circle Dr. Joint Base McGuire-Dix-Lakehurst NJ 08641. Hours of operation are Monday-Friday 0800-1700, Saturday by appointment and closed on Sundays.

APPLIANCES: Ranges, refrigerators, microwaves, dishwashers and disposals, are furnished and serviced by UC. Appliances are assigned by serial number and recorded in the facility folder for your home on file at UC. For service-related problems, contact UC by telephone or through our website. Do not attempt repairs. Privately owned washers, dryers, and refrigerators may be used if hook-ups are compatible. Any furnished appliances will be removed at the resident’s request. For scheduling appliance removal, contact UC management office or email www.mcguiredixuc.com.

INITIAL HOME INSPECTION: Your initial inspection will take place at the time of your lease sign. The purpose of this inspection is to identify and document any flaws (such as stains on carpet, chipped paint) in the home (Housing Conditions Checklist). **UTILITY SHUT OFFs:** Shut off valves for water, gas and electric panel boxes locations vary with each home floor plan. Utility locations will be reviewed during your move-in orientation.

MAIL SERVICE: Mail service/locations of Postal Boxes will be reviewed during your move-in.

LOCKOUTS/KEYS: An emergency key for each unit is retained at UC Management Office. Emergency keys will not be issued to anyone without proper authorization. Proper authorization consists of identification card. If no identification is available, individual’s First Sergeant or Commander must provide confirmation of identity. Additional unit keys or replacement of lost unit keys may be obtained without cost at the UC Self-Help Store. There is a \$35.00 fee for lockouts after business hours or upon the fourth lockout during business hours within a six month period. Business hours are 0800-1700 Monday through Friday and Saturday by appointment only, excluding federal holidays.

MAINTENANCE AND REPAIRS: UC has the primary responsibility for residential maintenance. This and other work in Privatized Housing is provided through civilian contracts. Routine service requests may be called in to a live-person service at any time. Please call (609) 724-0500 for service 24 hours a day, seven days a week or e-mailed through the website www.mcguiredixuc.com 24 hours a day, You will receive a telephone call the next business day from a UC staff member to confirm your service request and ask for permission to enter your home. Emergency requests may be called in 24 hours a day, seven days a week. PLEASE DO NOT E-MAIL EMERGENCY REQUESTS.

MAINTENANCE PRIORITIES: Service requests are prioritized to ensure the most important work is accomplished first. When the maintenance technician receives your call, he/she will assess the problem and assign a priority for response from predetermined guidelines. Service request appointments will be granted, but repair time may be delayed due to schedule conflicts. If

your appointment is delayed, United Communities will contact you at the number provided on the work request to confirm length of delay. The three categories of service are:

- **Emergency:** Response time is within one hour. Completion time is 24 hours. Emergency service calls are work requirements that constitute an immediate danger, a health hazard to residents, or a threat of damage to property. The following constitutes a Maintenance Emergency:
 - No heat during winter months
 - No air conditioning during summer months
 - No hot water
 - Water line break
 - Sewer line back-up or break
 - Doors or windows that cannot be secured
 - Utility outages (unrelated to disruption by utility provider or natural acts)
 - Inoperable toilet (for homes with one toilet)
 - Smoke/CO detectors
- **Urgent:** Response time is 24 hours. Completion time is two working days. Urgent service requests consist of correcting failures or deficiencies that do not pose life or safety issues, or threaten to damage property, but may do so if not corrected promptly. An example of urgent service request is no power in one room of the home.
- **Routine:** Response time is two days. Completion time is within 5 days. Routine service requests are for work requirements that do not qualify as urgent or an emergency. An example of routine service request is a non-operating dishwasher.

REFUSE AND RECYCLING DISPOSAL: An independent contractor will handle Refuse and Recycling collection and disposal. Refuse must be secured in garbage bags and disposed at one of our trash compactor locations. Recycling is picked up every other week. Recycling bins should be taken to designated areas the evening prior to pick-up and must be removed from the designated areas within 24 hours after pick-up. Pick-up schedule to include dates/times and locations will be explained at move-in. If scheduled dates/times change, residents will be notified in writing prior to the change taking effect. Should you have any questions or complaints regarding collection and disposal please contact UC management office.

NOTE: ALL RECYCLE BINS, AND OTHER REFUSE MUST BE STORED IN GARAGE OR OUT OF SIGHT OF THE FRONT YARD AREAS UNTIL REFUSE COLLECTION DAY.

- **Landscape Material:** Landscape material includes fall leaves, shrubbery trimmings and plant debris. Such material should be placed in a green bin and placed for pick-up at your designated areas on your regular scheduled day.
- **Animal Disposal:** Contact the installation Veterinarian Office Tel: 609-562-6636 for instructions on proper disposal of animals. Dead pets may not be disposed of in dumpsters.

Bulk Refuse Pickup: Large items, such as mattresses and furniture can be disposed at the bulk trash location which is located at the Self-Help Store, 3924 West Scott St. Joint Base McGuire-Dix-Lakehurst,

RECYCLING: Please contact Burlington County for any recycling questions and/or concerns at 609-499-1001. Burlington County provides the following sorting and handling guidelines for recyclable materials. Please follow these guidelines:

<u>PRODUCTS</u>	<u>TYPES</u>	<u>HOW TO PREPARE</u>
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Aluminum Cans	Soda, Beer, Juice	Empty liquid and rinse
Corrugated	Cardboard Boxes	Remove tape, string
Cardboard	Brown Paper Bags	Flatten
Plastic or Styrofoam		Flatten
News Print	Newspapers and Inserts	Remove inserts
Glass	Food & Beverage Containers	Rinse out food residue

Light bulbs, batteries, paint, aluminum foil and newspaper inserts are not recyclable.

Light bulbs can be recycled at the UC Self-Help Store.

SELF-HELP STORE: UC will maintain a Self-Help Store for use by Privatized Family Housing residents.

Numerous items for maintaining your home will be issued at no charge from the UC Self-Help Store. While the list of items available is subject to change, typical items include faucet aerators, doorstops, keys, paint, paint accessories, stoppers, weather-stripping, etc. Seasonal items include mulch, ice melt, and snow removal supplies. UC will provide flowers during appropriate timeframe for residents landscaping efforts. In addition to maintenance supplies, the Self-Help Store provides equipment checkout items including lawn mowers, weed whackers, trimmers, and shovels. Contact the Self-Help Store Monday through Friday, 0900 to 1600, or call for information at (609) 724-0550 option 2.

SECTION B - RESIDENT RESPONSIBILITIES

The following information will assist you in maintaining your home in accordance with UC standards and ensure that your home and neighborhood remain a pleasant and desirable place to live.

ADDITIONAL RENT: If the Tenant fails to comply with any agreement in this Lease, the Landlord may do so on behalf of the Tenant. The Landlord may charge the cost to comply to the Tenant as “additional rent”. This includes, but is not limited to, reasonable attorney’s fees, late fees, NSF fees, damages, utilities, fines, legal notices, insurance, inspection fees, and court costs incurred as a result of Tenant’s violation of any part of this Lease agreement. The additional rent shall be due and payable as rent upon notice to Tenant. Non-payment of additional rent gives the Landlord the same rights against the Tenant as if the Tenant failed to pay the Rent.

ASBESTOS: Asbestos is a family of minerals that forms harmful fibers when broken. Asbestos minerals were used for many years in fireproofing, acoustical, and thermal insulator processes. Asbestos is typically found on furnaces, ducts, boilers, hot water pipes, surfacing materials on ceilings and walls, resilient asphalt flooring, vinyl flooring, suspended ceiling tiles, fireproof drywall, siding, roofing tiles, and many other applications too numerous to count. Asbestos is not an inherent health hazard in facilities. It becomes a hazard only when fibers are released into the air, usually through destruction of the matrix holding the asbestos in place. Exposure potential is dependent on several factors, including location and degree of friability. A friable material is one that can be crumbled with hand pressure and is likely to emit fibers when disturbed. Once released into the environment, asbestos can be ingested or inhaled. Inhalation of asbestos fibers is the major exposure route of concern.

The existing Joint Base McGuire-Dix-Lakehurst housing was constructed in an era when asbestos-containing materials were routinely used in construction. As used, asbestos does not present a significant health concern to housing residents; however, to facilitate maintenance such as repairing heating systems or replacing flooring, the asbestos-containing materials will normally

be removed or encapsulated. Asbestos removal is an important part of government renovation projects. If you are a resident of an older home, chances are it contains asbestos materials. Some simple precautions to observe are not to hang plants from insulated pipes or insulation, not to drill holes in walls or ceilings, and not to scrape floor tiles, walls, or ductwork when moving furniture. You may hang pictures and install shelving provided it is done in a neat and orderly fashion and the walls are restored to the condition that existed at the beginning of their lease. If you suspect you are being exposed to asbestos-containing materials, please contact the UC Management Office immediately.

CARE OF EXTERIOR:

- Clothes Lines: Clotheslines are not permitted in privatized housing.
- Crawl Spaces: Crawl spaces and attics are not to be used for the storage of personal items. Do not allow pets in crawl spaces under any circumstances.
- Gardens: Community gardens, with location approved by United Communities, are permitted in the communities. However, flowers and other decorative landscaping are permitted around your home. Plants and flowers may not exceed 24 inches in height. Plants that are harmful to animals or people are strictly prohibited. Residents are responsible to maintain decorative landscaping around your home, to include removal upon lease termination.
- Porches & Patios: Porches and patios must be neatly maintained. Although storage is limited, porches and patios must not be cluttered or otherwise detract from the home's appearance.
- Screens: Screens must be in good repair. Should screens become damaged, notify United Communities Maintenance Office for a service request.
- Siding: House siding must be protected against damage. Do not allow persons to bounce balls against siding or otherwise deface the sides of the buildings.
- Vehicles: Repairs or work that render vehicles inoperable for 24 hours or longer are not authorized in garages, driveways and parking spaces. Do not park boats, trailers, snow machines, or all-terrain vehicles in the privatized housing area.
- Yards and Play Equipment: Residents must maintain yard areas within 50 feet of their home, in a clean and uncluttered condition. Litter must be removed from yard areas immediately. Toys, bicycles, and outdoor play equipment (swimming pools, trampolines, plastic play houses, swing sets, sandboxes, and child's basketball hoop) must be neatly stored in rear yards when not in use. For safety purposes, swings may not be attached to trees in privatized housing. This includes tire swings and baby swings.
- Outdoor play equipment must be limited to three (3) pieces and is restricted to your personal yard, not the common areas so as not to detract from community appearance and tranquility. Do not use your neighbor's yard or the street for your children's playground. Other types of play equipment not listed above may be approved contingent on UC policy.
- Parking: Parking floors and driveways must be cleaned periodically to remove gas, oil, and grease. Immediate treatment and removal of gas, oil, and/or grease stains is essential to prevent permanent damage to concrete and asphalt. UC reserves the right to assess and charge for damages upon final inspection.

NOTE: Recreation areas are the responsibilities of all residents. Do not leave trash or refuse at the recreation areas. To minimize blowing trash, use trash bags at all times. PLEASE DO YOUR SHARE.

CARE OF INTERIOR:

- **Bathrooms:** Walls in tub and shower areas have a tendency to mildew and should be cleaned periodically with a product to combat this problem. Clean fiberglass tubs and showers with non-abrasive cleaners only. Avoid flushing tampons, sanitary napkins, disposable diapers, and other similar materials down the commode. In case of a plumbing stop-up, try using a plumber's helper (plunger); and if this fails, contact UC Maintenance for assistance. Clean commodes frequently to prevent calcium deposit buildup. (NOTE: See page 9, DAMAGE TO HOMES for charges associated with resident-caused damages.)
 - **Carpets:** Residents with partial or whole-house carpeting are expected to vacuum carpet frequently. Replacement of carpet due to pet damage or permanent stains and/or abuse is the responsibility of the resident. All homes are inspected using blacklights and urine/moisture detection probes at the final inspection.
 - **Floors:** Clean floors with cleaning products intended for such use. Avoid bleaches and other products that could damage the floor. Do not allow excessive water to soak into or between the tiles on tile floors. Keep bathroom floors clean at all times. Use quality wax removers in accordance with the manufacturer's instructions to prevent excessive wax buildup on tile floors. Note, no wax flooring does not require wax remover. Hardwood floors should be cleaned only with products specifically made for hardwood flooring. Area rugs are permitted but do not tack carpeting over hardwood floors or use double faced tape to secure carpet. Use caution when moving items such as furniture so that flooring is not scratched.
 - **Kitchen:** Your home's kitchen is the most demanding area to keep clean. The following should be frequently cleaned to minimize problems:
 - *Cooking Range:* Clean the stove (oven and hood), broiler units, and top burners to prevent grease buildup. Do not use chemicals inside a self-cleaning oven. To operate the self-cleaning oven, consult the owner's manual which should be in your unit at the time you move in or otherwise provided to you by Landlord. Clean non self-cleaning ovens only with chemicals approved for oven cleaning. Consult the owner's manual for specific guidance. Use of hood vent fan while cooking will prevent your smoke detector from activating.
 - *Counter tops:* Do NOT place hot pans and utensils on counter tops as this will cause permanent damage for which you will be held responsible.
 - *Refrigerator:* Clean the interior with water and a baking soda solution. Clean the coils periodically to prevent the excessive buildup of dust and lint. Clean the door gasket and exterior frequently to remove oil and grease. Do not use sharp instruments or other gritty cleaning solutions when defrosting.
 - *Dishwasher:* Keep the dishwasher free of food residue and clean the door gasket area frequently.
 - *Garbage Disposal:* Avoid overloading the garbage disposal with cooked pasta or similar foods. Always run cold water while operating your disposal. Once a month, run the disposal while loading a tray of ice cubes in it to keep the cutting blades in top condition. FIBROUS MATERIAL, SUCH AS ONIONS, CELERY, or CHICKEN BONES WILL
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CAUSE THE CUTTING MECHANISM TO JAM. MOST IMPORTANTLY, DO NOT PUT GREASE IN THE GARBAGE DISPOSAL. COOKING GREASE IN SEWER LINES IS THE MOST COMMON CAUSE OF SEWAGE BACKUPS.

- **Shelf Paper:** Use only regular shelf paper in drawers and cupboards. The use of adhesive-backed paper, such as contact paper, damages surfaces when removed and is not permitted.
- **Walls:** Use mild soap and warm water to keep your walls clean. Use small nails or picture-type hangers only. Do not apply adhesive-backed materials, wallpaper, or decals to walls as these cause damage during removal. Accent wall colors and pre-pasted wallpaper borders are permitted; however, they must be removed and walls restored to original condition prior to the final inspection.

NOTE: All damages will be assessed and charged for upon final inspection.

DAMAGE LIABILITY TO HOMES: As the resident, you are responsible for any loss or damage. You will be held liable and accountable for loss or damage to equipment or furnishings caused by the abuse or negligence on the part of yourself, your family members, pets or guests. You will be billed for damage or loss.

DAMAGE TO HOMES: Damage to homes, beyond reasonable wear and tear, is your responsibility. There are a few options for making repairs. You may elect to make a repair yourself, at your expense, or you may have UC make repairs at your expense. All repairs and replacements are required to be of workmanlike standard. Upon lease termination, your home must be in the condition it was when you moved in. UC can fully explain your options to repair or replace damaged items and the method of payment.

REPAIR COSTS: A representative list of most commonly damaged or destroyed items can be found at the end of this Resident Handbook.

ENERGY CONSERVATION:

- **Electricity:** You can help by minimizing the use of electrical appliances and lights, especially during the peak demand periods of 0600 - 0800 and 1700 - 2100. Do not leave outside exterior lights on during daylight hours. When buying Christmas lights, buy only Underwriter Laboratories (UL)-approved, energy-efficient lights.
- **Heat:** The standards for home temperature settings are 68° to 72° F during the day and 65° F at night. Turning the thermostat up to the maximum temperature setting does not decrease the amount of time to warm up the room. Setting the thermostat to the desired temperature will warm the home up just as fast and save energy in the process. Water heaters are normally set to a maximum of 140° F. If your water appears to be too hot or cold, call UC Maintenance to adjust the setting.
- **Utility Usage Abuse:** Heating and cooling of an unconditioned space, such as a garage or shed, is prohibited. While the use of electric cars is encouraged, it is prohibited to plug in and “refuel” through a power source of the home.
- **Water:** Excessive water usage results in increased costs to everyone and depletion of the supply. Our policy is to reduce or eliminate unnecessary waste. Water should not be allowed to run down streets when watering lawns.

ENVIRONMENTAL: Protection of our environment requires the cooperation of all housing residents. Special care must be taken to ensure hazardous products are properly disposed of and

not allowed into sewer or street drainage systems. Car batteries should be disposed of by contacting CEAN Environmental Flight at 609-754-4528 for residents in privatized housing. Usable paint should be returned to the Self-Help Store. Waste oil, engine oils, coolants, and anti-freeze can be taken to the Auto Hobby Shop located at Bldg. 2415, on Joint Base McGuire-Dix-Lakehurst. Old tires may be turned into the Auto Hobby Shop for a \$3.00 fee per tire. The Auto Hobby shop can be reached at 609-754-4316.

GROUNDS CARE: You are responsible for any portion of your rear yard that is enclosed in a fence and for any decorative landscaping around your home. United Communities will provide grounds care for all front yards and common areas.

- **Bushes:** Trim bushes and low-hanging tree branches. Notify UC for removal of dead trees. New branches at base of trees must be cut back to permit tree growth.
- **Debris Removal:** Keep yards free of debris such as paper, cans, candy wrappers, animal excrement, etc. Items such as tires, plywood, or other miscellaneous items must be stored in personal garage or storage shed.
- **Fences:** Fences must meet UC specifications. Fences must be removed or conveyed to the next occupant; if not removed or conveyed, the fence will become property of UC upon move-out. Residents may be authorized to construct a privacy fence, provided request is submitted on a Request to Modify Form prior to installation and pre-approved guidelines and specifications are followed. Please contact UC Management Office for specifics.

Faucets/Hoses: Make sure faucets and hoses are in good repair. Regularly check hose washers and replace as needed. When not in use, hoses must be neatly stored on a hose hanger. Each year, prior to the first time temperatures fall below 32°, remove and drain hoses thoroughly before storing them for the winter.

Lawn Care: UC will mow all lawns not enclosed by a fence, edge sidewalks, curbs, and driveways to maintain a pristine appearance. Mowing schedule will be provided to residents. Please ensure your yard is clear and ready for mowing. Residents are responsible for mowing and maintaining any rear yard area enclosed by a fence. Mow as necessary to maintain a neat appearance. Grass should not exceed three inches in height or be cut to less than two inches. Trim grass around foundation of house, base of trees, and doorsteps as necessary. Property inspections are performed on a weekly basis and letters issued accordingly. UC will issue one (1) violation letter if a resident fails to maintain their backyard, flowerbeds, or both. If the violation is not corrected within one (1) week, UC will contract a landscaper to mow any backyard enclosed by a fence for a \$50.00 fee. The same \$50.00 fee will apply if the violation is to weed/repair the flower beds directly in the front or side of the home. Copies of letters will be placed in the facility folder for your unit.

- **Snow Removal:** Residents are responsible for removing snow/ice from the sidewalk in front of their homes and their driveways. United Communities will remove snow/ice from the community sidewalks and common areas.
- **Leaves:** In the Fall leaves are to be raked, properly disposed in a green bin and placed at curb for collection. Please rake leaves regularly to prevent damage to grass.

GROUNDS CARE-HELPFUL HINTS:

- **Soil Preparation:** When building or rebuilding a flower garden, prepare the soil by turning it over with a spade or shovel, breaking up large clods of soil, and removing sticks and stones. Lime fertilizer and compost can be applied to the surface before the soil is raked smooth. To determine the appropriate amount of lime to apply, take a soil sample to a commercial greenhouse. Most greenhouses will do a pH test as a public service for their customers. A pH between 6.0 and 7.0 is appropriate for most flowers.
- **Recycling Yard and Garden Waste:** Recycle your yard and garden waste. Try a mulching lawn mower to recycle grass clippings. Other plant material may be turned into the soil to provide extra nutrients.

GROUNDS INSPECTIONS: UC conducts weekly inspections of all housing areas between the hours of 0800 - 1700 to ensure home exteriors and grounds areas are maintained.

HANDICAP DISABILITY LIST: Notify the JBMDL Fire Protection Flight at 754-2451/2941 of any family members with handicap disabilities. The type of disability, facility number, address, telephone number, and rotation date are required. In the event special accommodations to the house are required, submit a completed Service Request Form to UC.

HAZARDOUS WASTE: Residents are to properly dispose of household hazardous waste. Products labeled WARNING, CAUTION, POISONOUS, TOXIC, FLAMMABLE, CORROSIVE, COMBUSTIBLE, REACTIVE, or EXPLOSIVE may be classified as hazardous waste. Common household hazardous materials include pesticides, herbicides, paints, fluorescent tubes, solvents, preservatives, household cleaners, photographic chemicals, automotive waste, i.e., oil, antifreeze, batteries, or fuels. Hazardous waste may be taken to the regional landfill. The Burlington County landfill is located in Columbus, NJ and can be reached at (800) 633-9096. UNSERVICEABLE FLUORESCENT TUBES MAY BE EXCHANGED AT THE SELF-HELP STORE FOR NEW TUBES. HAZARDOUS WASTE MAY NOT BE PLACED IN DUMPSTERS. UNLAWFUL DISPOSAL OF HAZARDOUS WASTE ON BASE WILL BE REPORTED TO SECURITY FORCES/DOD POLICE AND MAY RESULT IN ADMINISTRATIVE ACTION OR CRIMINAL PROSECUTION.

LEAD-BASED PAINT: For many years, lead was used in many types of paint. Although it is no longer used in most paints, it may be found in some areas of older homes. Exposure to paint chips or dust may cause lead poisoning in young children. Because of the potential for young children to ingest paint chips or dust, their lower body weight and developing nervous systems, they are at greater risk than adults for developing lead poisoning.

Lead-based paint has been found in family housing units in window trim and similar areas. In most cases, the old lead paint is well covered, and the potential hazard is very small. There are several things you can do to reduce exposure to lead. A major route of exposure to children is dust from deteriorating paint. Keep paint in good repair and avoid abrasive activities to areas not known to be lead free. Painted surfaces that are not chipped or peeling should be checked and cleaned regularly to maintain serviceability. Wash or paint as needed, but only with a mild detergent and water solution. DO NOT use solvents or industrial strength cleaners as they may harm the paint. For further information contact UC at (609) 723-4290.

LEAVE OR EXTENDED TDY: When you are going to be absent from your home for more than five days, you must make arrangements for security, prudent care, and periodic inspection of your home. This is most important in the winter when heat failure and broken water lines can cause catastrophic damage to the home and personal belongings. Submit written notification to UC of your intended absence and the name of the person you have designated to have access and perform normal resident maintenance. Also, you may contact the Joint Base Police Department

at 609-754-6001 to sign up for the housing watch program. You may leave your vehicle in your garage or driveway but you must provide to UC the name, phone number, and address of a responsible contact person who can move your vehicle. If your vehicles will not fit in your garage or driveway, you must move them to long-term parking or you must provide to UC the name, phone number, and address of a responsible contact person who can move your vehicle. This is necessary to facilitate snow removal or street cleaning. Vehicles or conveyances obstructing the cleaning or snow removal from housing areas will be reported to the Joint Base Police Department and towed at the owner's expense.

PERSONAL PROTECTIVE EQUIPMENT: Persons who ride bicycles or roller-blade on Joint Base McGuire-Dix-Lakehurst must wear a helmet approved by the American National Standards Institute and any other required personal protective equipment.

PEST CONTROL: Will be performed by a contractor for UC on an “as needed basis” and on a regular schedule. The resident is expected to take measures to prevent and control insects and other household pests. These insects/pests include, but are not limited to, mice, cockroaches, ants, flies, mosquitoes, spiders, bees, and silverfish.

SEWAGE BACKUPS: Sewage backups can be minimized by taking precautions against flushing foreign objects down toilets. When they do happen, call UC maintenance. UC is not responsible or liable for personal property loss.

SECTION C - FIRE PROTECTION AND SAFETY

The Fire Protection Flight is responsible for instructing privatized housing residents on procedures to follow in case of fire. As the assigned military member, you are responsible to attend training within 30 days after lease signing. Briefings for housing occupants are held on the 3rd Tuesday of each month at the JB MDL (McGuire bldg. 1712) Fire Station and start promptly at 2:30. Contact the Government Housing Office to schedule training. While the training is not mandatory for family members, it is highly encouraged since most fires involve other family members

BARBECUE GRILLS/FISH SMOKERS: WHEN IN USE, BARBECUE GRILLS, FISH SMOKERS TURKEY FRYERS, FIRE PITS, AND OUTDOOR FIREPLACES MUST BE SUPERVISED BY ADULTS ONLY. Do not use them under building overhangs or on porches or decks. They must be kept a minimum of fifteen feet from combustible structures at all times.

CARBON MONOXIDE: Carbon monoxide (CO) is the most common cause of unintentional poisoning death in the United States. A colorless, odorless, and tasteless gas, it is slightly lighter than air. Insufficient air circulation in a home can allow toxic amounts to accumulate. It is lethal in minutes and will asphyxiate long before it poses an explosion danger. A mild exposure to carbon monoxide may mimic the flu, causing a slight headache, nausea, vomiting, and fatigue. Extreme exposure can result in death. All combustion devices in the home can generate carbon monoxide. Malfunctioning appliances, furnaces, fireplaces, and automobile exhaust are the most common sources of carbon monoxide. A way to distinguish between the symptoms of carbon monoxide poisoning and the flu is to determine whether all the family members or residents of a building are experiencing the symptoms at the same time. Suspect carbon monoxide poisoning if everyone has the symptoms, as the flu usually does not affect all residents at the same time. If carbon monoxide is suspected, immediately leave the house and call 911 for assistance.

Units with a furnace or located next to a boiler room are equipped with a CO detector. All new and renovated homes will have a CO detector. If the detector activates with an alarm, call 911 and evacuate the facility. Do not open windows or attempt to air out the quarters. Doing so

prevents the appropriate agency from measuring levels of carbon monoxide. United Communities will inspect all CO detectors and replace batteries twice a year; spring and fall.

CLOTHES DRYERS: Clean the lint trap after each load. Annually, remove the 4-inch hose from the back of the dryer and remove any accumulated lint or residue. Never place plastic articles in dryer.

COOKING FIRES: Never leave food cooking unattended on the stove especially when using grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the burner, and use a fire extinguisher if necessary. Immediately call 911. NEVER USE WATER TO EXTINGUISH A GREASE FIRE. MOST IMPORTANTLY, DO NOT ATTEMPT TO MOVE THE PAN. UC will provide every residence with a fire extinguisher and will replace the extinguisher when needed. Ovens and broilers must not be used for storage of plastics.

EXTENSION CORD - ELECTRICAL: Extension cords may be used in certain situations. When used, they must be rated for the capacity of the equipment being served and be UL approved. Cords may not be hooked in series to extend the length nor may multiple loads be served by one cord with more than one outlet. Do not nail or staple cords to interior building surfaces, run cords through doorways, windows, and holes in walls, under rugs, or carpets. Cords used for the exterior installation of items such as Christmas lights or vehicle plug-in heaters must be weatherproof and attached, using devices specifically designed for that purpose. Do not run cords across driveways or across sidewalks where damage to the cords or trip hazards could occur.

FIRE EVACUATION PLAN: Establish a home fire evacuation plan with primary and alternate routes of escape for use in the event of a fire. Have a meeting place at least 75 feet outside and away from your home. Practicing your established escape plan as a family activity can save the lives of your loved ones. During your initial fire briefing, make sure the JB MDL Fire Protection Flight () is notified of any handicapped family members in the home. Always keep fire escape routes free of tripping hazards such as debris, litter, snow, ice and other obstructions.

FIRE HYDRANTS: Fire hydrants servicing privatized housing areas must be accessible at all times. It is the resident's responsibility to ensure their children do not play on or around fire hydrants.

FIRE PREVENTION: Fire prevention is one of the most important topics affecting you and your family during your stay in privatized housing. The way you enforce good fire prevention procedures will determine the extent to which your family will learn and enforce these same procedures. The following topics are specific areas of concern in privatized housing. While not all-inclusive, they represent a cross section of the many items affecting the safety of your home and your neighbors.

FIRE REPORTING: IF A FIRE OCCURS IN YOUR HOME, GET EVERYONE OUT AND IMMEDIATELY CALL 911 (FIRE PROTECTION FLIGHT). Give the operator your name, house number, and street address. Do not hang up until you are sure the information has been received correctly. Report all fires regardless of size. Make sure everyone in your household is familiar with these procedures. The operator answers emergency calls made with a cell phone. Give all information mentioned above, plus make sure you tell the operator you are calling from Joint Base McGuire-Dix-Lakehurst.

GASOLINE STORAGE: Gasoline and other flammable liquids must be stored in approved containers and are limited to two gallons per dwelling. Flammables may not be stored within living areas or in areas frequented by playing children.

HOODS AND EXHAUST FANS: Clean a minimum of every six months or as needed to remove grease. Excessive grease buildup must be kept to a minimum to decrease the potential for cooking fires.

HOUSEKEEPING: Keep trash from accumulating in closets, storage areas, near wall heaters, and hot water heaters. Do not discard cigarette butts in waste containers unless they have been soaked thoroughly in water.

MECHANICAL ROOMS: The use of mechanical rooms for any type of storage is prohibited. Keep access areas and mechanical rooms clear at all times.

POWER EQUIPMENT: Do not refuel lawn mowers, snow blowers, and other motor driven types of equipment while the motor is running. Turn motor off and allow sufficient time to cool before refueling.

SMOKE DETECTORS: UC will inspect all smoke detectors and replace batteries twice a year; spring and fall. In addition, the resident is responsible for performing a serviceability check at least monthly on each detector in the residence. Report any malfunction to UC.

SPACE HEATERS and WINDOW AIR CONDITIONING UNITS: The use of space heaters and window air conditioning units in housing units, garages, or sheds on Joint Base McGuire-Dix-Lakehurst is prohibited unless approved by UC. UC will provide a space heater or window air conditioning unit(s) if an urgent or medical problem occurs.

SECTION D - SECURITY POLICY

The Commander is responsible for the control and safeguard of Installation property. Since the land upon which the housing areas sit remains government property, Joint Base Police Department, and/or civilian police may routinely patrol the housing areas, on a recurring 24-hour basis. The policies provided here are extracted from pertinent directives for the benefit of housing residents. When notified, appropriate law enforcement authorities will investigate incidents occurring in privatized housing. Inquiries regarding Joint Base Police Department policies may be directed to the Law Enforcement Desk at 754-6001. To report a crime in progress, call CRIME STOP at 754-6001 or dial 911.

FIREARMS AND FIREWORKS: Fireworks on Joint Base McGuire-Dix-Lakehurst are prohibited. For information on firearms in family housing, contact the Joint Base Police Department Pass & Registration / Entry Screening Facility at 754-3938. All firearms must be registered with the Joint Base Police Department.

MOTOR VEHICLE TRAFFIC POLICY: The following traffic policies are extracted from the respective Installation Traffic Code:

- **Abandoned/non-operational vehicles:** Any vehicle partially dismantled, non-operational, wrecked, junked, or in a derelict condition, parked on a public street or public parking lot, will be impounded at the owner's expense.
- **Maintenance In-Parking/Privatized Housing Areas:** Changing engine oil, transmission oil, antifreeze, minor repair and maintenance may be performed in a resident's garage or driveway as long as the vehicle is not dismantled longer than 24 hours. Performing major maintenance such as removal/disassembly of the transmission, rear end, motor, or body repair is prohibited in the streets, garages, driveways, and parking lots in privatized housing.

- Parking: Privately owned vehicles must be in authorized parking areas only. You must remain aware of snow removal during and after snowfall. In the event of your absence, you must arrange to have your vehicle(s) moved and your driveway or parking area cleared of snow and ice. Vehicles parked in active snow removal areas may be removed at the owner's expense. Specific "no parking" areas are:
 - Within fire lanes
 - Within 15 feet of a crosswalk or fire hydrant
 - On grass, seeded, or dirt areas with any vehicle (including trailers or moving vehicles) for loading or unloading purposes
 - Within 10 feet of any building or structure except in designated parking spaces
 - Within 15 feet of trash containers (dumpsters) except in designated parking spaces
 - In drive-through areas where the traveled road surface is less than 15 feet wide
 - In entrances or roadways to parking lots or traffic circles
- Prohibited Areas: The driver of a motor vehicle will not drive through an area that is posted, marked, or barricaded by means of barriers or cones.

NOTE: Garages must be utilized for vehicle parking. In the event vehicle size prohibits use of garage, resident may park in front of their own garage providing it does not impede traffic flow or neighbors' access to their garages. Violators will be referred to the Joint Base Police Department.

RECREATIONAL VEHICLE (RV) POLICY: RVs are vehicles designed for recreational purposes to include motor homes, travel trailers, tent campers, boats, canoes, and trailers. RVs may not be parked in the housing areas overnight. Please call UC for the current point of contact and other details. RVs, when in the privatized housing areas for loading or unloading purposes, are parked at the RV owner's risk. UC and the Government assume no liability for theft or damage to vehicles.

- Boats: Boats are not permitted in the housing areas except for loading and unloading before or after a trip. All repair work on boats, with the exception of canoes, is prohibited in privatized housing areas. Canoes stored on storage racks are permitted.
- All-Terrain Vehicles (ATVs), Go-Karts, Dune Buggies, Snowmobiles, Off-Road Motorcycles, Jet Skis and Similar Vehicles: These items are not permitted in the housing communities, except for loading and unloading before or after a trip. They may not be operated on roadways or property within the community, nor may they be stored on trailers in the community. All repair work on these vehicles is prohibited in the housing communities.
- Camper Units, Slide-In: Slide-in pickup camper units must remain mounted on the pickup and may not be left unmounted in housing areas at any time.
- Motor Homes: The designated areas for motor-home parking are the RV storage lots on Joint Base McGuire-Dix-Lakehurst. Contact the Outdoor Recreation Office at (609)562-6667 for information concerning these lots. When parked in housing areas, motor homes may not block driveways or other egress areas where emergency vehicles must pass. Motor homes may not be kept in the housing community overnight.
- Pickup Caps: Caps for pickups must remain mounted on the pickup and may not be left unmounted in housing areas at any time.
- Trailers: When parked in housing communities, trailers may not block driveways or other egress areas where emergency vehicles must pass. Trailers (of any type) may not be kept in the housing communities overnight.

UNATTENDED VEHICLES: Vehicles left parked or standing must have the engine stopped, the ignition locked, and the key removed. Vehicles may not be left unattended on jacks, regardless of the time involved.

SECTION E - GOOD NEIGHBORS

Privatized housing and close neighbors are synonymous. Full support and cooperation in the following areas are necessary:

PETS: The following are pet owners' responsibilities:

- **Cleanliness/Sanitation:** If you own a pet, you must clean pet areas daily, or more often if necessary, to prevent the areas from becoming a public nuisance. This must be done year-round. If outside the animal's domicile, you must immediately clean up feces left by the pet.
- **Control:** Effective control of pets must be maintained when they are indoors or outdoors to prevent excessive barking or any biting. The Joint Base Police Department may remove unattended pets that create a public nuisance, such as barking and whining.
- **Dog houses:** Dog houses are permitted with prior approval from United Communities. Dog houses must be maintained in good condition and be located within 10 feet of your home. Portable containers used for transporting pets may not be used. Dog houses should be permanently positioned to avoid excessive damage to your yard. Any damage done to yard, fence, house, patio or garage by the dog must be repaired prior to move out or you may be charged for damages.
 - Dog houses must be constructed of wood or of a pre-manufactured igloo style. They will be painted tan or dark brown and clearly display the house number. Use of bright contrasting colors must be avoided. \
 - Wooden dog houses must be square or rectangular in shape with either sloping or gable roof.
- **Kennels:** Kennels and dog runs are not permitted in privatized housing.

Number of Pets Allowed: No more than TWO pets of any species, except fish, are allowed to be permanently housed in privatized housing, that is, 2 dogs, or 1 dog and 1 cat, or 2 cats. Litters of kittens or puppies are permitted only until weaned

- **Nuisance/Vicious Pets:** Pets that cause a public nuisance or are a danger to others will not be allowed to remain on Joint Base McGuire-Dix-Lakehurst. Continued howling, barking, or any other nuisance behavior will also result in the pet's removal from Joint Base McGuire-Dix-Lakehurst.
 - **Prohibited Pets:** The following animals as pets are specifically prohibited: farm, ranch, or wild animals, rodents, primates (monkeys and apes), skunks, reptiles, snakes, raccoons, exotic felines, marsupials, spiders, and any animal requires a permit from the Fish and Wildlife Service. Excluded are guinea pigs, hamsters, gerbils, ferrets, rabbits, pet birds, and fish. Dog breed restrictions include: Pit Bulls, Rottweilers, Doberman Pinschers, Chow and wolf hybrids or any mix of restricted breed. Tenants may not purchase new pets that are restricted by breed.
 - **Restraints:** Pets must be on a leash when outside the animal's domicile or fenced-in area and under control of a responsible person capable of controlling the pet under any circumstances. Pets may not be walked in other residents' yards. Pet restraining devices may not be connected to any fixtures such as trees, downspouts, porches, or buildings. Pet quiet hours
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are 2200 – 0800.

- **Registration:** Prior to being kept on Joint Base McGuire-Dix-Lakehurst, all privately owned pets over four months of age must be registered with the JB MDL Veterinarian and have certificates showing they have received the required vaccinations. Registered animals are required to wear a registration tag showing they have had a rabies vaccination. You must provide copies of all such registration to UC.
- **Shelter:** Leaving pets outside for unreasonable periods of time or without proper food or sufficient water is considered inhumane and cruel. Pets left outside are required to have adequate shelter from the elements. Animals may only be contained in private patio area and/or back yard. Do not leave pets unattended in vehicles.
- **Abuse/Abandonment:** Abuse and abandonment of pets is inhumane and cruel. Persons known to be involved will be referred to the Joint Base Police Department, or to the Burlington County Animal Control Officer.

NOTE: Cleaning of deer is prohibited in privatized housing.

NOISE: Excessive noise is typically the greatest source of complaints received by property managers. Many military personnel work shifts and are sleeping during the day. Please be considerate. Quiet hours are 2200 - 0600 Sunday through Thursday and 2300 - 0600 Friday and Saturday. Make direct complaints of excessive noise to the Joint Base Police Department at 754-6001,

- **Barking Dogs:** Barking dogs can be very annoying to other residents. Be considerate of neighbors by keeping dogs under control. Pet quiet hours are 2200 – 0800 daily.
- **Excessive stereo and television volumes:** Do not assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume down.
- **Parties:** Many complaints can be avoided by informing your neighbors before having a party.

PARKING: Parking within the privatized housing areas is often limited. There are no assigned parking spaces with the exception of unit specified garages, driveways and UC labeled parking spaces. Be reasonable and considerate. Talk to your neighbor when problems or misunderstandings occur. If necessary, contact UC to assist with the resolution.

PLAYGROUNDS: There are numerous playgrounds on Joint Base McGuire-Dix-Lakehurst. Children under the age of 12 must be supervised by a parent, guardian, or responsible adult at all times when visiting the playgrounds and tot lots.

SECTION F - COMMUNITY/RESIDENTIAL ACTIVITIES

ANTENNAS/SATELLITE DISHES: Exterior television antennas and satellite dishes are permitted in privatized housing. Subject to approval, requests for citizen band and HAM radio antennas may be submitted on a completed Service Request Form to UC. Antennas may not be attached to any structure nor can any holes be drilled for access. Connectors that work through glass or pre-approved special wiring must be reviewed by UC. Contact the Maintenance/Management Office for approved methods of mounting your antenna or dish.

BASKETBALL HOOPS: Portable basketball hoops may be used in privatized housing areas subject to the following controls. The name and quarters number of the owner must appear legibly on the frame; the hoop must be located a minimum of 15 feet from any structure.

JOGGING/BIKING TRAILS: Please be courteous to other residents. Bicyclists and residents using roller blades must wear required protective equipment to include helmets.

CABLE INSTALLATION: Requests to run new cable and/or add outlets must be submitted on a Request to Modify Form, to UC prior to performing modifications. Modification to pre-wired housing units is not permitted. For units without existing wired systems, UC and the service provider may perform limited modifications subject to approval. Drilling through floors, walls, and other areas with potential for lead-based paint or asbestos is not permitted. A Service Request Form is not required to activate a cable outlet.

CARPET INSTALLATION: If you wish to install additional carpeting, you may use only loose-laid carpeting. No additional permanent carpeting installations are allowed. Loose-laid carpeting does not require an approved Service Request Form. Carpeting will only remain in the home at the sole discretion of UC and must be professionally cleaned, by the resident, prior to the final inspection. Carpeting remaining in the home becomes the property of UC at the completion of the final inspection, unless removed by the occupant or conveyed. Carpet must be rolled-up to verify the condition of flooring at the final inspection.

HOLIDAY DECORATIONS: Christmas lights may only be put up after 1 December. They must be removed no later than 10 January following the Christmas holiday. Lights must be attached to the home using removable clips to avoid damage to siding. Lights may be illuminated only during the hours of 1700 - 2300. All other holiday decorations are permitted to be displayed two weeks prior to the date of the holiday and must be removed within two weeks after the holiday has occurred.

HOME ENTERPRISES: UC policy promotes and encourages limited commercial activities, which may be properly carried out from privatized housing. Activities may involve direct sales of products, small-item repair service, limited manufacture of items, and tutoring services. In-home day care is permitted with approval of UC and adhering to Government policies and regulations. The policy allows enterprises that do not compromise community tranquility, safety of the base mission, or compete with name brands in the military exchange. For purposes of in-home day care, all UC and government regulations must be followed.

LAWN/GARAGE SALES: Two sales per residence are permitted per year. Yard-sale approval must be obtained from the Self-Help Store. Signs advertising the sale are limited to one per yard sale, placed in your yard. These may be posted between 0700 – 2000 only.

TARPS: Tarps may be used in privatized housing. They must be maintained in good repair and be securely fastened when used.

TELEPHONE INSTALLATION: Local telephone service is available through the following company. Please expect a minimum of 14 days between initial call and installation.

Vendor: TBD
Number: TBD

TRAMPOLINE: Trampolines are authorized in the rear yard of the privatized housing areas; however, compliance with the following rules is required:

- A parent must supervise children under the age of 10 who are playing on a trampoline.

- Trampolines must be located a minimum of 10 feet from any structure or appurtenance, i.e., fences or sheds.
- The tops of all trampolines must be fully caged and encased in protective padding, including the springs.

SWIMMING POOLS: Swimming pools are permitted in privatized housing provided the following guidelines are followed:

- Children’s swimming pools must not exceed 7' in diameter.
- Water depth cannot exceed 26" and pool must be properly covered or drained when not in use.
- Pools with filtration systems and/or pumps are not permitted.
- Pools must be moved periodically, as not to damage the grass. Damaged grass must be restored by resident at the end of the pool season.
- Pools are restricted to privately enclosed patio area or backyards. Pools may not be used in common areas, driveways or garages.

Hot Tubs are permitted with written prior approval from UC.

SWIMMING POOL: The community swimming pool welcomes all military members residing in privatized housing at Joint Base McGuire-Dix-Lakehurst and their guests; children under the age of 16 must be supervised by a parent, guardian or responsible adult when visiting the pool. All persons must obey the posted Swimming Pool Rules.

WATERBEDS: Waterbeds are authorized for use in privatized housing. Underwriters Laboratories (UL) approved waterbed heaters must be used, and the owner is liable for all damages to theirs or other’s property in the event the bed leaks or otherwise damages the unit.

SECTION G - SELF-HELP WORK

Self-help work in privatized housing may be authorized if the proposed work is relatively simple and is primarily for resident benefit. Normally, a self-help project is to improve living conditions for the resident. Self-help work must not generate additional maintenance costs or increase the size of the living area of the home. Drilling holes, installing nails, bolts, or other similar devices in the siding of your home for your self-help project is not allowed. Your point of contact for self-help projects is UC Resident Relations Manager at (609) 723-4290.

REQUESTING SELF-HELP WORK: Privatized housing self-help work requires completion of a Request to Modify Form. If approved, a work order number will be assigned and additional guidance for accomplishing your project will be provided.

BORDER PROTECTORS: Small border protectors, which are designed to be decorative in nature and are not exceeding 20-inches in height, may be installed around flowerbeds, provided that they are neat and properly maintained. The decorative protectors cannot penetrate the ground more than four inches. Under no circumstances will they be made of metal or with pointed pickets. A completed Request to Modify Form is not required for border protectors.

CONVEYANCE OF PERSONAL PROPERTY: Certain types of occupant-owned property (fences for example) might be conveyed during change of occupancy to new residents. Contact UC to obtain a conveyance authorization letter. Letter must be approved (signed) by United

Communities and incoming occupant prior to final inspection. United Communities will not provide incoming resident information.

ELECTRICAL WORK: Performance of electrical work in privatized housing by residents is prohibited. Only licensed/authorized persons may perform electrical work. Disturbing possible lead-based paint, the potential for asbestos, and condition of existing electrical wiring will be considered prior to approval of a completed Request to Modify Form for electrical projects. Contact UC at (609) 723-4290 for further information.

PLUMBING WORK: Performance of self-help plumbing work in privatized housing is prohibited. Only licensed/authorized persons may perform plumbing work. The potential for disturbing lead-based paint and asbestos will be considered prior to approval or disapproval of the Request to Modify Form for plumbing projects.

PORTABLE STORAGE SHEDS: Portable storage sheds may be permitted in the newly constructed homes with prior written approval by UC. Required guidelines and specifications regarding approved model types and locations must be followed.

SECTION H - TERMINATION OF FAMILY HOUSING

GIVING NOTICE: A 30 days' written notice of your intent to vacate is required when terminating a privatized housing lease. Short notice PCS orders will be accepted with proper documentation and upon notifying UC within 24 hours of receipt. At the time your notification is provided, you will be scheduled for a final inspection. In preparing for your final inspection, it is the resident's financial responsibility to repair and/or replace items resulting from abuse and/or neglect. UC can be of great assistance in your upcoming move. Contact UC for any questions.

IMPROVEMENTS: Self-help work on the homes will be limited. All self-help work must be removed before final inspection, unless accepted in writing, by the incoming resident or UC. When removing self-help work, your home or area must be restored to its original condition. An example of self-help type work that may be approved by UC is installation of a small amount of book shelves (but not an entire wall filled with shelves). Contact the Resident Relations Manager to answer your questions.

INSPECTIONS:

- **Final:** THE RESPONSIBILITY FOR FINAL CLEARANCE OF PRIVATIZED HOUSING RESTS SOLELY WITH YOU, THE RESIDENT. The final inspection ensures that the standards of cleanliness are met and identifies additional maintenance needs. Being properly prepared for your inspection is very important. A timeline has already been prepared to put your house into maintenance so it will be ready for a new resident on time. For your information, we have provided cleaning standards for all moves on the following pages.

UC CLEANING STANDARDS:

1. Replace all burned-out or missing light bulbs. All broken light globes must be replaced. Light globes may be obtained from the Self-Help Store.
 2. Storage/laundry areas must be broom cleaned. This includes being dusted down, free from any accumulated trash and swept out, including walls, ceilings, floors, windows, and stairs.
 3. Any excessive build-up of dirt, wax, stains, (other than discoloration due to hanging pictures), or calcium deposits are not considered normal wear and tear and must be removed by the
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resident. This also includes crayon marks; heavy smudges on the walls, or excessive dirt. Please note that walls must be clean. The Resident Relations Manager can provide guidance as to the nails that must be removed and the holes that must be patched. Painted walls must be properly restored prior to final inspection.

4. If you have used stickers, wallpaper borders, and contact paper on your cabinets, drawers, or walls, you must remove them as well as all adhesive film residues. You must clean the interiors of all cabinets, drawers, and closets, and the tops of any exposed cabinet tops.
5. The refrigerator must be defrosted and any accumulated dried food particles removed. Pull out the refrigerator to clean behind and under it. If you feel you are not capable of moving the appliance out to clean, or might tear the vinyl flooring, please contact UC and arrange a service call for them to move the appliance for you. Remove all grease, stains, and dirt sediments from the range hood both inside and out. Clean and replace filters. The range top, oven, and exhaust hood must be free of heavy grease and burned-on residues. The exterior of the stove and range must be free of grease and food particles. Clean all appliances thoroughly on the inside and outside to include applicable doors, sides, tops, seals, and gaskets, racks, broiler pans, drip pans, control surfaces and knobs, storage areas, and refrigerator condenser coils. Move appliances away from wall for cleaning and move back after cleaning. Wall surfaces surrounding the range areas and sides of cabinets adjacent to the range must be free of grease and food residues.
6. Clean and disinfect bathrooms including toilets, bathtubs, washbasins, shower mirrors and shelves, towel rails, sinks, and related hardware. Bathrooms need to have any excessive buildup of calcium deposits and soap scum around fixtures, caps, or on walls removed. Toilet bowls must be cleaned both inside and out. Tiles and mirrors must be free of soap build-up or streaks.
7. Vacuum carpets. Remove dirt and wax sediments from floor areas. Damp mop floors and apply a light coat of wax on tile floors. Vinyl floorings are no wax. Remove dirt, dust, and smudges from baseboards, walls, and ceilings. Clean doors, both interior and exterior, including frames and thresholds. They should be free of dirt and stains on both sides. During the final inspection, carpeted areas will be tested for animal/human urine.
8. Patios, storage sheds and garages must be broom cleaned. This means removal of accumulated debris and sweeping of the area. Excessive accumulations of dirt, gummy materials, oil, and grease stains must be removed. Clean patios, carports and garages. They should be free of dirt, stains, and grease. Remove trash from crawl spaces, storage areas, and trashcans. Garage floors and driveways must be cleaned removing gas, oil, and grease stains to prevent permanent damage to concrete and asphalt. UC reserves the right to assess and charge for damages upon final inspection.
9. Perform yard maintenance including any snow removal from driveways and sidewalks or lawn mowing in fenced in rear yards. Repair pet damage to yards, patios, sheds, and fences. Ensure that all pet feces has been removed from the yard.
10. Remove personal items from all areas of the residence, including utility sheds, and garages. Have all keys, garage door openers, and any approved conveyance letters on hand for the final inspection. Conveyance items require pre-approval by UC.

11. Clean windows inside and out so that they are free of spots, streaks, or film. Clean all windowsills, blinds, screens and baseboards. Curtain rods must be removed and nail holes filled prior to final inspection.
12. Cabinets, closets, drawers, shelves, and all woodwork must be free of dirt, oil stains, shelf paper, adhesive residue, staples, tacks, etc. Clean registers and cold air returns, making certain they are free of dirt, sediments, and stains.
13. This list of standards is not all-inclusive and is to be used as a guide. For items not specifically addressed, contact UC for clarification. The purpose of these cleaning standards is to create basic criteria for all residents.
14. Contact UC for any specific inspection questions.

Section I – Emergency Telephone Numbers

EMERGENCY TELEPHONE NUMBERS

INFORMATION SHOULD BE TYPED OR PRINTED LEGIBLY:

IN THE EVENT OF AN EMERGENCY DIAL 9-1-1

JB MDL Fire Department:	911 or 754-2451/2941
Joint Base Police Department	911 or 754-6001

Poison Control:	800-222-1222
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REPAIR COSTS: Following is a representative list of most commonly damaged or destroyed items. The list is not all-inclusive, but shows typical costs. The cost shown in the table below is intended to serve as an estimate only. Residents will be charged based on actual costs incurred by UC for the listed damaged or destroyed items.

ESTIMATED CLEANING AND DAMAGE CHARGE

Move-out Pricing for United Communities			
Kitchen	Price	Dining Room	Price
Countertop	\$8.50 per square foot plus \$80 labor	Windows	\$200.00
Sink	\$95.00	Screens	\$30.00
Drain	\$30.00	Flooring	\$15 sq yd Carpet / \$20 sq yd Vinyl
Cabinets	Require Estimate	Light	\$35.00
Exhaust Fan	\$90.00	Bathroom Price	
Microwave	\$275.00	Shower Bar	\$10.00
Drip Pan	\$20.00	Sink	\$105.00
Range	\$385.00	Toilet	\$130.00
Range Hood	\$90.00	Tub	\$400.00
Refrigerator	425 18 CF 700 21 CF 750 S/S	Tub Tiles	\$5 per tile
Crisper Tray	\$10.00	Shower Door	\$160.00
Crisper Cover	\$15.00	Soap Dish	\$15.00
Disposal	\$90.00	Towel Rack	\$15.00
Dishwasher	\$290.00	Paper Holder	\$15.00
Washer Pan	\$40.00	Toilet Seat	\$20.00
Flooring	\$15 sq yd Carpet / \$20 sq yd Vinyl	Exhaust Fan	\$90.00
Outlet	\$10.00	Medicine Cabinet	\$100.00
Switch	\$10.00	Mirror	\$55.00
Light	\$35.00	Light	\$35.00
Switch Cover	\$3.00	Outlet (GFI)	\$15.00
Recep Cover	\$3.00	Switch	\$10.00
Windows	\$200.00	Flooring	\$15 sq yd Carpet / \$20 sq yd Vinyl
Living Room	Price	Switch Cover	\$3.00

Entrance Door	\$215.00
Peep Hole	\$20.00
Chain Lock	\$20.00
Flooring	\$15 sq yd Carpet / \$20 sq yd Vinyl
Stairs	Requires Estimate
Closet Shelves	\$5 per lin ft
Windows	\$200.00
Screens	\$30.00
Blinds	\$20.00
Vertical Blinds	\$35.00
Bedroom	Price
Flooring	\$15 sq yd Carpet / \$20 sq yd Vinyl
Windows	\$200.00
Screens	\$30.00
Light	\$35.00
Closet Shelves	\$5 per lin ft
Slider	\$80 per door \$30 for track
Outlet	\$10.00
Switch	\$10.00
Switch Cover	\$3.00
Recep Cover	\$3.00
Door Stop	\$2.00
Closet Light	\$35.00
Locks	Price
Rekey House	\$150.00
Rekey Shed	\$100.00
Storm Door	\$100.00
Inetior Lock	\$100.00
Exterior	Price

Recep Cover	\$3.00
Faucet (Sink)	\$105.00
Faucet (Tub)	\$100.00
Faucet (Shower)	\$105.00
Shower Head	\$10.00
Heat Lamp	\$5.00
Soap Holder	\$15.00
Tumbler Holder	\$20.00
Drain	\$30.00
Cleaning	Price
Carpet Cleaning	\$250.00
Interior Cleaning	\$250.00
Exterior cleaning	\$100.00
Pet Waste Removal	\$250.00
Curbside Removal	\$50.00 per item
Misc.	Price
Mowing/Weeding	\$150.00
Driveway/Garage stains	\$40.00
Garage Door Opener	\$30.00
G/D Keypad	\$50.00
G/D Button	\$5.00
Switch	\$10.00
Outlet	\$10.00
Switch Cover	\$3.00
Recep. Cover	\$3.00
Sat. Dish Removal	\$75.00
Other Doors	Price
Full Glass	\$175.00
Half Glass	\$125.00
Glass Sliding Door	\$425.00

Maintain Flower Bed	\$200.00	Patio Door	\$165.00
Mow Grass	\$150.00	Garage Door Panel	\$200.00
Pet Waste Removal	\$250.00	Fire Door Repair	\$50.00
Drywall Repair	Price	Interior Door	\$85.00
Drywall Repair	\$50.00	Appliance Parts	Price
Ceiling Repair	\$75.00	Appliance Parts	Price subject to change by vendors

NOTE: You are also responsible for damage to yards, damage caused by pets, damage resulting from water beds, damage resulting from open windows when temperatures are below freezing, improper usage of HVAC system, and damage to commodes or sewers resulting from attempting to flush inappropriate items down commodes or drains.