



NELLIS

HUNT MILITARY COMMUNITY



Sign

Date

Community Handbook

Welcome to Your Home and Our Community

Welcome to Your Home and Community

The Community Handbook has been designed to familiarize you with guiding rules, regulations, services and procedures which assist in making your community a better place to live.

Pleasant community living is a collaborative effort by all who live in the community and it is our mission to ensure your stay with us is an enjoyable one.

Please read the handbook carefully and use it as a quick reference guide.

If you have any questions, please feel free to contact the Community Management Office during normal office hours and know that we are here to serve you and answer any questions that you may have.

The Nellis Family Housing Team

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GENERAL INFORMATION

PRIVATIZATION

Hunt is a nationally recognized leader in the most successful public-private partnership program in the U.S, the Military Housing Privatization Initiative. As the premier military housing community developer, we have a reputation for providing unsurpassed quality and service to the men and women who serve in our nation's Armed Forces. It's a core focus for Hunt, and a mission our company takes seriously. Our focus is on creating great places to live. Hunt works with the best land planners, architects and community designers to provide quality communities with community centers, parks and amenities that rival those outside the gate.

Hunt has nearly 40,000 current units owned in 20 states throughout the U.S. in partnership with the Department of Defense. In the course of our history, Hunt has been responsible for more than 70,000 total military homes built totaling \$5.5 billion in total development costs and over \$7 billion in construction costs.

MOVE-IN

Your Leasing Specialist will contact you once a home is available. Once the offer is accepted, you will meet with your Leasing Specialist to sign the lease and review all Community Policies and Procedures. On the Move-In date, the resident will be given a housing orientation. The orientation consists of a walk thru of the home and instructions on the operation of appliances and the locations of all thermostats, smoke detectors, circuit breakers/fuse boxes and water shut-off valves. A Move-In Condition Form will be completed at the end of the orientation. A copy of the Move-In Condition Form will be provided to you, you will have 5 days to turn in to our office with any of your own annotations.

MOVE-OUT AND TERMINATION PROCEDURES

The Lease may be terminated by the Resident, or Management, under the following conditions:

- a.** At retirement or separation (including disciplinary separation), provided that you give Management at least thirty (30) days written notice prior to the date that you intend to vacate the unit. Any requests for retention of quarters post retirement or separation must be provided to Management in writing sixty (60) days prior to the effective date of retirement or separation with a copy of the retirement or separation orders, and will be considered on a case by case basis. If the Resident is allowed to retain quarters after retirement or separation, rent due will continue to be currently paid BAH amount for the unit. If allotment is stopped all payments must be paid via certified funds and are due no later than the 5th of every month.
- b.** Prior to PCS (Permanent Change of Station) unless orders authorize retention of the unit. A copy of the orders must be provided to Management along with written notice of your intent to vacate at least thirty (30) days prior to the date you intend to terminate your occupancy. In the event your orders authorize retention, you must provide a written request to retain your quarters with a copy of your orders. We will follow the SRA.

- c.** Retention of Privatized Housing:
 - 1.** Hunt Properties, Community Director will have final approval/disapproval on all retention requests between 30-60 days.
 - 2.** Extensions beyond 60 days will require the installation CC approval/disapproval as stated in the Military resident Lease and this Community Handbook.
 - 3.** All requests are to be on written letterhead from the requester and endorsed by squadron CC, then routed through the HMO/Property Owner for their recommendations prior to being sent to ABW/CC.
 - 4.** Recommendations must take into consideration the current wait list times for the particular demographic and what impact it would have on those waiting. The tenant will also continue to pay rent at the appropriate rate.
 - 5.** Occupancy rates will play in the final decision as tenants requesting beyond 60 days affect the reporting of Other Eligible Tenants as listed in the Waterfall Tenant Policy which comes into play when the occupancy rates fall below 95%.
 - 6.** Rental amount will continue to be currently paid with dependent BAH based on 89115 duty zip code.

You may no longer be eligible for the unit, and your Lease could be terminated if:

- a.** You are in material noncompliance with the terms of the Lease.
- b.** Family members no longer reside with you.
- c.** You or other family members engage in repeated misconduct.
- d.** You or other family members repeatedly fail to control pets.
- e.** You accumulate three (3) or more Lease violation notices.

You may voluntarily terminate your Lease and move from the community at the expiration of any Lease term, provided you give Management at least thirty (30) days prior written notice.

Pre-Termination Inspections

Upon receipt of Notice of Intent to Vacate, the Pre-Termination Inspection will be scheduled. Residents must participate in this inspection. A NFH staff member will conduct the inspection, provide the Resident with a copy of the Pre-Inspection Checklist and indicate the items, if any, that must be corrected prior to moving out. Service member is required to be present for the inspection unless spouse/representative has a current POA

Final Inspection

The final inspection will consist of checking for preventive maintenance items, damages and cleanliness. Management will conduct the final inspection in the presence of the Resident(s) unless extenuating circumstances prevent the Resident from attending. In the event the Resident is unable to attend the inspection, he/she may have another military member stand in for him/her as a witness along with Power of Attorney. Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with Management

procedures. Monies owed must be brought current prior to departure. A forwarding address must be obtained prior to the Resident's final departure so that all necessary documents can be properly forwarded.

RENTER'S INSURANCE

As a housing resident, the active duty Service Member in a rental home is fully responsible for having own Renter's Insurance. Each Service Member is encouraged to augment this basic renter's insurance based upon the amount of property or liability coverage needed to protect their own interests.

RENT PAYMENT/BAH

Residents residing in the Family Housing Community will release their BAH to HBC Property Managers, LLC. All necessary documents will be executed by the Resident enabling the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to Management. The residents will also agree to take no action to terminate such automatic payments without making arrangements with Management. Rent will continue to equal the entire BAH rate as adjustments are made for periodic increases/decreases or for promotions/demotions.

UTILITIES

Per DoD Energy Conservation Initiative

Acceptance of residency within the Family Housing Community assumes the Resident understands and will be responsible for any monthly utility costs pertaining to gas and electric that should exceed the utility allowance (UA) amount that has been calculated for the Resident's home. Residents who use energy conscientiously within UA should experience no out-of-pocket expenses.

OCCUPANTS AND GUESTS

To assure quality service and amenities, the number of occupants per home will be limited to two individuals per bedroom. A newborn under the age of 6 months will not be included in occupancy limits. The occupancy limit will be waived for active duty military personnel who are heads of household and whose immediate family (spouse and declared family members) exceeds the two-persons-per-bedroom rule. The waiver of occupancy limit does not include extended families (i.e. grandparents, aunts, uncles, nieces, nephews, cousins, etc.) It is the responsibility of the Resident to inform management if or when the number of people residing in their home exceeds occupancy limits. Failure to do so will constitute a violation of the Lease Agreement.

Immediate relatives of Resident as defined in the lease agreement may be considered normal Residents of household and are not "Social Visitors," regardless of period of stay. Social visits by military members assigned to the Installation and civilians employed at the Installation but who permanently reside outside the commuting area are limited to 30 days. The Resident agrees that the duration of social visits by anyone residing within the sixty-minute commuting area of the Installation is limited to no more than two days. Visitation period for all other guests is limited to two weeks per visit. Special situations, such as temporary custody, should be referred to management and will be addressed on an individual basis. The owner reserves the right to control

the entry into the community by the Residents' guests, agents, licensees or invitees, furniture movers, delivery persons, solicitors, and/or salespeople and may prohibit from the dwelling or community guests or invitees who, in Owner's reasonable judgment, have been disturbing the peace, disturbing other Residents or violating community policies.

MAINTENANCE

OFFICE HOURS

The Community Maintenance Office maintains the same office hours as the Management Office.

Hours: 0800-1700, Monday through Friday

MAINTENANCE SERVICE REQUEST

Emergency

Emergency service calls consist of correcting failures in service or facilities which endanger residents or property. Emergency calls are responded to within one (1) hour and completed as soon as possible.

Urgent

Urgent service calls consist of correcting failures in service or facilities which do not immediately endanger the residents or threaten damage to the property, but would soon inconvenience or threaten the health or well-being of the Residents. Urgent calls are responded to within four (4) hours and completed within twenty four (24) hours.

Routine

Routine calls are responded to within twenty four (24) hours and completed within seventy two (72) hours.

Requests of an emergency nature can be made at anytime day or night, weekends or holidays.

LOCKOUTS

If Resident is locked out during normal working hours they should call Maintenance Work Order Request Line (702-643-6800). If Resident is locked out after normal business hours, they should contact the emergency telephone number for assistance ((725) 527-3200). The Resident will be charged for lock and/or key replacement in the event it was due to the Resident's negligence. A standard automatic lock out fee of \$25.00 will be charged for after hours lockouts, paid by Check or Money Order on the next business day.

PEST CONTROL

Management will contract with a professional pest control service to treat each unit as infestation problems are evidenced in an effort to control cockroaches, clover mites, ants, earwigs, pill bugs,

wasps, flies, ticks, fleas, silverfish, centipedes, spiders, termites, carpenter ants and bees, mice, and other such pests. However, it is the responsibility of each Resident to minimize potential problems by engaging in proper housekeeping habits.

Additionally, Management will provide for the following:

- a. Control of pests around the outside of the buildings including those in trees, turf, and shrubs.
- b. **Other Pests:** Problems involving wasps, bees, hornets, bats, mosquitoes, snakes, black widow spiders, rodents, ticks, lice, fleas, birds, wood destroying pests, should be reported to Management.
- c. **Domestic Animals:** Stray dogs and cats should be reported to Law Enforcement.

Scheduling of Pest Control Services

Scheduling of pest control treatments is accomplished as follows. Pest Control services are limited to one call per every 30 days per household by law in the State of Nevada.

- a. Only Management can schedule units for service, and only those pest controllers authorized by Management will be allowed to provide treatment.
- b. You will be given advance notice of the date your unit is scheduled for service. You must empty all kitchen and bathroom cabinets prior to the treatment and advise the pest controller of any particular or severe problems.
- c. If your unit has been serviced but is still experiencing infestation problems, notify Management for a call-back treatment. It may be necessary to schedule an entire building for treatment depending on the severity of the problem.
- d. Pesticides may be hazardous to infants under three weeks old, the aged, pregnant women, those with heart, liver or respiratory problems, people with allergies, or pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations prior to treatment and they will advise you accordingly.

If you have a scheduling conflict, complaint, or any questions about the preparations for service, call the Community Management Office.

ENERGY MANAGEMENT

Energy conservation is encouraged. Each Resident is responsible for practicing conservation and avoiding waste. The biggest energy users are (1) air conditioning, (2) water heating, (3) appliances, and (4) lighting. We ask that you adhere to the following recommendations (without sacrificing comfort):

Heating

Set thermostats to 65-70 degrees. If your unit will be vacant for an extended period of time, turn thermostats back to the lowest setting (but not lower than 50 degrees) to prevent water lines from freezing. You should inform the Community Management office of your extended absence so that the unit can be checked, if necessary.

- a. Windows and entry doors should be closed when the furnace is in operation. Never open a window in the room where the thermostat is located. Ensure outside doors are left open no longer than is necessary.

- b.** Storm windows and doors will be in place during heating season.
- c.** Report broken windows to Management immediately so that repairs can be made.
- d.** Keep blinds open during daylight hours. The sun will provide light and warmth. Close blinds at night to minimize drafts.
- e.** Close off unused rooms.
- f.** Supply registers and recirculation grills should not be covered or circulation of air will be inadequate. Keep register and grill faces clean and dust/lint free.
- g.** Keep garage doors closed.
- h.** Replace filters every 30 days - Pick up at SELF HELP

Water

Water is a limited and expensive resource. We ask that you adhere to the following recommendations:

- a.** When possible, take short showers instead of baths. Your unit is equipped with low-flow showerheads which use considerably less water per minute.
- b.** Use water sparingly when brushing your teeth, washing your dishes, or shaving.
- c.** Report leaking plumbing fixtures such as toilets, faucets, and water heaters immediately to the Maintenance Work Order Request Line at (725) 527-3200 so repairs can be made. Faucets are equipped with aerators, and toilets are low volume. Residents will be charged for time and material for any items pulled out from the plumbing (toilets, sinks, garbage disposals) as it is considered occupant damage.
- d.** Do not flush items such as sanitary napkins or disposable diapers down the toilet. Place them in the trash can.
- e.** Use cold water instead of hot water whenever possible.
- f.** Use dishwashers or washing machines only when they are full, and use cold water as much as possible. Dishes should be allowed to air dry. During times of extended absence, turn valves to washing machines off as supply hoses are prone to breakage.
- g.** Excessive water usage resulting in notification by City of North Las Vegas could result in charges if abuse or carelessness is found to be the cause.

Water Heaters

Temperature settings should not exceed 120 degrees. When absent for extended periods, set the controls to vacation or the lowest possible setting.

Refrigerators

If a refrigerator or freezer becomes inoperable or if the electricity is interrupted, Resident should remove perishable items and place them in an ice chest, etc., to prevent spoilage. Management is not responsible for spoilage that could have been prevented.

- a. Open refrigerator door only as necessary. Leave space between food items in the refrigerator so that air can be allowed to circulate. Clean dust off the back of the refrigerator, especially the coils, on a regular basis.
- b. Check the gasket for air tightness by putting a dollar bill between the gasket and door. If the bill comes out easily, contact Management for repairs.

Air Conditioners

Set thermostats at 75-80 degrees or as high as possible without sacrificing comfort during the day. Follow guidelines identified under Heating on page 10.

Lighting

Electric lights and appliances should be turned off when not needed:

- a. Turn off televisions, stereos, radios, lights, and appliances when they are not needed or being used.
- b. Turn off lights in unoccupied areas during daylight hours.
- c. Match lighting levels to the intended purpose or use. Use high wattage bulbs only where people read or do close work. Keep lights and fixtures clean.
- d. Self Help Center supplies appliance & florescent bulbs not standard bulbs

Cooking

- a. Use lowest possible cooking temperature. Do not preheat the oven for longer than necessary. Remember to thaw meats before cooking.
- b. Use pans of the correct size, and use tight fitting covers on pots and pans.
- c. Use smaller appliances instead of the oven whenever possible. Use microwave or pressure cookers for fast cooking.
- d. Remember to shut off the exhaust fan when not cooking.

REFUSE COLLECTION

Each home is given two (2) ninety-six (96) gallon refuse containers. Curbside refuse collection will be provided weekly. Residents will be provided written instructions regarding refuse placement and collection procedures upon occupancy and informed of the schedule for their area at the time of move-in. Each Resident will be encouraged to adhere to the following instructions regarding refuse placement and collection procedures:

- a. Wet refuse and kitchen waste should be securely wrapped prior to placement in the refuse container.
- b. Place leaves and grass clippings in sealed plastic bags inside the refuse containers.
- c. Areas around refuse containers should be maintained in a high state of cleanliness at all times.
- d. Refuse containers must be kept in the area specifically designed/provided for their placement at the individual unit and out of the public view.

- e. Residents will be held liable for containers that are damaged or lost due to resident negligence.
- f. Any boxes too large for your container must be broken down.
- g. Refuse and recycle containers may be positioned for pick up the night before scheduled collection. They must be removed from the curb and placed in their designated area within 24 hours.
- h. Any items in excess of the standard containers must be for Bulk Pick Up. Bulk Pick Up are scheduled every other Monday, calendar provided upon your move in. Questions call 702-677-3660. Bulk items to be placed out at the curb the night before their next scheduled collection day.
- i. Car Batteries, Tires & Car Parts: Republic Services accepts car batteries, car parts and tires as part of its household hazardous waste program. Drop-off hours are 9 a.m. to 1 p.m. Wednesday through Saturday. The drop-off location rotates weekly between Republic Services Recycling Center, 333 W. Gowan Road in North Las Vegas and its Henderson Transfer Station, 560 Cape Horn Drive. Bulk Pick Up does not pick up these items.
- j. Residents will be encouraged to participate in the Community Recycle Program as an alternative to waste disposal. Materials typically accepted for recycling are cardboard, newspaper, white paper, colored paper, computer paper, computer tabulating cards, plastic bottles and tin-aluminum cans.

SELF HELP STORE

The Self-Help Store is located at the Maintenance Building 5040 Brown Lane, off of John Chapman & Peterson, next to the horse stables. The Self-Help Store carries items such as air filters, grass seed, lawn mowers, electric “weed eaters”, and various other household repair items. Items not returned before the authorized time will be charged for replacement of borrowed equipment. Please contact Self Help for questions regarding fees. (725) 527-3200

COMMUNITY POLICIES AND PROCEDURES

ALTERATIONS

Physical or structural alterations are not permitted. Porches cannot be enclosed, to include lattice work, etc.

PAINTING

Residents are NOT allowed to paint without prior written approval from Management. At move-out, residents must return the home to its original color or painting will be performed by Maintenance personnel for a fee. Contact the Maintenance Office (702-643-6800) for advice as to the proper color and brand. If painting is necessitated due to negligence (beyond normal wear-and-tear) you will be charged accordingly. Negligence includes writing on walls with magic markers, ink, or crayons, and/or any markings that require more than one coat of paint to cover.

APPLIANCES

Your unit comes equipped with an air conditioner, refrigerator, range, dishwasher, garbage disposal, water heater and furnace. No privately owned appliance or equipment can be installed that will result in the capacity of the utility system being exceeded.

CABLE TV

Basic Cable TV (CATV) outlets are installed in each residence. Resident must contact the cable provider directly to have service activated. Cable service is restricted to rooms with existing cable outlets. Extension cables are not allowed to be attached in any way.

HOT TUBS/WHIRLPOOLS/SPAS

Hot Tubs or Spas are permitted for medical reasons only. Requests for approval must be submitted in writing to Community Management Office with a medical prescription attached. All costs associated with installation and removals are the Resident's responsibility. A locking mechanism must be attached to prevent unauthorized access.

WATERBEDS

Residents will not use or have waterbeds on the Premises unless: (i) Resident obtains a valid waterbed insurance policy (in a form and amount acceptable to Management) and provides Management with a copy of the Policy; and (ii) the bed conforms to the floor load capacity of the Premises.

HOUSEKEEPING AND GROUNDS

It is the responsibility of each Resident to keep his/her individual unit in an appropriately clean and sanitary condition and to maintain his/her individual yard free of litter and trash.

- a.** Keep garages, storage spaces, porches, steps, walks, yards, areas around garbage cans, and driveways clean and free of litter.
- b.** All enclosed yards must be kept mowed, trimmed and maintained in a clean and presentable manner. Grass should be kept to a minimum of three (3) inches tall and all weeds removed.
- c.** Keep interior surfaces of windows and those exterior surfaces that are readily accessible clean.
- d.** Keep floors cleaned. Carpet must be vacuumed, and tile/vinyl must be mopped on a regular basis.
- e.** Keep stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment clean.
- f.** Keep light fixtures and blinds clean.
- g.** Keep all heat and air ducts and air ducts grills clean.

RESIDENT ABSENCES

Residents are responsible for their residence and grounds during periods of temporary absence. You should notify Management and/or make arrangements with neighbors to periodically check your unit for fire hazards, broken water lines, and vandalism. All residents need to provide Management with a point of contact in case of an emergency when you will be absent from the unit for more than seven (7) days. You could be responsible for damages resulting from your failure to do so.

CHILD CARE

- a. **Supervision:** Children should be closely supervised at all times. Children under twelve (12) years of age may not be left alone.
- b. **Playgrounds:** The streets and neighbors' yards should not be used as a private playground. Children may enjoy playgrounds in their housing area.

The imposition of a community-wide curfew may be established if conditions warrant.

Nellis Family Housing adheres to the Nellis AFB Youth Supervision Policy. A copy is available on our website.

LEASE VIOLATIONS

Please refer to our website for our current Citation Policy. Lease violation notices will be issued by Management for such items, but not limited to, excessive noise, maintenance of yards, illegal parking, unauthorized repair of vehicles, failure to remove refuse containers as specified, etc. If cited violation(s) are not corrected within 48 hours, Management reserves the right to complete corrective actions as required and bill the Resident for services rendered. Cost(s) to correct will be billed at the actual cost incurred, with a minimum charge of \$25.00. An accumulation of three (3) Lease violation notices will result in possible termination proceedings or disciplinary action(s).

NOISE CONTROL/QUIET HOURS

Excessive noise is a continuous complaint. Many Residents work night shifts and sleep during the day. Please be considerate. Final determination if any noise level is excessive shall be made by Management personnel and said determination shall be binding on all parties involved.

- a. **Parties:** Many complaints can be avoided by simply informing neighbors prior to having a party.
- b. **Excessive Stereo and Television Volume:** Do not assume that neighbors enjoy the same type of music or television programs that you do. Please keep the volume down. If your neighbor complains that your music is too loud, it may be necessary for you to reduce the volume. Criteria/guidelines used to determine excess volume levels are (1) noise/volume level inside the residence can be heard outside and (2) noise can be heard over ten (10) feet away from the source if source is outside the residence.
- c. **Car Alarms:** It is understood that alarm devices protect against theft. Management asks that when you have the "sensitivity" set, you take your neighbors into consideration. Car alarms should be set so that they are not triggered by the casual passerby, thunder, lightning, etc. Car alarms are a disturbance to all Residents.

- d. Creating excessive noise during times that are commonly accepted as “quiet” hours (10:00p.m.-6:00a.m.) could be used as a basis for a complaint of disturbing the peace and could result in termination of your Lease for repeated violations. Violations should be reported to the Community Management Office or to the Police.
- e. Dogs left in the yard at night can become a problem due to excessive barking. Putting your dog(s) indoors for the night will eliminate this problem. Continued complaints from neighbors may result in your pet privilege being revoked.

PROHIBITED CONDUCT

Residents, other occupants, and/or guests may not engage in the following activities: behaving in a loud or obnoxious manner; disturbing or threatening the rights, comfort, health, safety, or convenience of others (including Management’s agents and employees) in or near the housing community; disrupting Management’s business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia; engaging in or threatening violence; possessing a weapon prohibited by state law; discharging a firearm in the community; displaying or possessing a gun, knife, or other weapon in the common area in a way that may alarm others; storing anything in closets having gas appliances; tampering with utilities or telecommunications; or bringing hazardous materials into the community. Residents are expressly prohibited from accessing roof areas anywhere within the family housing area.

EXTERIOR

Antennas

Satellite dishes and antennas will be permitted in accordance with size, safety, and aesthetic restrictions as defined by Management and only with the prior written approval of Management, such approval not to be unreasonably withheld.

Barbecues

Allowed only in rear yard/areas. They must be stored in rear yards or in garages. Care must be taken when in use so that smoke, residue and/or heat does not damage or endanger any structure. Barbecues/smokers must be used a minimum of 15 feet from any structure or overhang.

Clothes lines

Temporary collapsible clothes wooden dryers may be placed on the back patio while in use. Clothes lines connected to fences or temporary standing poles are not allowed.

Fire Pits

Must be used with a fire guard in place and must be supervised at all times when in use. Fire pits must be used a minimum of 15 feet from any structure or overhang. Resident must ensure fire is properly extinguished and store the fire pit in rear yards or in garages.

Doghouses

Doghouses may be installed in accordance with requirements established by the Community and only with the prior written approval of Management, such approval not to be unreasonably withheld. Doghouses must consist of a floor, three (3) walls, adequate ventilation, and a roof and painted a neutral color if necessary and must not be an eyesore.

Fences

Fences may be installed in accordance with requirements established by the Community and only with the prior written approval of Management, such approval not to be unreasonably withheld. You may not attach additional items to the fence in the attempt to heighten the existing fence. All rented fencing must be removed prior to move out.

Gardens

Private vegetable gardens are permitted in units with enclosed back yards only, and only with the prior approval of Management.

Playground Equipment

Any such equipment (swing sets, playhouses, slides, , etc.) will be permitted in back yards only. Trampolines must have safety netting and are permitted in fenced back yards only. Equipment must be properly secured to the ground. Items in unfenced back yards need to be removed from the grass area to allow landscapers to mow weekly. Only portable basketball backboards, hockey and soccer goals and other recreation equipment are authorized in the family housing areas. Basketball backboards will not be attached to any housing structures such as homes, garages, utility poles, fences or trees; nor will backboards be affixed to permanent or semi-permanent freestanding poles. Portable units must be used in approved areas, areas that are safe, that do not threaten to damage houses, ancillary structures or grounds, and that do not create a nuisance or affect the quiet enjoyment of neighbors. All recreation equipment, including basketball, hockey and soccer goals and related equipment, must be returned to a proper storage area after use. Storage of equipment on streets and sidewalks is prohibited. No court markings are to be painted on to the ground or playing surface. The portable basketball goal and all associated equipment must be maintained in good condition at all times.

Residents are encouraged to use the basketball courts and playing fields that are provided throughout the housing areas and in the community recreation centers. For the safety of both residents and users, skateboarding is not authorized on roads and streets in the family housing area. Skateboarding is only authorized on sidewalks in residential areas. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of skateboarding. The use of appropriate safety and protective equipment is required.

Porches (Front Entries)

Porches will be maintained in a clean manner, free of all clutter or obstructions. Porch areas may not be used for storage. Any situation which interferes with safe egress from the premises is a violation of Fire Codes. Items on patios should be restricted to patio furniture only. Bicycles, stroller, motorcycles, motorized vehicles of any kind, scooters, skateboards, etc. cannot be stored on the patio or at the front of the house.

Storage Sheds/Green Houses

Storage sheds may be installed in accordance with requirements established by the Community and only with the prior written approval of Management, such approval not to be unreasonably withheld.

Sheds/greenhouses must be of neutral color.

Wading Pools

Wading pools are allowed but cannot be left out over night or unattended except in enclosed back yards. Such pools must be less than two (2) feet in depth and not more than eight (8) feet in width.

No large above ground pools that require filtration devices are allowed. Do not setup or use your pool on your covered patio, please set up your pool in the grass or rock area in your yard. Pools are not allowed inside garage or on front porches.

Yard Decorations

Residents may install seasonal decorative items such as Christmas decorations, provided they are in “good taste” for display in a family community and do not cause any permanent structural damage to the Resident’s dwelling. All holiday type decorations are allowed two weeks prior to the holiday, and must be removed within two weeks following the holiday. Winter holiday decorations are granted an extended period of display. Placement is allowed anytime after Thanksgiving and must be removed within 2 weeks following the holiday. Holiday lighting and/or decorations may not be placed/attached to the second story eaves or roofs of the homes.

Political Signs may not be displayed from an on-base residence, even if the military housing development has been privatized. (DOD Directive 1344.10, Political Activities by Members of the Armed forces on Active Duty, and amplified by 28 Jan 08 SECDEF message. DoD Public Affairs Policy Guidance concerning Political Campaign’s and Elections.

Yards

Front and rear yard areas must be kept clean and free of clutter. Only furniture designed for outdoor use is allowed in any yard area (no couches, armchairs, loveseats, etc.). No storage of any kind is permitted in the front yard area of the residence. Yard areas enclosed by fencing (PVC Privacy Patios and those within chain link fencing) are for the private use and enjoyment of the Resident occupying the premises at which they are installed. Unfenced areas are considered common landscape areas, grounds or facilities and shall not be used for placement or storage of Resident’s personal property or items.

Lawn Care and Maintenance

Lawn mowing, edging, trimming, leaf raking, weed control, and fertilizing will be performed by Management (enclosed yards excluded). Residents are responsible to perform their own lawn maintenance in enclosed yard areas and must do so in a manner that is in compliance with Management specifications.

VEHICLES

Insurance

Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle(s) at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage must meet or exceed the State Law.

Parking

Residents may park only in their assigned garage and driveway, or on the street. Parking in driveways of any vacant unit or model home is prohibited. Motorized vehicles of any kind may not park on sidewalks, porches, patios, landscape areas, rocks or in fire lanes. Parking of recreational vehicles or utility trailers in the housing area is prohibited except as specified in the “Recreational Vehicle” section. Illegally parked vehicles are subject to immediate towing/removal at vehicle owner’s sole risk and expense. Management will in no way be held liable for any costs (towing, storage or damage) associated with such removal.

Registration

All vehicles must exhibit current registration in order to be parked within the Community. Vehicles with expired registration are subject to immediate towing/removal at vehicle owner's sole risk and expense. Management will in no way be held liable for any costs (towing, storage or damage) associated with such removal.

Restrictions:

- a. The Resident shall not permit more than two (2) vehicles to be parked or stored at the Leased Premises unless authorized by Management in writing.
- b. Repair of vehicles is not authorized at any time within the Community, with the exception of tire changes and rotation, replacing battery or other similar preventive maintenance measures. Changing of POL (Petroleum Oil Lubricants) products is strictly prohibited. Spillage or leaks of such products will be immediately removed and any materials used will be disposed of properly. Report common area spills to Maintenance Office.
- c. Inoperable, unregistered, or unlicensed vehicles parked in any housing area will be towed at owner's expense.
- d. Abandoned vehicles will be towed away with towing cost borne by the owner. An abandoned vehicle is defined as one that is inoperable, left unattended, or one that is unlicensed and/or unregistered.
- e. Driving of motorized vehicles off established roads is strictly prohibited within the Community. Such as using ATV's on sidewalks, green scape, and parking lots are prohibited. ATV's, jet skis, snowmobiles must be stored in garage or off site. No riding of motorized vehicles that are not licensed in any area of housing. Motorized children's toys will be ridden on the walk ways only, parents will ensure that pedestrians walking will have the right of way and riders will yield the right of way. Riding between homes on the rocks area, and without helmets and protective gear is prohibited.

Recreational Vehicles

Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes.

- a. Towed recreational vehicles, utility trailers, unmounted truck camper bodies, self-propelled RV's, personal watercraft and boats will not be allowed to park in the housing area except for a 24 hour period for loading/unloading before and after use. Utility Cords cannot be running from RV/Camper. ATV's, Jet Skis, snowmobiles must be stored in garage or off site. No riding of motorized vehicles that are not licensed in any area of housing.
- b. Self-propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle and it is indeed used. Vehicles observed in the housing areas that are not moved will be subject to citation.

Speeding

Speed limits within the housing area are clearly posted at 15 miles per hour. Infractions of these posted rates are taken VERY seriously. While within the housing area, any vehicle may be stopped by Management personnel or Base Security Forces and cited for failure to abide by posted speed limits.

Management personnel will forward information on any such infractions noted to Base Security Forces for action.

PET POLICIES

Maintaining pets in the Community is a privilege, not a right, and is subject to regulation and policies as outlined by Management and Nellis AFB guidance to provide for the health and welfare of all individuals. Pet owners who violate these provisions are subject to the forced removal of their pets from the premises or termination of their Lease. Pet owner responsibilities are set forth below:

- a. Prior to move-in:** Resident must inform Management of all pets owned, obtain approval from Management and complete a Pet Addendum and follow the NAFBI 48-103. Pet microchipping is mandatory per Nellis Instruction.
- b. After move-in:** Resident must submit a written request to Management PRIOR to obtaining the pet, obtain approval and complete a Pet Addendum. Any Resident found to possess pets without required approval, as stated above, will be deemed in substantial noncompliance of the Lease and not eligible for approval.

All dogs and cats must be registered at the Community Management Office within seven (7) working days of arrival, and with the Base Veterinarian. All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine upon reaching four (4) months of age and annually thereafter. All dogs and cats maintained within the community are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and worn at all times. Distemper vaccinations are also required. Dogs must meet licensing and registration requirements of the Base Veterinarian and respective local municipalities. Pet owners should bring vaccination certificates and records when reporting for animal registration.

Aquarium fish and caged birds are exempt from registration requirements. Residents of the housing community are limited to two walking pets, whether canine or feline. Pets over 100lbs not permitted. Litters are to be included in this total at six months of age. Birds such as parrots, parakeets, etc., may be kept if obtained from a licensed pet dealer or domestic U.S. source that complies with current regulations established by the Department of the Interior for Fish and Wildlife. Birds of prey (eagles, falcons, hawks, etc.) and snakes are considered wild animals and will not be allowed. Farm type animals (livestock, chickens, ducks, and all animals not considered domestic pets) are not allowed. No exotic animals will be kept in family housing areas. Exotic animals are, generally, foreign or domestic wildlife or unusual wild or dangerous reptiles and birds.

Examples of exotic animals are falcons, monkeys, raccoons, skunks, snakes, pot bellied pigs, and hybrid wolves. Other pets and animals not mentioned will require authorization per written request.

Prohibited canine breeds include: American Pit Bull Terrier, American Bull Dog, Dogo Argentino, Tosa (Tosa Inu), American Staffordshire Terrier, Canary Dog (Presa Canario), Mastiff, Staffordshire Bull Terrier, Cane Corso, Presa Mallorquin (Ca de Bou), Rottweilers, Doberman Pinschers, Chow, Wolf hybrids or any other breed with dominant traits of aggression. Decisions regarding whether a particular dog will be allowed in the Community will be the sole province of Management and all such decisions will be final.

Animal owners are required to provide adequate food, water, and shelter at all times. Physical abuse of animals is prohibited. Management may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to Law Enforcement.

Pets, when outside, must be confined to the owner's premises by a cage (dog run) or fenced patio/ yard. Dogs will not be left tied and unattended. All dogs being exercised outdoors in the Community must be on a leash and accompanied by the owner or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up and impounded. Pets are not allowed on athletic fields at any time. Pet owners who have lost an animal should contact Management immediately to inquire about missing animals. When notified by Management that an animal has been impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to Law Enforcement immediately.

Pets must be kept under control at all times. The Resident is responsible to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs and their defecating or urinating on playgrounds and lawn areas within fifty (50) feet of any housing area are considered nuisances. **Animal waste must be promptly removed by the owner of the pet(s).** Management may apprehend any animal that is suspected of being a nuisance. Pet owners must ensure that animals do not become a nuisance to neighbors due to noise, property damage, odors, unsightliness, or infestation of quarters or other areas due to fleas.

Any dog which has a tendency to attack or molest persons or other animals will be muzzled and kept on a hand leash when outdoors. Dogs that bite or chase people are considered a menace and should be reported to Management. Biting dogs that attack people or other animals or which are otherwise determined to be vicious will be removed from the premises. If you are bitten or scratched, contact Management or a proper medical facility immediately. An animal that has bitten or scratched someone will be examined at a clinic and placed in quarantine at home or at the clinic for a ten (10) day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by Management, Security Forces, and by medical personnel, the owner is required to transport the animal expeditiously to the clinic for examination. Vicious animals or those that have bitten or attempted to bite people will be removed from the property by the Resident or at Management request. Three or more sustained formal complaints about a pet or pets, either for viciousness or nuisance, may be grounds for ordering the pet(s) involved to be removed from the property. Dogs that are banned must be removed from the property within 48 hours of notification of the owner.

The commercial breeding of pets and kennel type operations are prohibited.

NOTE: Pet owners are responsible for any and all expenses resulting from damage to the Premises attributed to Resident's pet, whether it involves replacement or repair. At move out, Pet owners will be charged an additional fee over and above the costs of normal carpet cleaning to treat the carpet within the premises. This shall be the actual cost incurred by Management to complete this process.

If a resident observes any violations stated above please contact the Base Police.

FIRE PREVENTION AND SAFETY

General

Within the community, be certain not to park in areas that are marked as Fire Lanes. Residents should have a Home Fire Evacuation Plan with primary and alternate routes of escape in the event of a fire, and practice this plan as a family activity.

Gasoline Storage

The storage of gasoline or other flammable liquids is limited to three (3) gallons and is never to be stored inside of the residence. Outside storage areas should be child proof. Storage of fuel must be in an approved UL type container; glass or open containers are not allowed.

- a. Never store flammable materials in the area of a hot water heater or furnace.
- b. Do not store flammable materials under stairwells.

Barbecue Grills/Fire Pits

Barbecue grills should be operated by adults only. Grills must be kept away from building overhangs and porches and kept at least fifteen (15) feet from all combustible structures. After use, soak charcoal thoroughly in water before storing equipment or disposing of the used charcoal, etc. Always use an approved charcoal starter and never use gasoline to start any fire.

- a. Liquefied Petroleum (LP) gas cylinders used to fuel outdoor gas barbecue grills must be stored outdoors at all times.
- b. Ensure charcoal is completely out upon completion of grilling, and clean all charcoal and ashes from grills before storing. Never burn charcoal indoors as it produces carbon monoxide gas.
- c. Fire pits must have a fire guard in place when in use.

Clothes Dryers

Check / clean lint traps after each use, but make sure power is turned off first. Never put plastic articles in the dryer. Periodically remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet.

Cooking

Never leave cooking unattended, especially when using grease or anything that produces grease. If a grease fire occurs, cover the pan with a tight lid, turn off the appliance, and call the Fire Department. Never use water! Do not attempt to move the pan. Control the fire with a Class B fire extinguisher or baking soda. Never use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent. When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Cords with broken insulation can start a fire; replace appliance cords as soon as they show wear or are damaged. Keep kitchen exhaust fans clean to prevent accumulation of grease. Never place frozen items in a deep fryer.

Portable Heaters

Open coil heaters are prohibited. Do not place portable heaters near combustible or flammable type materials. Make certain that exits are not blocked with portable heaters.

Smoking

Never smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and reach of small children. Empty ash trays in a noncombustible container and discard in the outdoor trash container after ashes are cold. Smoking in the homes may result in the cost of professional deodorizing of the home at move out.

Power Tools

Lawn mowers, edger's, etc, should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store lawn mowers, motor bikes, etc., in a well-ventilated place.

Christmas Trees

Put cut (organic) trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it as soon as possible after the holidays. Be sure artificial trees are fire resistant.

Natural Gas

Furnaces, hot water heaters, and ranges are operated by natural gas. If you detect an odor from any of these sources, contact Management immediately. Improper installation or venting of appliances can result in the production of carbon monoxide, a deadly by-product of burning natural gas.

Smoke Detectors

A smoke detector will, in most cases, provide sufficient warning of fire to allow occupants to exit the building. However, you should periodically check the detector to ensure that it is operating properly and, if not, you must notify Management immediately. Smoke detectors that have been disarmed will subject you to a Lease violation notice.

Extension Cords

Eliminate extension cords whenever possible. An extension cord should never exceed ten feet in length, must be free of breaks and splices, and should not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads. An extension cord must never be smaller in wire gauge than the appliance cord it is serving, and should never service more than one fixture or appliance.

Surge Protectors

Management will not assume any responsibility for damage to appliances or equipment due to low voltage or power fluctuations. Residents are advised to use surge protectors to protect electronic equipment from damage caused by minor voltage fluctuations.

Firearms

Resident will not possess weapons on property in violation of state or federal law. Each Resident owning a weapon must comply with Nellis Air Force Base regulations. In any NAFBP Housing areas located within a military reservation, the military policy for storing firearms will apply. Actions taken by Residents involving weapons, which are prohibited by state/local municipal law and military policy are strictly prohibited and will be grounds for eviction.

ENVIRONMENTAL COMPLIANCE AND MANAGEMENT

Protection of our environment is an essential goal. The following procedures will, if practiced by all Residents, contribute to the attainment of this goal.

Litter Control

Although Management will police grounds on a regular basis, it is incumbent upon each family member to dispose of trash and other unwanted items appropriately in the garbage cans provided. Individual family members should make certain that trash and debris that has blown into their yards is also properly disposed of. Individuals who do not maintain the areas immediately surrounding his/her individual unit will be issued a Lease violation notice. You can help keep the Community clean, beautiful and litter free all year round by following these easy steps listed below:

- a.** Use tightly covered trashcans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste. By disposing of garbage in a sanitary manner, conflicts with coyotes, rodents and other wildlife are reduced.
- b.** Put a litterbag in your car, and use it! Don't pitch cans, cigarette butts, papers, bottles, or other trash out the window.
- c.** Hold on to your litter until you reach a trash receptacle. Litter draws other litter, so make sure your home and work site are litter-free.
- d.** Cover or tie down loads in trucks and trunks so that trash and debris doesn't blow or fall out.
- e.** Coordinate cleanup projects for your neighborhood.

Recycling

Reuse everything you can. Reuse materials to squeeze more value from them and waste less. Disposable cleaning cloths, diapers, cameras, razors and other items are convenient but they don't just "go away". Think about things that you use every day that could be replaced with longer lasting, more durable materials. For example:

- a.** Choose returnable containers over recyclable ones.
- b.** Reuse plastic or glass containers for storage.
- c.** Substitute reusable sponges or cloths for disposable paper towels, napkins and tissues.
- d.** Save and reuse envelopes, boxes and packing materials you receive in the mail.
- e.** Reuse file folders by turning them inside out or sticking on a new label.
- f.** Reuse paper for writing out notes, shopping lists, and other memos.
- g.** Donate clothing to neighbors or institutions for reuse.
- h.** Share, borrow or rent items you don't use very often (tools, lawn mowers).
- i.** Keep reusable coffee mugs at work and home for yourself and guests.

Petroleum Oil Lubricants (POL) Disposal

Did you know that one quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water? Oil disposed of on the ground can be toxic to plants and animals. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.

- POL will not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers should collect used motor oil and take it to a local service station or center that recycles it.
- No POL of any kind will be changed in any POV component within the housing area.
- Antifreeze will be disposed of properly, not flushed down the toilet. Do not dump down the sink, tub or storm drain because of the potential for contaminating food and drinking water.
- Report spills to Maintenance Office.

Personal Owned Vehicle (POV) Washing

You are asked to limit POV washing at your unit to no more than once per week. In order to conserve water, please do not allow water hoses to run continuously.

Community Residents are expected to:

- Maintain their units in a manner that will deny access, harborage and sustenance to pests.
- Ensure that windows and doors are screened and fit properly and notify Management when deficiencies are evidenced.
- Ensure that holes or cracks that permit access are promptly reported and repaired.
- Ensure that excessive clutter such as debris, weeds, dead leaves, pet droppings, trash, etc., is regularly removed.
- Store food, especially starchy or fatty foods and pet foods, in pest proof containers.
- Promptly clean up spilled food, crumbs, drink, or pet droppings.
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- Wash or submerge dirty dishes in soapy water before retiring for the evening.
- Empty garbage and cat litter box regularly.
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles and paper grocery bags in kitchen, baths, and laundry rooms.
- Have leaks and dripping faucets repaired promptly.
- Wipe or mop dry kitchen and bathroom surfaces before retiring.
- Keep all pesticides out of the reach of children.
- Cooperate fully with pest controllers in scheduling of treatments and preparation of areas to be treated.
- Make a sincere effort to control minor infestations of nuisance pests before seeking Management assistance.
- Refrain from using electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects).

- q. If your unit becomes infested, please notify Management immediately.
- r. In addition to the regular service, all units will be inspected and treated prior to a change-of-occupancy.

POOL

- a. **No Lifeguard on Duty:** All persons using pool do so at their own risk. Owner and Management are not responsible for accidents or injuries.
- b. Persons under the age of 14 must be supervised by a responsible person over the age of 18.
- c. The pool is for the private use of Residents and their Guests only. Each NFH Household may have no more than two (2) Guests.
- d. All swimmers must take a cleansing shower before entering the pool
- e. The pool capacity (maximum number of swimmers allowed in the pool) is posted at the pool.
- f. Management reserves the right to close the pool during inclement weather.
- g. Management reserves the right to deny use of the pool to anyone at anytime.
- h. No running, boisterous or rough play is permitted.
- i. Persons, three years old and younger, as well as any person not potty trained, are allowed only in the shallow area of the pool. Additionally, they must wear snug fitting plastic pants or a water resistant swim diaper.
- j. Any person having skin, eye, ear or respiratory infections, open lesions, cuts/wounds or communicable illness is prohibited from using the pool
- k. Alcohol is not permitted in the pool area or in the Welcome Center at any time. If you are suspected of being intoxicated, you will be asked to leave the premises.
- l. Persons under the age of 18 are not allowed in the spa or spa area at any time.
- m. The waterfall is not to be stepped on or used as a place to jump from.
- n. Pool toys, floats or balls are allowed, however, Management reserves the right to refuse their usage if they are being used in an unsafe manner.
- o. Residents violating any pool rules risk losing access to the facility.

SCHOOL BUS STOPS

The following rules must be observed at all school bus stops:

- a. Parents are encouraged to supervise their children to, from and while at the bus stop
- b. Arrive ten minutes before bus pickup
- c. Do not stand on the road

- d.** Be respectful and watchful of traffic
- e.** Wait quietly and in an orderly manner.
- f.** Students are expected to respect surrounding property, such as mailboxes, grass or landscaping at the bus stop while waiting for the bus and leave the bus stop location clean of any litter.
- g.** All trash must be disposed of in proper refuse containers.

MAILBOXES

It is unlawful to post items on U.S. Postal Service mailboxes. Also, posting of flyers, announcements, advertisements, etc on light poles or sign posts is prohibited.

GARAGE / YARD SALE SIGNS

The only signs authorized for garage/yard sales are kept at the Community Center. These signs may be checked out and posted at the entrance to the respective housing area. No other signs are authorized. Unauthorized signs will be removed and resident will be instructed to remove all other unauthorized signage immediately.

RIDER SAFETY

All persons who ride a bicycle, tricycle, or other human powered vehicle, including motorized bicycles, on an AF installation in a traffic environment shall wear a properly fastened and approved (e.g., Consumer Product Safety Commission, ANSI, Snell Memorial Foundation or host nation equivalent) bicycle helmet. During hours of darkness, riders will wear retro-reflective vest/jacket or outer garment containing retro-reflective material. In addition, bicycles will be equipped with a white front light (not a reflector) visible for 500 feet and red rear reflector or light clearly visible from the rear of the bicycle from a distance of 300 feet.

Motorized children's toys will be ridden on the walk ways only, parents will ensure that pedestrians walking will have the right of way and riders will yield the right of way. Riding between homes on the rocks area, and without helmets and protective gear is prohibited.

FITNESS CENTER RULES

All persons using the facility and its equipment do so at their own risk. The facility is not monitored.

- a.** Neither Owner nor Management is responsible for accidents, injuries, or lost or stolen items.
- b.** Users must be over the age of 18 unless accompanied by an adult. Exceptions: Parents/Legal Guardians may complete an access authorization form for persons age 12 – 17.
- c.** Fitness Center is for the private use of Residents and their guests. Maximum number of guests is two (2).

- d.** The Fitness Center capacity (maximum number of users allowed in the center at any time) is fifteen (15).
- e.** Management reserves the right to close the Fitness Center at any time and can deny use of the facility to anyone at anytime.
- f.** No animals/pets are allowed in the Fitness Center
- g.** No alcohol, glass, food or drink (other than plastic water bottles) or use of tobacco products is allowed.
- h.** Anyone having skin or respiratory infections, open lesions, cuts/wounds or communicable illness is prohibited from using the facility.
- i.** Management reserves the right to change, amend or alter these terms & conditions without notice regarding health or safety issues.

IMPORTANT PHONE NUMBERS

Below is a list of pertinent phone numbers you may need while living at the Community.

After Hours/Holiday Work Order Hot-line	(725) 527-3200
NFH Community Management Office	(725) 527-3200
Self Help Center, Work Order Request Line	(725) 527-3200
Military Housing Office	(702) 652-1840
Base Operator	(702) 652-1110
Security Forces (non-emergency)	(702) 652-2311
Pass and ID	(702) 652-2637
Airman's Attic	(702) 652-4765
Base Chapel	(702) 652-2950
Base Veterinarian	(702) 652-8836
TMO	(702) 652-6683
Dept. of Motor Vehicles	(702) 486-4368

DISPUTE RESOLUTION PROCESS



OWNER'S INFORMAL DISPUTE RESOLUTION PROCESS

As a valued resident of our community, your concerns are very important to us. This is why a multistep dispute resolution process has been established to address Tenant concerns and any disputes relating to the Lease. The first step for resolving disputes is included in the Owner's two-part Informal Dispute Resolution Process below; and, if the Owner's two-part Informal Dispute Resolution Process does not resolve the dispute to your satisfaction, you have the right to elevate your concerns to the MHO and pursue the Government Dispute Resolution Process as set forth in the Universal Lease as incorporated into our Active Duty Tenants' current leases through HMC's Community Guidelines and Policies, which you will find copied below.

The Owner's two-part Informal Dispute Resolution Process is available to you so that your concerns are elevated to the appropriate HMC team members to ensure a thorough review of your concerns and a timely response. To afford us an opportunity to thoroughly evaluate and address your concerns as quickly as possible, any complaint or dispute must initially be submitted to us using the following process:

- 1. Submit a complaint online using the Owner Approved Form:** To initiate the Owner's Informal Dispute Resolution Process, you must:
 - a.** Prepare and submit an online complaint using the Owner approved form for review by the Community Director. The form allows you to describe the complaint in detail, provide adequate supporting information and documentation (i.e., complete description of the issue, photos, invoices, estimates, etc.), and detail what specific steps we might be able to take to address your concerns. This form is available and must be submitted online at <https://riskconnecthunt.force.com/Dispute/s/>. Once your complaint is submitted, you will receive an email confirmation including your dispute resolution number. Should you lack the means by which to submit your complaint electronically, please contact your Community Director for further assistance. For all other questions, please contact your Community Director.
 - b.** Cooperate with us as we investigate your concerns, which may include, without limitation, providing us with prompt access to your Premises for inspection or repairs, providing additional documentation, or answering questions about your complaint.
 - c.** Allow your Community Director up to five business days from the receipt of your online complaint to fully evaluate your concerns and respond.
 - d.** You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Community Director has responded to your complaint.
- 2. If you are not satisfied with the Community Director's response to your complaint:** You may elevate your complaint to the Regional Director of Operations, by:
 - a.** Making a written request to your Community Director that your complaint be elevated to the Regional Director of Operations.
 - b.** You will receive an email from the Owner's Informal Dispute Resolution portal containing the Owner's approved Regional Level Request Form. Prepare and submit

the Regional Level Request Form online. Once your Regional Level Request Form is submitted online, you will receive an email confirmation. Please contact your Community Director with any questions.

- c. Cooperate with us on any additional reasonable requests to allow the Regional Director of Operations an opportunity to thoroughly investigate your complaint such that we may try to resolve it to your satisfaction.
- d. Allow the Regional Director of Operations up to ten business days from the receipt of your online request to review, evaluate and respond to your complaint.
- e. You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Regional Director of Operations has responded to your complaint.

If you are not satisfied with the Regional Director of Operation's response to your complaint: You may pursue Government Dispute Resolution pursuant to the Universal Lease, as further outlined below.

GOVERNMENT DISPUTE RESOLUTION PROCESS (EXCERPT)

“SECTION 9 -- DISPUTES”

If Tenant has a dispute with respect to Owner's performance of responsibilities under the Lease or attached schedules, Tenant shall first attempt to resolve it by bringing the request or concern to the attention of the Owner. If Tenant and Owner are unable to resolve such dispute to the reasonable satisfaction of either party, Tenant shall attempt to resolve such dispute through Informal Dispute Resolution Processes set forth by the MHO; as such, informal process is identified and described on the Community Specific Addendum. If Tenant has a dispute pertaining to the Premises that is not resolved using the informal resolution processes, and the dispute pertains to rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an “Eligible Housing Dispute”), Tenant or Tenant's designated agent may submit the request or concern to the MHO for formal dispute resolution, in accordance with the Dispute Resolution Process set forth on Schedule 3. Tenant or Owner may seek legal advice or seek to resolve the dispute and pursue any remedy available by law in accordance with applicable law, except that Tenant and Owner shall not pursue such remedy available in law while a Formal Dispute Resolution Process under Schedule 3 is pending.

“SCHEDULE 3 — DISPUTE RESOLUTION PROCESS”

DISPUTE RESOLUTION PROCESS

1. **Scope.** This Dispute Resolution Process (hereinafter, “Dispute Resolution Process”) allows eligible tenants of privatized military housing to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an “Eligible Housing Dispute”).

- 2. Eligibility.** Any military member, their spouse or other eligible individual who qualifies as a “tenant” as defined in Section 2871 of title 10 of the United States Code (hereinafter “Tenant” or “Tenants”) is eligible to seek resolution of Eligible Housing Disputes. Prior to initiating this Dispute Resolution Process, a Tenant must first attempt to resolve the dispute through the Informal Dispute Resolution procedures as described in Section 9 of this Lease agreement, which includes utilizing the informal issue resolution procedures of the Military Housing Office (“MHO”) with responsibility over the subject housing unit (the “Premises”).
- 3. Dispute Processing.**

 - (a)** To initiate the Universal Lease Dispute Resolution Process, the Tenant must complete the Form attached here as Exhibit A (hereinafter, “Request Form for Dispute Resolution Process”), available from the MHO, and submit it to the MHO responsible for their leased Premises. At a minimum, the Tenant must provide the following information on a Request Form for Dispute Resolution Process: (i) Tenant’s name, contact information, and military status; (ii) the Owner’s name; (iii) the address of the subject Premises; (iv) written affirmation the Tenant has sought resolution through, and completed, the informal issue resolution procedures set forth in Section 9 of the Lease agreement; and (v) a concise statement describing the dispute and prior efforts to resolve it. A Tenant who wishes Owner to withhold all or part of the Rent payments received by Owner during the Dispute Resolution Process (not to exceed 60 calendar days), pending resolution of the dispute as provided for in Section 4 below, must explicitly request Rent segregation on Section 7 of the Request Form for Dispute Resolution Process.
 - (b)** Within two (2) business days after receiving a Request Form for Dispute Resolution Process, the MHO shall review the request and take the following action:

 - (i)** If the MHO determines the request is ineligible or incomplete, the MHO shall provide written notice to the Tenant, as further described below.
 - (ii)** If the MHO determines the request is complete and eligible for this Dispute Resolution Process, as determined by the MHO in its reasonable discretion, the MHO shall notify the Tenant of receipt and simultaneously provide a copy of the request to the Owner and the Installation Commander responsible for the Premises.
 - (iii)** If the MHO determines the Tenant is not eligible to request dispute resolution, the dispute is not an Eligible Housing Dispute, or the request for dispute resolution does not contain sufficient information, the MHO will provide a written notification to the Tenant explaining the reason(s) for the ineligibility or the information needed for further consideration. The Tenant may submit a revised Request Form for Dispute Resolution Process. All subsequently described deadlines associated with the Dispute Resolution Process will run from the date of MHO’s receipt of an administratively complete Request Form for Dispute Resolution Process..
 - (c)** The Deciding Authority shall be the Installation or Regional Commander with authority over the Premises.
- 4. Treatment of Rent Payments Pending Dispute Resolution.** If an Eligible Housing Dispute alleges failure to meet applicable maintenance guidelines and procedures prescribed under the terms of the Lease agreement or applicable Schedules and addenda, or the housing unit is otherwise alleged to be uninhabitable according to applicable State or local law, a Tenant may request Owner to withhold all or part of the Rent payments received by Owner

during the Dispute Resolution Process (not to exceed 60 calendar days), on the Request Form for Dispute Resolution Process. Upon receipt of an administratively complete Request Form for Dispute Resolution Process in which the Tenant has requested a partial or complete withholding of Rental payments, the MHO will notify the Owner to initiate the process to withhold such payments from use. The Owner shall segregate amounts equal to such payments (the "Segregated Rental Payments") in a project level reserve account unavailable to the Owner, or Owner's property manager, employees, agents, or contractors for any purpose pending completion of the Dispute Resolution Process.

- 5. Owner and Tenant Obligations Pending Dispute Resolution.** The rights and responsibilities of both Owner and Tenant under the Lease shall be unaffected by, and continue, pending the Dispute Resolution Process, including the ability of the Owner to access, maintain, and repair the premises. Any actions taken by the Owner to repair the premises during the Dispute Resolution Process shall be considered by the Deciding Authority in rendering a decision.
- 6. Inspection.** Within seven (7) business days of receiving an administratively complete Request Form for Dispute Resolution Process, if the Eligible Housing Dispute is related to living conditions or the physical condition of the Premises, the MHO shall schedule and conduct a physical inspection of the Premises. The Owner and its designee, the Tenant or Tenant's representative, and the Dispute Resolution Investigator shall be notified of any inspection schedule and be afforded the opportunity to be present at the inspection. The Owner or its designee may schedule a separate inspection, at which the Tenant or Tenant's representative shall be allowed to be present. The Tenant shall grant access to the Premises for these inspections at a time or times and for a duration or durations mutually agreeable to the attendees. The Deciding Authority may grant an additional seven (7) business day extension in writing, if necessary, at the request of the MHO, the Owner, or the Tenant to facilitate inspections. If a Tenant fails to grant access to the Premises for inspections discussed in this Section, the Dispute Resolution Process shall terminate, no decision rendered, and the specific subject of the dispute deemed ineligible for future consideration. Within three (3) business days of the MHO inspection, the MHO shall make a written report of findings, and transmit the results of the inspection to the Deciding Authority, the Owner and the Tenant.
- 7. Consideration of Recommendations.** Before making a decision, the Deciding Authority shall solicit written recommendations or information relating to the Eligible Housing Dispute from each of:

 - (a)** The head of the MHO;
 - (b)** Representatives of the Owner for the subject Premises;
 - (c)** The Tenant of the subject Premises;
 - (d)** If the Eligible Housing Dispute involves maintenance or other facilities related matter, one or more professionals with specific subject matter expertise in the matter under dispute, selected and provided by the Deciding Authority. The cost of any other additional inspections, reports, or evidence gathered by the Parties will be borne by the Party requesting additional inspections; and
 - (e)** An independent Dispute Resolution investigator (the "Dispute Resolution Investigator") selected by the Deciding Authority who shall consider the recommendations or information collected pursuant to Sections 7(a) through 7(d) of this Schedule in making a recommendation.

The Deciding Authority shall make any written recommendation or information relating to the Eligible Housing Dispute provided pursuant to this Section 7 available to the Owner and Tenant for review within three (3) business days of receipt by the Deciding Authority of all written recommendations or information collected pursuant to Section 7(a) through 7(e) of this Schedule. Both the Owner and Tenant shall have up to three (3) business days to submit a written rebuttal to any information received by the Deciding Authority. The Deciding Authority shall make any rebuttal submission available to the other Party within three (3) business days of receipt. At the end of any applicable period for rebuttal, the fact-finding portion of the Dispute Resolution Process shall be considered completed.

- 8. Decision.** The Deciding Authority shall issue a final written decision in the Dispute Resolution Process no later than thirty (30) calendar days after MHO's receipt of an administratively complete Request Form for Dispute Resolution, unless good cause exists for the Deciding Authority to take up to an additional thirty (30) calendar days. In no case, however, shall the Deciding Authority make a decision more than sixty (60) calendar days after the MHO accepts as complete the Request Form for Dispute Resolution Process. The Deciding Authority shall transmit the decision to the Tenant, the Owner, and the MHO on or before the deadline outlined herein. The decision shall include a certification that the Deciding Authority solicited and considered the recommendations described in Section 7 of this Dispute Resolution Process; a concise statement of the rationale underlying the decision; and the resolution of the Eligible Housing Dispute, which may include direction of any remedies available under Section 9 of this Dispute Resolution Process, or a finding of no fault by the Owner, as applicable.
- 9. Remedies.** The Deciding Authority (i) shall direct the final determination of the disposition of any Segregated Rental Payments, and (ii) may direct one or more of the following remedies and specify a reasonable time for the Owner and/or Tenant to comply, as applicable:
 - (a)** Direct the Owner to take action to remediate the Premises. Such an order may identify specific commercially reasonable outcomes but shall not specify methods of repair;
 - (b)** Direct the Owner to fund Tenant relocation in accordance with the Minimum Standard Tenant Displacement Guidelines (Schedule 4);
 - (c)** Direct the distribution of any Segregated Rental Payments to Owner or Tenant, as applicable;
 - (d)** Direct a reimbursement or credit, as appropriate, for the payment of any fees, charges, or move-out damage assessments determined to be due to Owner or Tenant; or
 - (e)** Allow Tenant to terminate the Lease or excuse Tenant from minimum move-out notice requirements and any associated fees.

The Deciding Authority may not order any remedies other than those specified in Sections 9(a) through 9(e) above. The Deciding Authority's decision is the final action available under this Dispute Resolution Process. To the extent, the decision requires Owner to perform work at the Premises; such decision shall stipulate that the Tenant shall not interfere with Owner's ability to perform work at the Premises. The Deciding Authority shall reasonably determine whether such work ordered to be performed by Owner pursuant to the Dispute Resolution Decision has been satisfactorily completed.

- 10. Availability of Assistance to Tenants.** While the Dispute Resolution Process does not require the use of legal services, military legal assistance attorneys may provide legal services

in furtherance of this Process to Tenants statutorily eligible for military legal services to the extent those services are available at the military installation. Private civilian attorney or other assistance may be obtained by the Parties at each Party's own expense without reimbursement. In addition, a Tenant Advocate from the MHO may provide the Tenant advice and assistance on the Dispute Resolution Process.

- 11. Relationship to Applicable Laws.** Nothing in this Dispute Resolution Process, or any decision rendered by the Deciding Authority, shall prohibit a Tenant or Owner from pursuing the original Eligible Housing Dispute in any adjudicative body with jurisdiction over the housing unit or claim in accordance with applicable state and/or federal law. Nothing in this Dispute Resolution Process shall prohibit a Tenant or Owner from pursuing an ineligible dispute in any appropriate adjudicative body.
- 12. Confidentiality and Use of Information in Subsequent Litigation.** By using the Dispute Resolution Process, the Parties agree and agree to cause their representatives to maintain the confidential nature of the proceeding and the Decision. No action taken by the Parties in connection with this Process shall be deemed or construed to be: (a) an admission of the truth or falsity of any claims heretofore made, or (b) an acknowledgment or admission by either Party of any fault or liability whatsoever to the other Party or to any third Party. Further, any recommendation gathered by the Deciding Authority pursuant to Sections 7(a) through 7(e) of this Dispute Resolution Process, and any written decision or remedy rendered pursuant to Sections 8 or 9 of this Dispute Resolution Process shall remain confidential and may not be released or used as evidence in a court of law or other similar judicial proceeding, except to the extent necessary to demonstrate that any alleged damages have or have not been remedied, and shall be withheld from release, as applicable, under the Freedom of Information Act (FOIA).

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This document continues on the following page.

EXHIBIT A — REQUEST FORM FOR FORMAL DISPUTE RESOLUTION PROCESS

REQUEST FORM: GOVERNMENT FORMAL DISPUTE RESOLUTION

1. Tenant Name (Rank, Last, First):

2. Premises Address (Street, City, State, Zip):

3. Tenant Contact Information:

(a) Phone # (Home/Cell): _____

(b) Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

(a) POC Name (Last, First): _____

(b) Phone # (Home/Cell): _____

(c) Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below.

_____ Tenant requests full Rent segregation in the amount of \$ _____ per month, or

_____ Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures set forth in Section 9 of the Lease agreement.

Name: _____ Signature: _____ Date: _____

(TO BE COMPLETED BY THE MHO)

This is an administratively complete request eligible for Rent segregation in accordance with Lease Section 9 and Section 4 of Schedule 3 (Dispute Resolution Process). Owner is directed to segregate an amount equal to \$ _____ per month in a segregated account unavailable to the Owner, or Owner's property manager, employees, agents, or contractors.

Name of MHO Representative: _____ Date: _____

Signature: _____