

Effective November 2, 2021

The Huntington Village team would like to welcome you to your new home! We hope your living experience at Huntington Village is enjoyable and fulfilling. We at Huntington Village are dedicated to serving your residential needs. In an effort to help accomplish this, we have created this Resident Guide.

Maintaining the homes at Huntington Village is a coordination of efforts by you, our residents, and the Huntington Village Team. It is our goal to provide you with 5 Star Service! This Resident Guide is the beginning point of our partnership during your residency.

This guide is an extension of the Lease Agreement you have signed with Huntington Village and will act as the binding regulation for residents in regards to their housing at Huntington Village.

It is our goal to be active in your community. We will be visible and accessible so that you feel part of something special. Thank you for choosing Huntington Village as your home! We personally look forward to serving you.

Huntington Village Management Office

75 Martin Luther King Boulevard
Warner Huntington Village, GA 31098

478-339-7088

HuntingtonVillageHomes.com

Follow us on Facebook: [@HuntingtonVillageHomes](https://www.facebook.com/HuntingtonVillageHomes)

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INTRODUCTION

It is important for residents to familiarize themselves with the contents of this Resident Guide in order to receive the full benefits of living at Huntington Village. Any questions or concerns should be directed to your Resident Service Specialist at HuntingtonVillageHomes.com or via phone 478-339-7088.

This guide contains current policies and services applicable to residents of Huntington Village. **Huntington Village may update policies and services over time to better address residents' needs. Any modifications or changes to the Resident Guide shall be effective after 30 days' notice to the resident.**

CHAPTER 1: RESIDENT SAFETY

1.1 FIRE PREVENTION & HAZARDS

Residents shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires to 911 immediately regardless of size. **Residents are responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the resident's permission or implied consent.** If the premises becomes uninhabitable by reason of fire not caused by negligence or willful misconduct, the resident will be offered another home, subject to availability.

- Please take care not to block exits, including windows.
- Create and practice your own home evacuation plans with meeting points. Please refer to www.nfpa.org for more information.
- Fire extinguisher inspection/maintenance. [For residents who have their own fire extinguisher(s).]
 - Read and follow all instructions on label and in owner's manual.
 - Inspect extinguisher at least ONCE per month.
 - Check that the extinguisher is charged. Pointer on pressure indicator MUST be in green. If pointer is in red or white section extinguisher is NOT ready for use.
 - Be sure the lock pin is firmly in place.
 - Keep the extinguisher clean. Check for dents, scratches, corrosion or any other damage.
 - Check the discharge nozzle. Make sure it is clean and free of obstructions.
 - **DO NOT TEST BY PARTIALLY DISCHARGING.**
- Gas and charcoal/live coal grills and may only be used in accordance with local safety codes and regulations. Charcoal/live coal grills must be at least 15 feet from any combustible structure.
- The use of portable outdoor fire pits is allowed only on cement/asphalt in the front of your house and 15 feet away from any structure.

- All homes are equipped with smoke detectors. These safety devices shall not be deactivated or removed. Residents are responsible for testing smoke detectors monthly. Immediately report any smoke detector which does not work properly to Management. Any questions about operation or performance can be directed to Management.
- The house number shall be clearly visible from the street at all times. Please contact Maintenance if this is not the case.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.
- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids must be done outside of all buildings, including garages or right-of-way associated with housing.
- Please do not place knots in your mini-blind cords. They should be kept separated and knot free at all times. This prevents a choking hazard.
- All stoves have an anti-tip device installed. Please call Maintenance immediately if you feel your stove does not have an anti-tip device or if it has been disengaged.
- You should never leave an electrical extension cord plugged in. An electrical extension cord should only be used temporarily. Huntington Village does not recommend the use of any extension cord that is smaller than 14 gauge.
- Check and clean dryer lint traps after each use, but make certain 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.
- 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.
- 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.
- 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.
- Lawn mowers, edgers, etc, should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motor bikes, etc., in a well-ventilated place.

- 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.
- 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. It is the policy of Huntington Village family housing Family Housing to test each unit for carbon monoxide on an annual basis.
- 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.
- 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.
- The 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.
- Residents residing at Huntington Village family housing Family Housing may keep privately owned firearms and ammunition in their homes. Individuals should not carry concealed weapons, firearms, or ammunition and will not take them into public places.
- Do not store any petroleum fueled vehicle or equipment inside your unit or on the patio (if applicable).

1.2 COMMUNITY SAFETY

- Report any non-working street lights or emergency lighting to the Management. You may also email us your concerns.
- Speed limits are posted throughout the community. Speed limits are enforced by the Warner Robins Police Department for the safety of the residents, especially children, in the community. **Unless otherwise posted, the speed limit in all residential neighborhoods is 15 mph.**
- Transformers and utility boxes are not play areas. Do not allow children to play on them or dig around them. They are to protect individuals from high voltage electricity.
- Keep doors and windows locked to protect belongings and individuals.
- Please refer to section 2.16 for requirements and safety information on weapons and firearms.
- Do not warm up vehicles in the garage with the garage door closed. This is a common cause of carbon monoxide poisoning and can be life threatening.
- An emergency box should be prepared in case of emergencies to include: bottled water, non-perishable foods, flash light with batteries and an emergency radio.

To learn more about safety, please check out some of these websites:

www.ready.gov
www.OSHA.gov
www.safetyed.org

1.3 WINDOW SAFETY

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

Please be advised, ALL windows can be potentially dangerous to residents. In an effort to protect our children, windows should be opened from the top, when possible. This is extremely important when the window is on the second floor.

The screens provided on the windows are to keep pests out and not to contain children or pets. Screens are designed in such a fashion that direct pressure could force the screen completely away from the window. The mesh material could also become detached from the frame if children or pets push against them.

Loose or damaged screens should be reported to Huntington Village Maintenance.

1.4 PARENTAL SUPERVISION & CARE OF CHILDREN

Parents are held accountable for the conduct of their children. All children 10 years and under must be supervised by an adult at all times in any Huntington Village common area. Parents are liable for damage caused by negligent and/or unlawful conduct of their children. Use of common areas, to include playgrounds, basketball courts or any green areas, is permitted only between dawn and dusk. Exceptions will be made for Huntington Village sponsored events.

Childcare in Huntington Village is permitted in licensed day care homes only. Any Resident interested in becoming a licensed day care provider must comply with all applicable requirements. For information on starting a child care program please visit the Georgia Department of Early Care and Learning website (<http://www.decal.ga.gov/CCS/StartingACenter.aspx>). Once you become licensed, you must register your status with the Huntington Village Family Housing Management office and with the City of Warner.

CHAPTER 2: GENERAL

2.1 OFFICE LOCATIONS

Huntington Village Management Office

75 Martin Luther King Boulevard
Warner Huntington Village, GA 31098

2.2 OFFICE HOURS

The following are the regular hours for the Management a Center:

Monday through Friday: 8:00 AM – 5:00 PM

The Management may have extended or weekend hours; however, these hours are not guaranteed. The office hours will be posted at the Management Office, on the Huntington Village Website, and on the Huntington Village Facebook page.

The Management Office may be closed periodically for office meetings and trainings.

The Management Office is closed on the following days:

- New Year's Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Huntington Village reserves the right to adjust the holiday schedule if the holiday falls on a weekend.

2.3 RENTAL POLICIES

Huntington Village provides one method for renting. All members of the household applying (18 years of age or older) will be required to submit to a background check. Upon eligibility, there will be a security deposit and rent will be due on the 1st of each month.

Anyone with outstanding debt to Huntington Village will be pursued to the fullest extent possible, including the involvement of the Service Members' Chain of Command (For Military Personnel). Unresolved debt is turned over to a collection agency and can adversely affect credit ratings.

Payments

Rent and all other fees due and payable under the Lease shall be paid in accordance with the terms of the Lease.

2.4 MOVE-IN PROCESS

Huntington Village staff will guide new residents through the entire move-in process and strives to provide a positive move-in experience for all residents. The following items are covered:

- Rental Policies and Procedures
- Pet Policies
- Amenities and Services
- Resident Utility Conservation Program (as applicable)

2.5 MOVE-IN CONDITION EVALUATIONS

Prior to move-in, a Resident Services Specialist or other delegated staff member walks through each home room by room, and examines the exterior. Residents should contact Huntington Village staff immediately if unsatisfied with any aspect of the home. Should any discrepancies be observed, residents should document the item immediately and refer it to the Huntington Village Management for prompt resolution. The Move-In Condition Report will serve as a basis to determine if any damages occurred in the home during residency and, if warranted, what charges may be imposed to correct the damage. The resident will receive a copy of this report for their records.

Any damages which occur during move-in or move-out caused by either resident or moving company should be reported immediately to the Huntington Village Management.

2.6 ACCESS

Huntington Village shall retain keys to each home within the community. Housing keys are under secure control at all times. These keys are used to provide access for routine and emergency maintenance service. Huntington Village staff will keep access to a minimum. Therefore, with the exceptions of emergencies, Huntington Village staff will provide notice of necessity of access, and will attempt up to three times to schedule access. Failure to provide access to the home may result in staff entering the home, as refusal to allow access is a violation of the lease.

Permission to Enter (PTE) forms are available at move-in for each Resident to sign, which will grant staff permission to enter for maintenance requested by the resident.

2.7 CONDUCT AND BREACH, ILLEGAL DRUG AND UNLAWFUL ACTIVITY

Residents are responsible for the conduct of family members, guests and any other persons related to or affiliated with the household. Any conduct that violates the Resident Lease Agreement or this Resident Guide shall be addressed through a written notice to the resident. Violation of the Resident Lease Agreement or the Resident Guide may result in termination of residency and immediate eviction. Huntington Village has zero tolerance for criminal and illegal drug behavior.

2.8 NOISE / QUIET HOURS

Residents and any persons on the premises are not to disturb the peaceful enjoyment of the neighborhood. Residents shall keep the volume of any radio, stereo, TV or musical instrument in a home sufficiently reduced at all times.

Excessive noise is prohibited in the housing community at all times. For enforcement purposes, the term "excessive" is noise that is disturbing to the quiet and comfort of a reasonable person. The following are examples, but not limited to:

- Excessive dog barking.
- Music, vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house.
- Noise in a public place.

Quiet hours within Huntington Village are 10:00 PM to 6:00 AM.

- Violation of quiet hours may result in the occupant receiving a citation for noise abatement or disturbing the peace violation under Georgia state law as is appropriate.

Curfew for Juveniles.

- The imposition of a community-wide curfew has been established to mirror the City of Warner Huntington Village "Quiet Hours" as follows: Sunday thru Monday Quiet Hours 2100 – 0600 and Friday thru Saturday 2200 -0600.

2.9 MINOR VIOLATIONS

With the exception of severe cases, examples of minor violations include but are not limited to the following:

- Violations of any policy listed in the Resident Guide.
- Failure to remove snow/ice from within 50 feet of the home.
- Unauthorized commercial activities.
- Pet policy violations not including unauthorized pets.
- Unauthorized construction or alteration.
- Unauthorized vehicle maintenance.
- Failure to allow maintenance personnel access to the home for any work.
- Illegal RV, trailer or boat storage at the Resident's home or surrounding community.
- Excessive noise that disturbs others or violation of the quiet hours.
- Loose / unbagged trash that is outside of the trash receptacle.
- Any other acts or omission of a Resident that adversely impact any other resident, home or community.

Penalties for minor violations of the Resident Lease Agreement or the Resident Guide are as follows:

First Violation (Ticket and/or Fine): Resident receives a violation letter from Huntington Village. A copy of the letter will be placed in the resident's file. Violations must be remedied within 48 hours of ticketing to prevent further action.

Second Violation (Letter of Warning): Huntington Village issues a Letter of Warning to the resident. This notice will explain any potential charges the resident could incur due to failure to comply, as well as the time frame the resident has to comply. Failure to comply with the Letter of Warning may result in resident receiving a Letter of Non-Renewal or, if necessary, a 3-Day Remedy Breach or Quit notice.

Third Violation: The third notice will contain the actions, if any, that Huntington Village took to remedy the issue, along with any charges incurred by the resident. Failure to comply within three violations may result in a major violation.

Failure to remove snow, pet feces, mow grass or properly store trash receptacles after pick-up in a timely manner may result in additional charges. Environmental hazards, such as pet waste, are considered separate from normal violations and will be reviewed and charged on a case by case basis.

2.10 MAJOR VIOLATIONS

Major violations of the Resident Lease Agreement or this Resident Guide will result in Huntington Village contacting the resident directly, as well as contacting the Chain of Command for those residents who are Service Members. After appropriately notifying the resident of the violation in accordance with Section 2.9, and failure of the resident to immediately correct the violation, Huntington Village may issue a 3-Day Remedy Breach or Quit notice. Fees and charges may apply.

Major violations include, without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving the resident, family member or guest.
- Unauthorized pets in the home.
- Failure to maintain yard.
- Poor sanitary condition in/on/around the interior/exterior of home.
- Inherently dangerous or criminal actions.
- Domestic disturbances / spouse or child abuse.
- Felony convictions.
- Misconduct which results in injury or property loss to a neighbor or Huntington Village.
- Criminal activity by any member of the household or guest(s).
- Failure to pay rent.
- Serious threat to a Huntington Village employee.
- Subleasing.
- Failure to comply with a Letter of Warning for a minor violation.
- Failure to pay debts (i.e. utilities, damages, charges).
- Misuse, discharging or brandishing a weapon in the housing area.
- Disabling of smoke detectors.
- Damage to the HVAC system.

2.11 ENFORCEMENT POLICY

Huntington Village is responsible for the enforcement of the terms of the Resident Lease Agreement and this Resident Guide. When residents reside in Huntington Village, they are

agreeing to abide by the Resident Lease Agreement and this Resident Guide. The best way to make Huntington Village “the best place you ever lived” is to cooperate and communicate with Huntington Village staff throughout the residency at Huntington Village. Should a resident or family member fail to abide by the policies and procedures, Huntington Village will investigate the problem(s) and address all issues and concerns with the relevant parties.

Acts of misconduct or violation of resident policies will result in a written notice to the resident by management staff and may result in monetary fines. The written notice details the misconduct or violation, what corrective action is required, and what actions will be taken if further violations occur. If a persistent pattern of misconduct occurs, Huntington Village will give the resident a 3-Day Remedy Breach or Quit notice. The Resident has 3 days to respond to the notice.

2.12 GUEST POLICY

Residents may have guests in their home. For visits of more than 14 days, see section 2.13. The resident is responsible for the conduct of all guest(s) they allow to stay in the home. Guests may not intentionally or negligently destroy damage or remove any part of the Huntington Village residence.

2.13 GUEST POLICY FOR EXTENDED STAY GUESTS

Resident must request an Exception to Policy (ETP) for guests wishing to stay in the home in excess of thirty (30) days. Special requests for guests will be considered on a case by case basis. The presence of guest(s) does not entitle the resident to a larger home.

All extended stay guests will be required to submit to a background check and pay applicable fees and be added to the Lease. Failure to adhere to this policy is a breach of the Resident Lease and will result in the residents being served with a 3-Day Remedy Breach or Quit notice.

2.14 HOME WATCH – NOTIFICATION OF ABSENCE

Residents are obligated to notify the Management any time they leave their residence for **more than five (5) days**. This includes any military orders. Resident is required to fill out an Access Authorization During Absence, which will include the information found below.

An emergency contact must be given any time a resident is away from home for more than 7 days. The resident is required to arrange for adequate care of the home, **ensuring that the fenced-in yard is maintained and that snow and ice are removed in a timely manner.** Failure to provide provisions for lawn care and snow removal during absences may result in Huntington Village completing the work and billing the resident. Pets may not be left unattended at the home during extended periods of absence.

During the months of October through April, Huntington Village requires submitting an Access Authorization During Absence **for any period of absence** because of the uncertain nature of the weather in this area. Failure to complete an Access Authorization During Absence may result in damages to the home and personal property to include frozen pipes and flooding.

Huntington Village will not be held liable for damage to personal property due to resident negligence; further, resident may be held liable for damage to Huntington Village and other resident property due to negligence.

2.15 PEST CONTROL

Pest Control Service

Management will contract with a professional pest control service to treat each unit at Huntington Village Family Housing at the residents request as well as, at turnover, or as infestation problems are evidenced. In an effort to control cockroaches, clover mites, ants, earwigs, pill bugs, wasps, flies, ticks, 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. Pest control schedules will be published annually and distributed to each Resident. Additionally, Management will provide for the following:

- a. Control of Pests Around the Outside of buildings.
- b. **Other Pests:** Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to Management.
- c. **Domestic Animals:** Stray dogs and cats should be reported to the Management at 929-8988.
- d. **Weeds in Lawn:** Weed control in lawns is the responsibility of Management for common areas. If a resident has a fenced in yard, they are responsible for the weeding in the fenced in portion.

Residents of Huntington Village are expected to:

- a. Maintain their units in a manner that will deny access, harborage, and sustenance to pests.
- b. Ensure that windows and doors are screened and fit properly and notify Management when deficiencies are evidenced.
- c. Ensure that holes or cracks that permit access are promptly reported and repaired.
- d. Ensure that excessive clutter such as debris, weeds, dead leaves, pet droppings, trash, etc., is regularly removed.
- e. Store food, especially starchy or fatty foods and pet foods, in pest proof containers.
- f. Promptly clean up spilled food, crumbs, drink, or pet droppings.
- g. Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- h. Wash and submerge dirty dishes in soapy water before retiring for the evening.
- i. Empty garbage and cat litter box regularly.
- j. 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.
- k. Have leaks and dripping faucets repaired promptly.
- l. Wipe or mop dry kitchen and bathroom surfaces before retiring.
- m. Keep all pesticides out of the reach of children.

- n. Cooperate fully with pest controllers in scheduling of treatments and preparation of areas to be treated.
- o. Make a sincere effort to control minor infestations of nuisance pests before seeking Management assistance.
- p. 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.

As an occupant of Huntington Village Family Housing, you have agreed to certain conditions for the privilege of occupying these units. Scheduling of pest control treatments is accomplished as follows:

- 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.
- 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 he will advise you accordingly.
- e. If you have a scheduling conflict, complaint, or any questions about the preparations for service call the Management Office at 478.929.8988.

2.16 WEAPONS, FIREARMS AND FIREWORKS REGISTRATION

Weapons, firearms, and ammunition may be retained in Huntington Village homes provided that the weapons and firearms are properly safeguarded. All Huntington Village residents must abide by city/county/state laws.

Restrictions

The use of handguns, rifles, air rifles/pistols (BB guns), paintball guns, bows and arrows, fishing spear guns, and fireworks in the Huntington Village community is strictly prohibited.

Violations

Misuse, discharging, or brandishing a weapon as well as any other activity determined to be illegal or deemed as irresponsible handling of a weapon by a Resident, family member or guest will not be tolerated and will result in the termination of residency.

2.17 HOUSEKEEPING

Each resident has a responsibility to ensure that their home is maintained in a clean, safe and sanitary condition. Instances of poor housekeeping resulting in unsafe or unsanitary conditions will be investigated by Huntington Village staff. Depending on the severity of the condition and the impact on the residents, the case may be referred to various agencies to assist the resident in correcting these conditions. Persistent poor housekeeping may result in a 3-Day Remedy Breach or Quit Notice.

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 (if applicable) free of litter and trash. Each resident will be expected to:

- Keep carports, garages, storage spaces, porches, steps, walks, yards, areas around garbage cans, and driveways clean and free of litter.
- No household furniture, rugs, appliances and/or automobile parts are allowed in yard, carport or patio.
- Keep interior surfaces of windows and those exterior surfaces that are readily accessible clean.
- To keep a uniformed appearance please keep management approved blinds in windows.
- Keep floors cleaned, waxed, and polished.
- Keep stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment clean.
- Keep light fixtures and blinds clean.

2.18 NATURAL WILDLIFE

Residents are not permitted to feed or bait any wildlife in Huntington Village. Residents should call the Management for any nuisance wildlife.

The units at Huntington Village may be situated among natural areas. Wildlife visitors are a common occurrence; enjoy them. Do not attempt to control birds nesting on or visiting your area or building. With few exceptions, birds are protected by State, Federal or International laws. Unauthorized destruction of birds or their nests could result in fines or other legal action. Notify Management at 478.929.8988 if birds become a problem.

CHAPTER 3: MAINTENANCE AND REPAIR

3.1 SERVICE REQUEST PROCEDURES MAINTENANCE AND REPAIR

Maintenance and Repair

In order for Huntington Village to maintain the comfort and safety of residents' homes, please call the maintenance phone line immediately when maintenance is required. Maintenance Number is 478-339-7088.

Service requests for routine repairs can be placed by telephone or online. Uniformed maintenance technicians will leave a notification card after they have performed maintenance at your home when Permission to Enter (PTE) is used.

Procedures

When a service request is received, a service request number is assigned. The Huntington Village maintenance office will contact the resident with the approximate date and time the work is to be performed. There are three categories of service: emergency, urgent, and routine.

| CATEGORY | RESPONSE TIME / COMPLETION GOAL |
|------------------|--|
| Emergency | Respond within 1 hour; work until resolved or contained. |
| Urgent | Respond within 24 hours; work until urgent issue is contained. |
| Routine | Complete within 10 business days. |

Emergency

- Failure or deficiencies in utility or structural systems that are an immediate danger or health hazard to Residents, or threaten to damage property.
- A breakdown, stoppage or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished.
- Breaks in water, wastewater or gas lines, gas leaks, equipment failure (i.e., inoperable refrigerator and heating system), utility outages, doors and windows that cannot be secured.
- Inoperable A/C when **external** temperatures are over 85.
- Inoperable heat when **external** temperatures are under 45. If the emergency cannot be completely addressed during the initial visit, the maintenance technician will stabilize the situation and finish the request as soon as possible.
- Security: Locked out of home, downstairs window broken or unsecured, and any exterior door to home that cannot lock securely.
- Pests.

Urgent

Not categorized as an emergency, but has the potential to create a substantial inconvenience to the resident.

- Contained water leaks.
- One of two or more toilets or sinks are inoperable.
- For homes with more than one bathroom, a clogged toilet is not an emergency.
- Partial power (i.e., no upstairs power).
- Loss of hot water.
- Refrigerator failure.

Routine

These items do not warrant the attention of the emergency or urgent categories but need to be addressed within a reasonable amount of time.

Resident Maintenance Responsibilities

The Resident is responsible to:

- Reset Ground Fault Circuit Interrupter (GFCI).
- Replace or tighten loose screws in door hinges and tighten cabinet hardware.
- Remove foreign matter from commode, sink, and bathtub drains with a plunger (rubber suction cup).
- Turn off water valve in overflow situations.
- Test carbon monoxide and smoke detectors monthly, and replace batteries as needed.

Residents will not:

- Adjust gas burners.
- Repair leaky pipes.
- Repair or replace faulty wiring.
- Install wall outlets, ceiling fans or other electrical fixtures.
- Replace or repair equipment or appliances.

3.2 TRASH

Curbside refuse collection will be provided on Thursday of each week unless otherwise specified. Management will notify each new Resident at the time of move-in orientation as to what will be required with respect to the placement of their refuse. 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. The following standards must be adhered to when disposing of refuse:

1. Wet refuse and kitchen waste will be securely wrapped prior to placement in the refuse container.
2. Leaf and grass clippings will be placed in sealed plastic bags inside or outside the refuse containers.
3. Areas around refuse containers must be maintained in a high state of cleanliness at all times.
4. Refuse containers will be placed on the front street on the day of collection not later than 0700 (7:00 AM) and returned to storage area as soon as possible after being dumped on the day of collection.
5. Refuse receptacles will not be placed on the street the night prior to scheduled pick-up.

6. Refuse receptacles will be maintained in a clean and functional state at all times.
7. Refuse receptacles must be kept in the rear of the quarters unless a designated area exists. Receptacles will be maintained out of the public view.
8. Refuse receptacles will be replaced by the contractor when they become unserviceable. Residents will be held liable for containers that are damaged or lost due to occupant negligence.
9. No refuse container, bag, or receptacle weighing more than 35 pounds will be emptied by the contractor. Containers deemed to weigh more than this amount will be left untouched and the responsibility for removal will rest with the Resident.
10. Domestic refuse that exceeds the capacity of the refuse container may be bagged and placed next to the container for removal. All excess refuse must be in a plastic bag for removal.

3.3 PLUMBING

The plumbing in the home should be treated with care. It is important that toilets and waste pipes not be used for any purpose other than those for which they were intended. No sweepings, trash, feminine products, baby products or any other improper articles should be put into them. Do not dispose of grease in drain systems. Use cold water when operating the kitchen sink disposal. The resident shall be responsible for any damage to the home caused by misuse of the plumbing system. Refer to [Appendix A](#) of this guide for additional information.

3.4 SNOW / ICE REMOVAL

For the safety of all, residents are required to remove any accumulation of snow / ice on the exterior stairs, walkways and driveways of their homes in a timely manner. In the event of an emergency, it is imperative that access is available for emergency services and for the safety of residents. Residents are responsible for removing snow within 50 feet in any direction from their home.

3.5 HOME ALTERATIONS AND REPAIRS

Physical or structural alterations are not permitted. Carports and porches cannot be enclosed (including, but not limited to, installing lattice, etc.). Other requested alterations require Management approval prior to implementation.

3.6 PREVENTIVE MAINTENANCE WORK

All Huntington Village homes are required to have preventive maintenance work performed quarterly and annually. This work is required to ensure the safety and efficiency of the home and all provided appliances/systems. The Permission to Enter Addendum (PTE) signed with your lease specifies PTE for maintenance requested by the resident not for required maintenance. **Preventive maintenance is required.**

When necessary, residents will be contacted to schedule all preventive maintenance work when access to the interior of the home is required. A notice may be sent in lieu of the phone call notifying the resident of the date of service. If residents are not home at the scheduled time of service,

Huntington Village' representative will make entry and complete the required maintenance. The resident must contact Management to reschedule a time for the work to be completed.

For planned utility outages, affected residents will be notified at least 48 hours (whenever possible) prior to the planned outage.

CHAPTER 4: CARE AND USE OF HOMES

4.1 MILDEW AND MOLD PREVENTION

Molds are forms of fungi that are found naturally both indoors and outdoors. Moisture and humidity make mold overgrowth a problem in some buildings. Molds produce spores, which are released in the air and can cause allergy symptoms for some people. It is the resident's responsibility to read the Mold and Mildew Information and Prevention addendum upon move-in. Follow the guidelines set out to minimize the development of mold and mildew in the home. The resident is responsible for any damage caused by excessive mold or mildew in the home resulting from their negligence. Residents should report suspected mold to the maintenance phone line immediately at 478-339-7088.

4.2 STORAGE SHEDS

Requests for storage sheds may be submitted to Management for written approval by the Community Director. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utility lines, etc.

Additionally:

- Storage sheds must not exceed 8' x 10' dimensions.
- Storage sheds must be of commercial type and properly constructed.
- Storage sheds must be secured to ground by anchoring with tie downs or some other means approved by the Management Office.
- Storage sheds are permitted only on the land area behind the home within their assigned areas and are not to be fastened or attached to the structure.
- Storage sheds will be in back yards only. They will not exceed 50 feet from rear of the house with a minimum of 20 feet from rear.
- Foundation/base must be off the ground using runners. All wooden materials must be treated lumber to prevent termites.
- If painted, the color must be compatible with the exterior color of the home.
- All storage sheds must have metal or plywood floors.
- Residents are responsible for dismantling and removing shed, removing residual material from the site, and restoring grassed areas prior to moving out of the home.
- Resident is responsible for liability, contents and structure of storage shed.

4.3 PATIO COVERS

Attached patio covers (i.e. awnings, enclosures, etc.) of any type are not authorized. Refer to Section 4.8 for more information.

4.4 OUTDOOR FURNITURE

Only furniture intended for outdoor use is to be used outdoors. Refer to Section 4.8 for more information.

4.5 WINDOW COVERINGS

Items such as flags, sheets and blankets must not be used as a window covering. Huntington Village reserves the right to require that offensive material be removed.

4.6 INSTALLATION OF PRIVATELY OWNED EQUIPMENT

All homes come fully equipped with a stove and range-hood, refrigerator, dishwasher, central heat and air conditioning, garbage disposal and water heater. The appliances may not be removed or replaced with privately owned appliances, or moved in any way as to alter the current layout of the homes without the written approval Exception to Policy (ETP) of the Management. No privately owned appliance or equipment can be installed that will result in the capacity of the utilities system being exceeded. Permission to install privately owned appliances must be obtained from Management in advance. Residents are responsible for the installation, maintenance, and removal of all privately owned appliances.

Waterbeds are not permitted.

Sliding door attachments that create a "doggy door" are only allowed if they make no permanent structural changes to the home; an Exception to Policy (ETP) form must be filled out prior to the use of such doors.

Residents may install a portable gazebo in their backyard, with an Exception to Policy (ETP) from Huntington Village. Gazebos must be maintained in good condition and be neat in appearance. Gazebos must be properly secured, but may not be attached to any part of the structure. Residents are required to remove the gazebo upon move-out. It is the resident's responsibility to restore grassed area at the residents' expense.

Properly secured and maintained screen tents are allowed in the backyard with an Exception to Policy (ETP) from Huntington Village. Camping tents and portable canopies are allowed in the backyard for overnight use, consecutive overnight use requires an Exception to Policy (ETP). Temporary exceptions for resident events can be made with written authorization from Huntington Village.

4.7 LAUNDRY

All homes are equipped with washer and dryer connections. Resident is responsible for proper installation of water hoses and dryer ducts. In order to maintain the aesthetics of the community, hanging or placing laundry on the exterior of any building or fence is not permitted.

4.8 CURB APPEAL

Residents must use furniture that is intended for outdoor use only. No furniture intended for indoor use is allowed outside. Patio furniture is designed for the back patio area of the home. Residents may have a park bench, decorative lawn swing (excluding swings attached to trees), and patio chairs on the front porch area as long as they do not block the entry to the home and are neat in appearance. Patio furniture must be maintained in good condition (free from rust or damage). Folding camp/sport chairs should be removed from the front or side yard areas and stored when not in use. Please limit use of picnic/patio tables to the backyard. Huntington Village has the final approval on appearance.

4.9 FLAGS

Flags should be displayed according to standard American Flag Etiquette and are not permitted to be attached to trees. Please do not add flag holders to your home. Flags that are considered offensive by Huntington Village will not be allowed. Flags may not be hung from or in windows.

4.10 PAINTING

Painting will be performed by Maintenance personnel. In the event you want to touch-up limited areas within your unit, contact the Management office 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.

4.11 DOGHOUSES

Doghouses are allowed provided they meet the following specifications:

- Doghouses are allowed in back yards only and must not exceed 50 feet from the rear of the house.
- Foundation/base must be off the ground using treated runners.
- Must be painted, preferably to match the trim of the resident housing unit.
- Must be constructed of treated lumber with gable roof.
- Packing crates, boxes, etc. are not allowed to be used as doghouses.
- Plastic doghouses are acceptable.

CHAPTER 5: PERSONAL RECREATIONAL EQUIPMENT

5.1 HUMAN POWERED VEHICLES (HPV'S)

Human Powered Vehicles (i.e. skateboards, bicycles roller blades scooters, hoverboards, etc.) are permitted on the sidewalks and personal driveways only. The following protective equipment is mandatory for each user: helmet, shoes, wrist guards and elbow and knee pads. Riders must allow pedestrians right of way when using sidewalks.

5.2 SWIMMING POOLS

Residents are responsible for damages or personal injury associated with pools. Huntington Village assumes no responsibility and/or liability.

Pools – Wading / 18 inches to 2 feet

Small wading pools that allow no more than 18 inches of water are **permitted inside of fenced-in areas only**. An adult (18 years or older) must be present to supervise pool use. Pools cannot be left over night and must be emptied and stored after each use. Pools are not to be utilized in front of homes. Resident will be responsible for any damage to the grass/landscaping due to pool(s).

Residents must have an Exception to Policy (ETP) from Huntington Village for pools greater than 18 inches deep. Pools are permitted inside of the fenced-in areas only. Pools cannot be permanent in nature and must be no more than 2 feet deep and 10 feet in diameter. Residents must restore lawn areas to original condition when pool is removed. An adult (18 years or older) must be present to supervise pool use.

Hot tubs and/or Jacuzzis are permitted for medical reasons only.

5.3 OUTDOOR EQUIPMENT / TOYS

Forts / tree houses are not allowed. No equipment, toys, or swings are permitted to be attached to trees. The constant wear on the tree can cause damage and potential infection.

Personally owned playground equipment is only permitted within the fenced backyard. The equipment must be complete and have no defects in order not to cause safety or health concerns. The resident is completely responsible for the supervision, safety, and maintenance of the equipment. The resident is also responsible for any lawn areas damaged due to installation or use of the equipment upon move-out. Residents are responsible for damages or personal injury associated with playground equipment and therefore should obtain appropriate liability insurance. Huntington Village assumes no responsibility and/or liability.

All outdoor toys must be neatly stored when not in use.

5.4 TRAMPOLINES

All residents MUST have a completed and approved Exception to Policy (ETP) prior to installation. Rules, regulations and standards that apply in Huntington Village and are a part of this agreement are listed below:

- Trampolines may be installed in the backyard only and may not create an adverse visual impact to other residents Trampoline must be compatible to size of backyard and must be on flat surface.
- The installation of the manufacturer's safety net which completely encircles the trampoline is **mandatory**. The safety net must have a lock to guard against unauthorized use. No rips or tears in net allowed.
- An adult (18 years or older) must be present to supervise trampoline use
- Trampolines must be properly secured to prevent blowing away. Trampolines may not be attached to any part of the structure.
- Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage.

5.5 BASKETBALL BACKBOARDS

- Only portable basketball backboards may be utilized.
- Basketball backboards left in common areas will be removed and disposed of.
- Basketball backboards are to be stored when not in use.

5.6 BARBECUE GRILLS

The use charcoal/live coal barbecue grills on wooden decks is prohibited and must be used a minimum of 15 feet away from any structure. Fuel bottles (propane) from the gas-fired grills (attached or unattached) may be stored inside the garage. Do not store these bottles inside the structure. All grills may be stored in garages, on porches, decks, balconies and patios, provided the charcoal is completely extinguished or the gas fire is out and the propane is turned off. All liquefied petroleum (LP) gas cylinders used to fuel outdoor gas barbecue grills must be stored outdoors at all times.

CHAPTER 6: MISCELLANEOUS

6.1 RENTER'S INSURANCE

Huntington Village highly recommends residents obtain and maintain renters insurance to ensure furniture; clothing, jewelry, vehicle(s), and recreational equipment are always adequately insured against possible damage or loss . Personal property is not covered by Huntington Village.

6.2 USE AND RESIDENCY

Only listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The resident agrees that the number of residents will not exceed the number and names shown on the Resident Lease Agreement. Residents must notify Huntington Village if the occupancy size increases or decreases. Occupant size is limited to 2 persons per bedroom. Any/all changes to residency must be pre-approved by Huntington Village.

See sections 2.12 and 2.13 regarding our guest policy.

6.3 HOME BUSINESSES

Residents wishing to engage in a home business (including daycares) must comply with any and all city, county, state, and federal laws regarding such business. An Exception to Policy (ETP) form must be filled out prior to commencement of home business operations.

6.4 PET POLICY

Residents are authorized to keep domestic pets only with the prior approval of Management and must sign a Pet Agreement. Pets must be kept under control at all times; barking dogs must be controlled so as not to disturb neighbors. Maintaining pets at Huntington Village is a privilege, not a right, and is subject to regulation and policy as outlined by the Management 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 as set forth below:

All Residents who move into the housing areas with pets will be required to provide a pet deposit as outlined in the Pet Agreement. Existing Residents (those living at the property as of September 7, 2000) are exempt from this requirement for a period of two years, or until September 7, 2002.

Existing residents with pets will be required to provide a pet deposit on or after September 7, 2002, in accordance with the guidelines outlined in the Pet Agreement. The pet deposit is refundable at move-out provided the Resident is in compliance with the Pet Agreement.

1. All dogs and cats must be registered at the Management office within three working days upon arrival at Huntington Village family housing. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration requirements.
2. Residents may have up to three pets of any combination. Farm type animals such as livestock, chickens, ducks, and all animals not considered domestic pets are not allowed.
3. 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.
4. No Aggressive dogs are prohibited at Huntington Village Family Housing.
5. Any dog which has a tendency to attack or molest persons or other animals will be muzzled and kept on a short hand leash when outdoors. Dogs that bite or chase people in an

aggressive manner are considered a menace and should be reported to the Management. Biting dogs that attack people or other animals may be apprehended. Dogs that are determined to be vicious will be removed from the premises.

6. It is the responsibility of the Management 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 feet of any housing area are considered nuisances. The Management may apprehend any animal that is suspected of being a nuisance.
7. All dogs being exercised outdoors 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. Pet owners who have lost an animal should contact the Management immediately to inquire about missing animals and / or to request that the missing animal information be broadcast on the Huntington Village family housing Community Channel 99. If notified by Management that a pet has been impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to Management immediately.
8. Pets, when outside, must be confined to the owner's premises by a fence. Tethers and dog runs are not allowed in the community.
9. All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine upon reaching four months of age and then 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 must be worn at all times. Distemper vaccinations are also required.
10. If you are bitten or scratched, contact the Management or proper medical facility immediately. An animal, which has bitten or scratched someone, will be examined at a clinic and placed in quarantine at home or at the clinic for a ten-day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by the Management or by clinic personnel, the owner is required to transport the animal expeditiously to the clinic for examination.
11. Animal owners are required to provide adequate food, water, and shelter at all times. Tarps, cardboard boxes or wooden crates are NOT considered adequate shelter. 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 the Management.
12. The commercial breeding of pets and kennel type operations are prohibited.

Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should contact local veterinarian services for proper disposal procedures. Deceased pets are not to be buried on the premises. Residents are NOT to dispose of dead animals in trash bins. In addition, residents may not clean animals that have been killed for sport on or near Huntington Village, property to include but not limited to deer, pheasant, etc.

6.5 PARKING

Residents are responsible for adhering to the parking guidelines and winter parking rules. Each home has one single space driveway and parking garage provided. Street parking is on a first come, first serve basis; street parking spaces will not be assigned and cannot be reserved.

Owners of motor vehicles are required by state law 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 Georgia State Law.

Lesser enforces the following year-round vehicle and street parking rules:

- Vehicles will be parked in authorized parking areas and will not be parked on any grassed area or fire lanes. This applies during all seasons.
- Moving vans engaged in household goods pickup or delivery can park on either side of the street for a maximum of 24 hours prior to loading and unloading; however, they may not block any hydrants, mail boxes or bus zones.
- Vehicle parking is not permitted around the inner circle of any cul-de-sac.
- Vehicle parking is not permitted in any vacant unit driveway or blocking the end of any driveway.
- Vehicle parking is not permitted in front or within 15 feet of the Postal Service cluster mailboxes.
- Vehicles extending across the sidewalk are prohibited.
- Vehicles parking in the grass is prohibited, except with regard to snow removal as provided for below.
- If leaving on an extended TDY, deployment or other extended absence from the premises, vehicles must be parked in the driveway or garage only.
- Motorcycle and All-Terrain Vehicle parking is limited to driveway and street parking. Parking is not permitted on sidewalks or front entrance areas.
- Recreational vehicles including trailers, boats and RVs are permitted to park within the community for a maximum of 24 hours.
- Off-roading is prohibited in all areas within Huntington Village.
- **Inoperable, unregistered, unlicensed or abandoned vehicles parked in any area within Huntington Village, including resident driveways, will be towed at owner's expense. Abandoned vehicles are defined as having not moved for 30 days or more.**
- Vehicles may not remain in the same street parking spot for more than three (3) consecutive days from ticketing.

Lessor enforces the following winter vehicle and street parking rules:

- All vehicles must be removed from the community streets upon declaration of a snow advisory or winter weather warning, or when directed by a competent authority. Parking in the grass/lawn will be allowed for these purposes, but vehicles **must** be moved within 24 hours following the street being cleared.
- If snow removal vehicles encounter vehicles parked on community streets during operations, these vehicles will be ticketed and towed at owner's expense with an additional \$100 parking fine.

Any vehicles in violation of any provision of the parking rules are subject to parking violation fines and/or immediate tow. Huntington Village does not assume any risk, responsibility, or liability for any damage to vehicles occurring from snow removal or towing operations when vehicles are in violation of this policy.

The following violations will result in **immediate tow at owner's expense with an additional \$100 parking fine:**

- Parking in a reserved spot
- Parking in vacant unit driveways
- Blocking unit driveways or otherwise preventing another car from moving
- Parking in illegal zones, which include the wrong side of the street, bus shelters, mail boxes and in front of fire hydrants

The following violations will result in a ticket with 24 hours to correct the issue or remove the vehicle from property; failure to remedy after 24 hours will result in the vehicle being towed at the owner's expense with an additional \$100 parking fine:

- Disabled, inoperable, unregistered, unlicensed, or abandoned vehicles
- Unattached Trailers, Boats or RVs on property longer than 24 hours
- Vehicles remaining in the same spot for longer than 3 days without moving

The following violations will receive a ticket with 24 hours to correct the issue and a three tiered fine system for failure to remedy; the penalty, if applicable, will be indicated on the ticket:

- Parking on the grass
- Parking over the sidewalk
 - 1st violations will receive a courtesy notice
 - 2nd violations will receive a fine
 - 3rd and subsequent violations will receive a fine
 - » Repeat offenders will be subject to potential further action, which could include being served with a 3 Day Remedy Breach or Quit for violation of the lease
 - » Fines will be assessed on the unit where the violation occurred (e.g., the home where the car is parked on the grass will receive the charge)

Huntington Village does offer long term/recreational vehicle parking as well as reserved parking spots, please contact the Management for details.

6.6 VEHICLE REPAIRS

Automobile repairs are not authorized at any time within Huntington Village with the exception of tire changing and rotation, replacing a battery or other similar preventive maintenance. Changing of POL (Petroleum Oil Lubricants) products is strictly prohibited. Spillage or leaks of such products must be immediately removed and any materials used must be disposed of properly in accordance with any/all city and county laws/ordinances.

6.7 LANDSCAPING

Lawn mowing, edging, trimming, leaf raking, and fertilizing will be performed by Management (enclosed yards excluded). Residents wishing to perform their own lawn maintenance will be permitted to do so provided they maintain their individual yards in a manner that is in compliance with Management specifications.

- **Pruning and Dead Tree/Shrub Removal.** Tree and shrub pruning for housing areas is provided by Management (enclosed yards excluded).
- **Fertilizing.** Fertilizer is applied by Management (enclosed yards excluded).

6.8 TELEPHONE AND CABLE SERVICES / SATELLITE DISHES

The resident is responsible for telephone instruments, services and additional equipment. Cable television is the resident's responsibility. Any holes needing to be drilled from the exterior of the home to the interior must meet certain standards. Residents must complete an Exception to Policy (ETP) through the Management in order to have satellite dishes installed or to drill through an outside wall. Residents who wish to install a satellite dish must submit a request Exception to Policy (ETP) at the Management and adhere to the following guidelines upon approval:

- Satellite dishes will be 36 inches or less and professionally installed with the approval of the Community Director.
- Satellite dishes are not to be attached to any part of the structure. Under no circumstances will any stucco, vinyl or metal surfaces of the home be penetrated.
- Satellite dishes and all associated conductors and guide wires must be located in such a manner as to prevent them from coming in contact with electrical power lines.
- Residents are fully liable for any and all injuries and damages to persons or property resulting from their satellite dish. Residents shall have the satellite dish installed and operate the dish at their own risk and hereby indemnify Huntington Village, including their related companies, employees, agents and service providers from any and all injuries and damages resulting from ownership, installation, and/or use of their satellite dish.
- Satellite dishes will be placed in back yards only, unless an Exception to Policy (ETP) has been pre-approved by the Community Director.

- No concrete may be used to secure a post.
- Trees and/or tree limbs will not be cut in an effort to obtain a better signal.

Residents are responsible for removing the satellite dish upon move-out and returning the home to move-in condition. Failure to do so will result in additional charges to the resident upon move-out.

6.9 YARD SALES

Yard sales are authorized during daylight hours and are not to exceed 2 days. Resident must remove yard sale signage at the conclusion of the sale. Unsold items will not be left outside or in the common areas after the conclusion of the sale.

6.10 LOCKOUTS

If you are locked out of your residence during normal working hours, you should report to the Management office located at 75 Martin Luther King Boulevard, Warner Huntington Village, GA. If you are locked out after normal business hours, you should contact the emergency telephone number, 478.929.8988 or 478.929.3142, for assistance. You will be charged for lock and/or key replacement in the event the damage was due to your negligence. In addition, a standard automatic \$25.00 lock out fee will be charged for after hour lockouts.

Residents are not permitted to change or in any way alter the locks installed on the doors of the leased premises. In the event of lost keys, the resident will be charged a replacement fee.

6.11 FREEZE WARNINGS

During the winter, temperatures may drop low enough to freeze pipes. In an effort to minimize the risk associated with this, residents are asked to perform the following tasks when temperatures are below freezing:

- If you will be away from home during periods of freezing temperatures, **DO NOT** turn off the heat in your home. See section 2.14.
- Remove all garden hoses from exterior faucets from October 1st to April 1st. This is required. Hoses left on during freezing weather will be cut from the exterior faucet and the cost will be incurred by the resident.
- Keep garage doors closed.
- Keep access doors under and around buildings closed.
- Open kitchen and bath cabinet doors to expose pipes to heat.
- Maintain a minimum temperature of 65 degrees at all times.
- If absent for more than 7 days, resident must notify the Management. See section 2.14.

Residents will be responsible for damages caused by neglect during freezing temperatures.

6.12 EXTERIOR DECORATIONS

Huntington Village encourages residents to show their spirit during holiday seasons. Huntington Village is also concerned with neighborhood appearance and requires holiday decorations to be removed within 2 weeks following the holiday, weather permitting. Huntington Village requests residents consider natural décor before choosing décor that requires electricity in order to conserve energy. For safety reasons, no decorations are allowed on the exterior second floor or roof of a home.

6.13 LANDLORD VERIFICATIONS

Requests for Landlord Verifications of any type (for current and former residents) must be accompanied by a signed authorization from the resident and faxed to the Management. Any such requests will be completed and returned within two (2) business days of receipt.

6.14 CONFLICT RESOLUTION

The first contact for resolution of issues is the neighborhoods assigned Resident Service Specialist. The Community Director will have the final authority over all resolutions.

6.15 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 the Management of Huntington Village family housing Family Housing 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 are 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 Huntington Village family housing Family Housing community clean, beautiful, and litter free all year round by following the easy steps 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. Recycle: Pickup is scheduled on a weekly basis; you may contact Management for details.
- d. 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.
- e. Cover or tie down loads in trucks and trunks so that trash and debris doesn't blow or fall out.
- f. Coordinate clean-up projects for your neighborhood.

Reduce, Reuse, Recycle

Rubbish, trash, garbage, solid waste. These are all terms for waste that is discarded from home, offices, schools, and other locations every day. There are many things you can do to help eliminate the garbage glut.

Reduce the amount of garbage you create:

- a. Don't buy over-packaged goods.
- b. Switch from disposable diapers to cloth diapers or a diaper service.
- c. Buy products packaged in cardboard rather than plastic foam.
- d. Use your own reusable bags. Ask for paper rather than plastic bags.
- e. Use reusable tableware instead of disposable.
- f. Avoid one-use consumer items like disposable razors, cigarette lighters, cameras and non-rechargeable batteries.
- g. Buy non-perishable items in bulk. Purchase items such as milk or carbonated beverages in returnable containers.
- h. Buy items made from recycled materials.
- i. Use cloth rags and napkins rather than the disposable variety.
- j. Be careful about buying plastic products labeled "biodegradable". Many break down only in sunlight and some break down into toxic materials.
- k. Look for other things you can do to reduce the amount of waste.

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.

Recycle or reprocess waste into new materials. Recycling is really a two-part process. There is not only the effort of turning in materials to be recycled but the actual marketing and purchasing of items made from recycled products. Contact the Management Office at 929-8988 for information relative to our recycling program.

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 the Management.

Personally 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.

Toxic Alternatives

Many toxic and hazardous chemicals are used in homes throughout the United States for various household chores and pest control. We encourage family housing Residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you are purchasing and how to dispose of any excess material. Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals. Some non-toxic alternatives to commonly used household items are as follows:

- Furniture and Floor Polish.** Use commercial products that contain lemon oil and beeswax in a mineral oil base.
- Toilet Bowl Cleaner.** A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.
- Glass Cleaners.** First of all, do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons of borax or baking soda in 3 cups of water and spray onto the glass using a pump sprayer; or, use a mixture of vinegar and water for window cleaning. If you use a "squeegee", similar to the kind used in gas stations to clean windshields, your windows will not streak.
- Laundry Detergent.** Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of baking soda dissolved in hot water. For washing machines, use phosphate-free powders.
- Drain Cleaners.** To keep your drains open, clean, and odor-free, never pour liquid grease down a drain, and always use the drain sieve. Once a week, mix 1 cup baking soda, 1 cup salt,

and 1/4 cup cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup baking soda, followed by 2 cup vinegar. Close the drain until the fizzing stops, and flush with boiling water. If you are unable to unstop a clogged drain, contact the Management Office at telephone number 478-339-7088.

- f. Air Fresheners.** Open the window or use an exhaust fan as a natural air freshener. Or, simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh-cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator and sprinkling baking soda in the garbage can or a diaper pail will do the same.
- g. All-Purpose Cleaner.**
Try the following recipe for all-purpose cleaning:
1/4 cup sudsy ammonia 1/4 cup vinegar 1 tablespoon baking soda
- h. Paint Remover.** Instead of paint remover, sand off old paint. (Wear goggles and a respirator).
- i. Paint.** Use latex paint rather than oil-based paint.
- j.** Use all of a substance before throwing away the container. Buy the size container you need for the job. Donate excess material, such as paint, to neighbors, churches, or others that might need it. Wear gloves, eye protection, or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.

CHAPTER 7: MOVE-OUT

7.1 NOTICE OF INTENT TO VACATE

A minimum 30 days' notice is required for Residents moving out of Huntington Village. Military members with PCS / ETS / Deployment orders are required to provide a copy of the orders immediately upon receiving them. If 30 days' notice is not received by Huntington Village, the Resident will be financially responsible for 30 days' rent. If notice is given during the rental contract and the lease is not fulfilled, resident will be financially responsible for the remaining lease term.

7.2 ABANDONMENT

If during the term of residency, a resident abandons a home, Huntington Village may send a letter to their emergency contact(s) stating that unless a reply is received from them within seven (7) days, Huntington Village shall consider the premises abandoned and may re-rent the premises. Abandonment is considered to have occurred if a resident vacates a home without notice to Huntington Village.

7.3 MOVE-OUT PROCEDURES

Huntington Village has designed a simple move-out process. When a resident indicates that they intend to vacate, the Management works with the resident to schedule pre move-out and final inspection dates and complete the necessary written documentation. The steps included in these inspections are outlined below.

Pre-Termination Inspections

Residents must participate in a pre-termination (move-out) inspection approximately thirty (30) days prior to moving. You should notify the Management Office to schedule the inspection. A member of the Management Staff will conduct the inspection, provide the Resident with a copy of the unit inspection, and indicate the items that must be corrected prior to moving out. The final inspection will consist of checking for preventive maintenance items and cleanliness as follows:

1. All personal property will be removed from the unit prior to the final inspection.
2. Bathtubs, sinks, commodes, and bathroom tile must be clean of soap film, dirt, mildew and watermarks. Drain stoppers must be removed and cleaned. All medicine cabinet surfaces (ledge shelves, shelf holders, mirrors, etc.) must be cleaned.
3. Kitchen cabinets must be washed thoroughly. Food particles, grease spots, and watermarks must be removed and surfaces rinsed.
4. Ranges and hoods must be cleaned. Grease and carbon must be removed from tops, ovens, broiler pans, shelves, and doors. All dust and lint will be removed. Burner grates must be cleaned with warm sudsy water.
5. Sinks and counter tops will be cleaned and all marks removed (including drain board). Counter tops will be cleaned and dirt buildup must be removed.
6. Stoves and cabinets must be cleaned and absent of any food, dust, or grease.
7. All outside areas of the kitchen fan must be dusted and cleaned. The filter may be easily cleaned by soaking about 20 minutes in warm sudsy water and brushing well with a small brush. Thoroughly rinse, dry, and place on the sink counter for inspection. The cover next to the filter must be cleaned and placed on the sink counter.
8. Refrigerators will be thoroughly cleaned inside and out, to include all parts, trays, and rubber gaskets. After defrosting and cleaning, refrigerators will be left running with the thermostat set at the lowest setting and the door closed. Drip tray and kick plate must be cleaned and free of dust or dirt.
9. All light fixtures must be wiped clean including globes and shades. Leave globes face down on counter or inside appropriate bedroom closet.
10. All walls must be cleaned of all marks, grease spots, fingerprints, food, dust, etc. All hangers and nails in all woodwork or wall surfaces must be removed. If a claw hammer must be used to pull the nail, a block of wood placed between the head of the hammer and the surface from which the nail is to be pulled will prevent wall damage. Cup holders, towel racks, etc, may not be left behind in the unit. Ceilings in the kitchen and bathrooms must be clean and free of grease and stains.

11. All woodwork must be clean and dry.
12. Ledges over doors, windows, closets, cabinets, and door tops must be wiped clean with a damp cloth.
13. Remove cobwebs from corners of ceilings, including garages and porches, where applicable.
14. All floors must be cleaned, including areas under refrigerators.
15. Wall-to-wall carpeting must be cleaned by extraction or steam by a professional carpet cleaning service. Water and shampoo shall be thoroughly removed and carpet dry prior to final inspection. Shampoo used for this process should be tested in an obscure location first to determine color fastness.
16. Closets, including hangers, shelves, and walls will be wiped clean with a damp cloth.
17. All accessible windows must be washed inside as well as outside.
18. Mini blinds must be cleaned and properly mounted.
19. Garages, storerooms, and furnace rooms must be swept, dusted, and floors damp mopped.
20. Exterior windowsills must be brushed and cleaned.
21. Parking spaces, and carports/garages will be cleaned and free of grease.
22. Yard areas around your unit must be policed and free of litter. Dirt, cobwebs, markings, and nails will be removed from building structures.
23. All approved antennas must be removed.
24. Ceiling fans must be wiped clean and absent of any dust.
25. Panel box and water heater must be wiped clean and absent of any dust

Final Inspection

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 as a witness.

1. All personal property must be out of the unit at the time of the final inspection.
2. The unit must be ready for occupancy. If maintenance is required for an item(s) that is not considered normal wear and tear, charges will be assessed.
3. Keys to unit, mail, garage and RV lot, if applicable, will be turned in to Management.

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 paid by money order or cashier's check, and 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.

7.4 CLEANING REQUIREMENTS

Huntington Village has established cleaning and lawn maintenance requirements, which are provided below.

| ITEMS | REQUIREMENTS |
|--|--|
| Wood Floors | Cleaned / Mopped (water only – no harsh cleaners) |
| Vinyl | Clean/free of debris & dirt. |
| Carpet | Must be professionally cleaned with a receipt provided. (Carpet with stains and detected urine will be replaced and charges will be assessed at termination.) |
| Patio Door | Clean inside and outside glass streak-free to include metal frame. Clean out track and accompanying metal frame. |
| Cabinet/Closets/Shelves | Remove all shelf paper and tape. Must be cleaned, free of grease and dirt. |
| Mirrors | Cleaned streak free. |
| Blinds | In place, clean, free of dirt and dust. |
| Ceiling Fans / Bulbs | Clean, free of dirt and dust, bulbs working. |
| Plumbing Fixtures | Clean, free of mold or mildew, soap, or hard water stains. |
| Toilet(s) | Clean inside/outside to include seat, hinges and base. |
| Shower(s) / Vanity / Bathtub | Clean basin, free of mold/mildew and soap residue. No adhesive remains. |
| Wall / Ceiling / Floor Vents | Clean and free of dirt / dust. |
| Trash / Bulk Items | Removed from interior / exterior. |
| Refrigerator | Clean inside and out, door gaskets, free of mold/mildew. Drain pan empty and cleaned. Door handles/bars clean. Coils must be free of dirt/dust. Top and under fridge clean of dirt / dust. |
| Range / Ovens / Cooktops | Clean, free of dirt and grease to include; oven racks, broiler pans, oven gaskets, drip pans and underside of cooktop. Clean underneath the oven. |
| Range / Vent Hood | Clean, free of dirt and grease to include wall behind stove (splash guard). Clean / replace filter. |
| Dishwasher | No standing water. Free of food / debris. Clean interior/exterior. Clean racks, door gaskets. No soap residue, mold or mildew. |
| Trash Container | Must be empty and clean. No trash is to be left after move out. |
| Utility / Storage Area / Garage | Swept and free of dirt/dust. No oil stains. |
| Yard | All debris / litter removed. Grass mowed, area weeded, edged. Any / all holes filled in. No dead / grassless patches / sections. |
| Windows | Clean inside and out, free of streaks. Upper level windows do not need to be cleaned on the outside. |
| Walls / Ceilings | Must be free of dirt / dust and stains. Must be returned to original color if applicable. Wipe down outlets. |
| Driveway | Free of stains and other markings. |
| Light bulbs | All light bulbs must be working. |

CHAPTER 8: COMMUNITY CENTER AND FACILITIES

8.1 GENERAL POLICIES

Huntington Village Residents may reserve the Community Center for a cost of \$50 per day plus a \$250 security deposit. The security deposit will be returned contingent upon returning the furniture to the arrangement found prior to the event, passing an inspection after the event and returning all keys. Resident is responsible for the conduct of family members, guests and any other persons related to or affiliated with the residents event. No one may intentionally or negligently destroy, damage, or remove any part of the Huntington Village premises. Any damage is the responsibility of the resident.

The following rules apply to use of the community center:

- No alcohol or tobacco products are permitted
- No loud music or disorderly behavior
- No pets/animals
- No profanity
- No fighting
- No intimidation
- No aggressive or disruptive behavior

Supervision of Children

All children under the age of 18 must be supervised within/on/around Huntington Village community center(s), parks and common areas.

Huntington Village employees are not considered supervisors.

Packages

The Management does not accept packages on behalf of residents. Please be aware of any and all incoming packages, and redirect as necessary.

Pool Rules

1. Pool Hours
Sunday – Thursday: 10:00 AM – 8:00 PM Huntington Crest-Closed Monday
Friday – Saturday: 10:00 AM – 9:00 PM Huntington East and Park-Closed Tuesday
2. Persons using pool facilities do so at their own risk. Owner assumes no responsibility for accident or injury.
3. No person under the age of 16 will be allowed in the pool area at any time, unless accompanied and supervised by a parent, guardian or a person over the age of 18 years who has been given written authority by the parent or guardian to supervise the child and who has assumed responsibility for such supervision.

4. The pool may be used only by residents and their guests. No more than two (2) guests of a housing unit may use the pool at any one time without owner's express approval.
5. No person who has a communicable disease may use the pool.
6. No food, drinks, or smoking is permitted within 10 feet of the pool area. No glass containers are allowed in the pool area.
7. Any person who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages may be excluded from the pool area.
8. No running, horseplay, fighting, dangerous conduct or noise which disturbs the other residents is allowed in the pool area. No diving in the shallow part of the pool is permitted.
9. Solo bathing is prohibited.
10. With the exception of arm floats, no toys, inner tubes or any other objects will be allowed in the pool at any time.
11. Owner is not responsible for articles which are lost, damaged or stolen.
12. No swimming is allowed during adverse weather conditions.
13. Pets are not permitted within 10 feet of the pool area.
14. Safety equipment is to be used only in case of emergency.
15. Residents shall be responsible for paying clean-up expenses, repair costs and damages caused by resident and resident's guests.
16. Residents should feel free to ask others to cease any violation of these rules. Residents are requested to promptly notify owner or owners' representative of any rule violations.
17. Residents are totally responsible for the compliance of these rules. These rules apply to residents, occupants, and guests.
18. Violating these rules will entitle owner to terminate resident's right of occupancy.

8.2 IMPORTANT TELEPHONE NUMBERS

Office Numbers

| | |
|--------------------------------------|----------------|
| Huntington Village I Leasing Office: | (478) 339-7088 |
| Huntington Village I Fax: | (478) 929-8112 |
| Maintenance Line: | (478) 339-7088 |

Other Numbers

| | |
|---------------------------------------|--|
| City of Warner Huntington Village Gas | (478) 929-1144 |
| Flint Energies | (478) 988-3500 or 1-800-342-3616 |
| Cox Communications | Glenn Rep (478)-283-1450 or (478) 784-8000 |

Bell South Telephone 1-888-757-6500

Local Area Schools

C.B. Watson Elementary (K-1) (478) 929-6360
Huntington Middle (6-8) (478) 542-2240
Pearl Stephens Elementary (2-5) (478) 929-7895
Warner Huntington Village High (478) 929-7877
Houston County Board of Education (478) 988-6200

Newcomer Information

Driver's License (478) 929-6774
Tags and Registration (478) 542-2135
Happy Hour Recycling (478) 929-6600
TransWaste (garbage) (478) 929-9941
Animal Control (478) 542-2000

Emergency Information

911 FOR ALL EMERGENCIES

Warner Huntington Village Police Department (478) 929-1170
Huntington Village AFB Security (478) 926-2187
Warner Huntington Village Fire Department 478) 929-6961

MAINTENANCE NEED TO KNOW LIST

Service Call Line: 478-339-7088

1. In case of **major** water leak - If you live in:
 - House with Garage - turn off water valve located inside white plastic access panel in garage. This panel is usually close to the roll-up door about two feet above the floor.
 - All Others - turn off water valve located in the front yard, close to the front porch, inside the green valve box cover.
2. If toilet is overflowing/leaking - turn off water valve located just above the floor on the left side of the toilet.
3. If toilet is stopped up - in case of clogged toilet, try plunging toilet first. If unsuccessful, call the service line. The toilets in these houses cannot take large amounts of waste and paper.
Continual flushing will help prevent stop-ups.

4. If garbage disposal does not work - push the reset button located on the bottom of the unit. Garbage disposals cannot handle large amounts of waste. Please dispose of leftovers, peels, etc. in the waste basket.
5. If garbage disposal emits humming sound - turn the switch off. The disposal is jammed. Please call the service line.
6. If smoke alarm is beeping - replace the 9-volt battery located in the back of the alarm by turning the unit clockwise to remove from base. Align the marks and turn counter-clockwise to reinstall.
7. Metal baking pans in the bottom drawer of the stove can cause the igniter to spark incorrectly and fail to light the burner. Please check this if your oven does not work &/or call the service line for assistance.
8. **DO NOT** put aluminum foil in the oven to catch drippings. This will prevent the oven from venting properly and cause it not to work.
9. **DO NOT use any other part of the stove while the self-clean cycle is in use.** This creates too much heat and could result in damage.
10. Outside faucets in these houses are a type of freeze-proof faucet. HOWEVER, all water hoses must be removed in the event of freezing weather. The hose will allow the faucet to hold water, possibly freeze and burst causing flooding of the house.
11. If the kitchen, bath, &/or exterior receptacles are not working - locate the GFCI receptacle with the reset button and reset it. If the receptacle still does not work, call the service line.
12. **Please check all A/C filters at least monthly and replace as needed.** Filters are located in the hallway inside the metal louvered panel. Filters are free to pick up at our office.
13. If A/C does not cool - check the filter, and replace if needed. Dirty filters greatly restrict air flow and reduce cooling efficiency. If this is not the case, turn the thermostat to OFF and call the service line.
14. If you are LOCKED OUT of your house - **DO NOT** break the door or window. Call the service line 24 hours a day, and we will respond within the hour. During normal business hours (8AM-5PM, Monday - Friday) there is no charge. After normal business hours, there is a \$25 service fee. One window replacement is \$65.
15. Units with whole-house ventilating attic fans must have windows open before the fan can operate. This allows the fan to pull air into the house. Failure to open windows can cause possible damage.
16. Most of the light fixtures in these houses are made to use 60-WATT bulbs. Please **DO NOT** use a higher wattage bulb as this will cause the wires in the light to become brittle from the heat and damage the fixture.

APPENDIX A

GUIDE FOR OPERATION OF APPLIANCES, SMOKE DETECTORS AND GROUND FAULT INTERRUPTERS

Garbage Disposal Unit

- Keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, metal, etc., result in a clogged drain or jammed disposal. Grind food waste with strong flowing cold water.
- Flush disposal for self-cleaning by running a few minutes after grinding waste or draining sink water.
- Do not use lye or other chemicals for cleaning.
- Do not turn off water while grinding.
- Do not grind fibrous food waste (i.e. cornhusks, pea pods, celery, artichoke leaves, noodles, chicken skins, potato skins or rice).

NOTE: When disposal does not operate take the following steps:

1. Turn off switch and water and allow garbage disposal unit to cool.
2. Push reset button located on bottom or side until it clicks.
3. Turn on switch and water.
4. If the unit fails to operate after following the above steps, contact the maintenance phone line at 478.929.3142.

Stoves

Ovens, grills and burners will be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

Dishwasher

Dishes, pots and pans must be scraped of food and rinsed before being placed in the dishwasher.

Instructions for Testing Ground Fault Interrupters

The ground fault interrupter (GFI) receptacles installed in homes are designed to protect people from the hazards of electric shock. Do not overload the circuit. Should the receptacle or the outlet in an adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a service request:

- Push the “test” button and the “reset” button should pop up.
- If the “reset” button does not pop up when the “test” button is pushed, a loss of ground fault protection has occurred. Do not use the outlet. Call the maintenance hotline to submit a service request.
- To restore power, push the “reset” button on all ground faults.

Smoke Detectors

Each home is equipped with one electrical smoke detector per level. These units have been installed for Resident safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by smoke particles. The smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc. before turning the power on. Notify the maintenance if the detector does not reset. If the smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow a prepared fire escape plan and evacuate the home until it has been checked. When in doubt, call 911. Accidental activation of your smoke detector may be annoying but it is an indication that the detector is functioning. If a detector malfunctions, call maintenance. Do not attempt to repair it.

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APPENDIX B

HOUSEHOLD TIPS

Carpet Care

Place doormats at all entrances

Large mats, covering two or three strides, will help keep dirt, pesticides and other pollutants from getting on the carpets.

Remove shoes upon entrance into the home

If going shoeless is not acceptable, individuals may wear house shoes (that don't go outside), slippers or socks.

Vacuum two or more times per week

Frequent vacuuming helps reduce the level of dust mites, which can trigger asthma and allergy attacks. Vacuuming also removes surface dirt on carpets before it has a chance to get ground in. A vacuum cleaner with strong suction, rotating brushes and a HEPA filter, so the dirt and dust won't get blown back out in the exhaust, is best. Go back and forth over the same spot several times, especially in high traffic areas, to get as much dirt and dust as possible. Vacuum thoroughly along walls and carpet edges as dirt and dust also accumulate there.

Clean up spills on carpets immediately to prevent stains

- Soak up liquid spills by covering them with clean white (or light colored) towels or paper towels.
- Scrape sticky substances off carpets with a spatula or spoon. Don't rub the spill. This will damage carpet fibers and make the stain spread.
- To clean the stain, mix 1 cup warm water and ½ teaspoon of mild liquid soap, such as dishwashing liquid or fine fabric detergent. Apply a small amount, blot by pressing a clean white towel into the carpet and lift. Repeat the process until the stain is removed. Do not scrub.
- After the stain is removed, rinse the area with a solution of a few teaspoon of white vinegar to one cup water. Blot with another clean towel.

Use household ingredients to clean carpet stains

- Club soda removes red wine stains.
- Use an ice cube to harden gum and candle wax, then scrape.
- Sprinkle grease stains with baking soda, corn starch or corn meal. Let stand six hours or overnight, then vacuum.
- Mix 1/3 cup vinegar with 2/3 cups warm water and apply to the stain. Blot with a clean towel and repeat until the stain comes clean.

Use baking soda to remove odor from carpets

Carpet deodorizers and fresheners often contain fragrances that merely mask the smell. Baking soda soaks up the odor. Sprinkle baking soda over the surface of the carpet. Let it stand for 15-30 minutes, then vacuum.

Steam clean carpets with plain water

Use water and operate the machine as directed. The hot water will remove a considerable amount of dirt, even without detergent. Alternatively, use a mixture of 1 cup white vinegar and 2 ½ gallons of water. (Add another cup of vinegar for a stronger solution.) This is an effective way to remove shampoo residues from earlier cleanings.

Ventilate well during and after carpet cleaning

To speed drying time, keep windows open and use fans. Avoid carpet cleaning on humid or damp days. It is recommended that children are kept out of the house for at least 4 hours after carpets are cleaned.

ENERGY MANAGEMENT

Energy conservation at Huntington Village Family Housing 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 at 55-60 degrees at night and 65-70 degrees during the day. 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 Management office or a neighbor 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 recirculating 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.** Report missing or dirty filters to Management immediately so that replacement filters can be installed.

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 Management office so that repairs can be made. Your faucets will be equipped with aerators, and your toilets will be low volume.
- 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.

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 your refrigerator or freezer becomes inoperable or if the electricity is interrupted, you 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, 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 in paragraph 1, page 11, Heating.

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.

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 pressure cookers for fast cooking.
- d. Remember to shut off the exhaust fan when not cooking..

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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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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: _____