

Fort Riley Resident Responsibility Guide



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Chapter 1: General

1-1 Introduction

Scope: The policies and procedures in this Resident Responsibility Guide (the “Guide”) are a supplement to and incorporated into the Resident Occupancy Agreement (the “Lease”) signed by the military sponsor (the “Resident”). This Guide provides information and guidance that apply to Residents of Fort Riley Family Housing, their families and/or other permitted occupants of the rental Home. The Resident acknowledged and accepted the policies and procedures of this Guide by signing the Lease. Fort Riley family housing is owned by Riley Communities, LLC (the “Owner”) - a company owned jointly by the U.S. Army and Riley-Picerne Partners, LLC (“Picerne Military Housing”). Picerne Military Housing is the Owner’s representative and managing partner for Fort Riley family housing.

Goal: The goal of Picerne Military Housing (“Picerne”) is to provide quality housing, at the best value, to military families living at Fort Riley. Picerne will interpret and apply all policies contained herein with this goal in mind.

1-2 General Policies

- Picerne’s Neighborhood Management Offices will assist Residents with all housing needs.
- For new move-ins, on the date of occupancy, the Resident must have a minimum of six months remaining on their current duty assignment.

1-3 Resident Occupancy Agreement (Lease)

The Lease outlines the basic responsibilities of the Resident and the Owner and establishes rental payment to the Owner.

1-4 Basic Allowance for Housing (BAH)

The Lease signed by the Resident gives authorization to initiate and maintain an allotment equal to the appropriate BAH rate payable for the term of occupancy. BAH allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, both members will receive the appropriate Fort Riley BAH. Rent charged to service members will be based on an equivalent BAH for their rank and assignment location, at the with-dependant rate, at the installation that the privatized housing supports. The only exceptions to this policy are service members without dependants, designated as key and essential at the installation that the privatized housing supports, whose rent will be based on their housing allowance at the without dependants rate. The BAH is based on the zip code of the service member’s duty assignment, and the BAH of the individual service member may differ from the installation where the member seeks housing. It is possible that a Resident may pay more or less for rent than his BAH. If rent is different than duty station BAH, the resident(s) understands the difference and acknowledges acceptance by signing this document. The BAH allotment to the Owner will equal the senior grade member’s BAH at the with-dependent rate, if applicable. The Resident will only sign one set of start-up

paperwork for living in on-post housing. Resident is encouraged to contact their Neighborhood Management Office for assistance in understanding the BAH change to the Leave and Earnings Statement (LES).

Foreign Service Officers will be required to sign a modified Rental Occupancy Agreement and will be required to pay rent directly to Riley Communities, LLC, at a rate of their corresponding rank in the U.S. Army.

Resident is required to provide the Neighborhood Management Office a copy of promotions, demotions and other actions which affect their BAH. If the Army's allotment management vendor transfers an amount less than the Resident's current actual BAH, as itemized on the LES, the Resident assumes responsibility for the deficiency and will do so until it is paid in full. Picerne will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from Fort Riley Housing for non-payment of rent as a lease violation. Riley-Picerne Partners, LLC, may initiate early termination of the lease and notify credit agencies of non-payment.

1-5 Move-In Inspection

Picerne will thoroughly inspect each home for quality before a Resident moves in. A Neighborhood Management Office representative will also complete a move-in inspection with each Resident before that family takes residence in a Fort Riley home. Picerne will provide "rent-ready" homes that consistently meet stringent quality standards for Fort Riley Family Housing.

Every military family will receive a custom home orientation to orient the family with their new home, familiarize family members with the locations of Neighborhood amenities, and provide a thorough demonstration of the home's equipment and features. The Resident and the Neighborhood Management Office will note existing wear and tear on a move-in inspection sheet, which will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs. For Residents who occupied housing prior to 1 July 2006, Picerne will use the Quarters Check-In Inspection Form the Resident returned to the Housing Management office. Resident assumes liability for damages beyond normal (fair) wear and tear if no documentation is available to confirm that damages existed at the time of move-in.

1-6 Insurance

Picerne will provide the Resident a basic amount of renter's personal property/contents insurance paid from the renter's insurance component of the BAH. The Resident must satisfy a deductible requirement prior to the payment of any claim. For such items as furniture, jewelry, clothing and other personal property which may exceed the limits of the policy provided, and to ensure that all items are fully covered for theft, vandalism, fire and water damage, the Resident may desire to get additional coverage to adequately protect against major losses. ***Each resident is strongly encouraged to obtain additional renter's / tenant's insurance (at their cost) to ensure adequate coverage for their personal belongings, property, and all household possessions.***

Please contact your Neighborhood Management Office for more information on coverage provided, deductible amounts and other insurance information.

a. Coverage

A coverage sheet will be provided to each family describing the terms, limits, and conditions of the policy and coverage. Please carefully read the policy that is provided to each Resident. The following summary briefly outlines some of the situations in which personal contents may be covered against loss (up to policy limit):

- Fire
- Lightning
- Windstorm
- Hail damage
- Glass breakage
- Smoke
- Aircraft damage
- Riot or civil commotion damage
- Damage caused by vehicle
- Explosion
- Falling objects
- Water damage
- Vandalism
- Snow, ice, sleet

The above list of coverage is not all-inclusive, but simply an example of some of the items that may be covered by the contents portion of renter's insurance.

b. Claims

If a loss should be sustained and a claim needs to be filed, Residents should contact the Neighborhood Management Office, which will provide the contact information for the insurance carrier. Residents may also contact the Neighborhood Management Office if questions arise or if additional assistance is needed.

1-7 Annual Inspections

Picerne may conduct an annual inspection of Residents' homes. Permission to conduct an annual inspection will be coordinated with the Resident; however, Picerne has the right to conduct an inspection even if permission is not granted by the Resident or the Resident is not available.

1-8 Access

Neighborhood Management Offices will retain keys to each home in their respective areas of responsibility under secure control of Picerne staff members at all times. These keys are used to provide access for routine and emergency maintenance service to your home, to assist the Resident in the event of an accidental lockout, and to gain entry to the Home for routine maintenance after appropriate notification of the Resident.

In order to protect residents' rights to privacy, Picerne recognizes that any disruptions should be kept to a minimum. Therefore, with the exception of valid emergencies and scheduled inspections (for which notice has been given in advance), Picerne staff requires permission from each resident to enter their home; the signing of the lease generally grants such permission. Resident may stipulate certain hours when Picerne Military Housing may enter the Home and under what conditions. Some residents may desire to be present during a visit while others may waive that condition. Picerne Military Housing will maintain this information as part of each Resident file and refer to it when necessary to provide the most efficient and convenient service possible. Residents are free to change the conditions relating to access of their home at any time. The Resident should submit this request in person, and in writing, to the Neighborhood Management Office.

For non-emergencies, such as normal maintenance or pest control treatments, PMH will inform Resident as soon as possible of any need to access the home. Picerne policy is to give each family reasonable advance notice (the goal is at least one day or 48 hours notice) of the need to enter, and only then at reasonable times. Picerne Military Housing also recognizes that "reasonable" may depend on the Residents' and Picerne's work schedule. If Picerne Military Housing must enter a home while the Resident is absent to perform normal maintenance or emergency work, Picerne Military Housing will leave a notice stating the purpose of the call and the name of the Picerne team member who performed the work.

The Resident may not change or add locks without prior permission from Picerne and will provide a key copy to the Neighborhood Management office, if Picerne grants such permission.

1-9 Conduct, Breach of Lease, Illegal Drug and Other Unlawful Activity

The Resident is responsible for the conduct of family members and guests. Any conduct that violates the Lease or Guide, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident that corrective action must be taken. If a Resident, family members, or guests fail to comply with any written notice, the Resident's chain of command will be notified. Repeated violations of the Lease or Guide may result in the termination of the Lease and immediate eviction.

1-10 Noise/Quiet Hours

Resident, other authorized occupants and guests will not disturb the peaceful enjoyment of the neighborhood. Resident shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle sufficiently reduced at all times so as not to disturb other Residents. Resident shall not conduct or permit any professional vocal or instrumental practice or instruction at the Home without prior written consent of the Neighborhood Management Office. The Neighborhood Management Office routinely approves requests for most instruments.

1-11 Eviction

The Garrison Commander will be notified of all terminations of the Lease for misconduct or policy violations by the Resident, family members, and guests.

Minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Neighborhood Management Office. Notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In extreme cases, or where a persistent pattern of misconduct occurs, Picerne will give the Resident written notice of intent to terminate the Lease and will consider the member's written response, if any. If the Resident and Picerne are unable to resolve the matter, Picerne will forward the notice of termination of the Lease to the Garrison Commander, via the RCI Office.

1-12 Fire Prevention

Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for fire prevention include: not leaving children unattended, not smoking in bed, and not emptying ashtrays into trash cans without first running under water. Never leave cooking unattended in the kitchen. If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. Do not attempt to move the burning pan and never put water on a grease fire. Kitchen stove exhaust hoods should be regularly cleaned to avoid the build up of grease in the filter. Always clean the lint filters on the clothes dryers before and after each use. Never use flammable liquids for cleaning purposes; only use nonflammable solvents. A portable, multi-purpose fire extinguisher should be kept in a convenient spot in each home. Last, but not least, familiarize your family and the babysitter, with your household fire plan.

Resident will be held liable for damages to a Home caused by violation (whether by yourself or your guests) of the above precautionary measures, negligence, or any other misconduct. If a fire occurs, Resident must call **(first)** the fire department and **(second)** the Neighborhood Management Office immediately. All fires must be investigated by the Installation fire department, Command involvement may be required. Residents found liable for fire damages to their home or the premises will be required to reimburse Owner / Riley-Picerne Partners, LLC for the repair cost. In addition, a letter of warning for the offense will be sent by Picerne to the Resident with a copy to the Command. If any type of fire violation continues, Picerne will forward the notice for termination of the Lease to the Garrison Commander, via the RCI Office.

1-13 Pest Control

Resident acknowledges that good housekeeping assists in the elimination of pests and agrees to keep the Home in a clean and sanitary condition at all times. Residents shall immediately notify their Neighborhood Management Office of the presence of any pests or vermin in the premises or common areas. Resident preparations to receive these services are critical and should be followed per instructions from the Neighborhood Management Office in order to ensure effective treatment, comfort and safety. The Neighborhood Management Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

1-14 Weapons and Ordnance

No firearms or any ordnance, i.e., smoke grenades, explosives, etc., are permitted in Fort Riley Family Housing. Resident will register their privately owned firearms

with the Unit Commander immediately upon arrival at Fort Riley. All privately-owned firearms must be stored in the unit arms room, unless authorized by the Unit Commander. Proof of ownership is required for registration; however, firearms need not be present at time of registration. With the exception of immediate registration as noted above, Fort Riley shall govern the storage, transportation and registration of privately owned firearms and ammunition in Fort Riley Family Housing. Both firearms and ammunition must be stored in a secured locked container. Individuals storing privately owned firearms and ammunition in Fort Riley Family Housing are to ensure that all reasonable precautions are taken to make certain firearms and ammunition is inaccessible to unauthorized persons and minors.

If the Resident purchases, acquires or legally disposes of the firearm(s), it must be reported to the Unit Commander within three working days of the change. Guests of Residents must store their firearms with the Military Police. Violations of the above policies will result in confiscation of the firearm(s) and may subject the Resident to judicial, non-judicial or administrative action.

1-15 Utilities

Electricity, gas and water and sewer services will be provided by the Owner. The Owner **shall not** be responsible for any other utility services including telephone (local, long distance, or cellular), internet access (high speed or dial-up), or cable TV (basic or expanded / satellite TV service).

There shall be no change in the Resident's or Riley Communities' respective responsibilities for payment of said utilities pursuant to the Lease or this Guide without Riley Communities' providing the Resident at least six (6) months prior written notice. Notwithstanding the forgoing, following the implementation of the Army's Resident Direct Pay Program (and **without** any requirement for six months prior notice to Resident), Resident shall be responsible for the payment of either some or all utilities servicing the Premises, including the payment for all electric or gas consumption (at the prevailing utility rates) in excess of the established "baseline" consumption for the Premises. The methodology for calculation of the "baseline" usage consumption for the Premises will be provided to Resident upon Resident's written request.

1-16 Changes in Policy

From time to time, it may be necessary to change or adopt new rules, policies or otherwise revise this Guide. Picerne will send a 30-day written notice of such changes to Resident. The Resident, family members, and guests will comply with all such changes to the Guide.

Chapter 2: Care of Homes

2-1 Satellite Dish/Antenna

Resident must receive written approval in accordance with current policies prior to the installation of a satellite dish or antenna (to include amateur or CB radio antenna) from the Neighborhood Management Office. Details and the proposed location of the dish installation must be approved by the Neighborhood Office in advance of your installer's

appointment. Satellite dishes are restricted in the Historic District and require additional approval from the post Environmental Division through the Historic Main Post Neighborhood Office.

Satellite dishes and antenna must:

- Be installed by a professional and fully comply with all safety requirements
- Be installed following guidance from the Neighborhood Office
- Not be attached to chimneys
- Not be installed on an exterior wall or hung out of a window
- Not exceed one meter (3 feet, 3 inches) in length and width

Resident is liable for injuries and damages to persons or property resulting from their satellite dish.

The Neighborhood Management Office will work with Resident to ensure satellite systems are installed in safe locations in accordance with Picerne and Fort Riley policies. Resident will be held responsible for removal and repair fees for all dish/antenna systems that do not comply with these policies.

2-2 Alterations

Picerne will clean, paint and perform routine maintenance in each home prior to a new family moving in. Resident may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. These alterations are generally permitted, however, it is required that the Resident restore the wall or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. Resident should remove wallpaper and use white primer on dark wall paints.

While Picerne supports such projects, Picerne Military Housing requires the Resident to secure prior authorization for alterations other than those mentioned above from the Neighborhood Management Office prior to work being performed. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include any form of structural change or remodeling. Attaching or removing fixtures or appliances requires Neighborhood Management Office approval. Authorization will usually include a requirement to restore the alteration to original condition.

2-3 Storage Sheds

Requests for storage sheds must be addressed to the Neighborhood Management Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the need, proposed location in relation to the Housing Unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Additionally:

- a. Sheds will not exceed 120 square feet in floor area;
- b. The construction of storage sheds will be permitted only on the land area

behind the home and will not be fastened or attached to the Housing Unit;

- c. All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning from forces such as wind or rain;
- d. The color must be compatible with the exterior color of the Home;
- e. All storage sheds must have a metal or plywood floor;
- f. Prior to moving out of the Home, Resident will be responsible for dismantling and removing shed, removing residual from the site, and restoring grassed areas.

2-4 Patio Covers

Construction of commercial-type patio covers and window awnings is not authorized.

2-5 Swimming Pools/Hot-Tubs

Only small, well-maintained wading pools are authorized. Resident assumes all liability for the installation, operation and supervision of such equipment. An adult must supervise wading pools at all times. Wading pools 12" or less in height and no more than 10 feet wide may be positioned in the back yard on grass areas but must be emptied daily and removed when not in use. Resident will repair any damages to property, including grass areas, at their own expense.

Hot-Tubs pose a very serious safety and liability issue to residents and guests. The Fort Riley Safety Office supports this position. The installation and use of hot-tubs is prohibited without prior written permission. Residents who obtain written permission and install or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur. Any hot-tub installed must be professionally installed and incorporate appropriate safety equipment and devices to reduce potential injury.

2-6 Skateboards/In-Line Roller Skates and Small Motorized Transportation Devices

Skateboards and in-line roller skates are permitted. Skateboards and in-line roller skates must be ridden on sidewalks rather than on installation roadways. Skateboarders will wear helmets, also recommended for in-line roller skaters, and both will always yield to pedestrians and vehicular traffic. Any motorized form of skateboard is not permitted. Go-karts, golf carts, and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other un-licensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Neighborhood Management Office.

2-7 Trampolines/Swing Sets/Other Play Equipment

Trampolines pose a very serious safety and liability issue to residents and guests. The Fort Riley Safety Office supports this position. The installation and use of trampolines is prohibited without prior written permission. Residents who obtain written permission and install or use such equipment do so at their own risk and assume all liability for personal

and property damage that may occur. Any trampoline installed must incorporate appropriate safety nets to reduce potential injury.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing neighborhoods. Equipment must be whole and without defect so that it does not present a health or safety risk. Please provide the Neighborhood Management Office with a picture or description of proposed equipment. Equipment cannot be placed until written permission is granted. Resident is responsible for the safety, supervision, and upkeep of equipment and to restore damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment.

Play equipment is restricted to the backyard, unless approved by Picerne in advance. All portable play equipment, including basketball goals designed for any age group, must be stowed in the rear of the home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways. Any play equipment installed in the yard must be removed upon vacating and clearing the Home.

2-8 Outdoor Furniture

Only furniture intended for outdoor use is to be used outdoors in Fort Riley Housing.

2-9 Window Coverings

Picerne supplies appropriate window coverings for all windows in the Home. Please contact your Neighborhood Management Office if shades or blinds are broken, missing or otherwise need replacement. Picerne will gladly make the necessary repairs or replacements. Only proper window decorations and coverings may be used to cover windows. Flags, sheets and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

2-10 Installation of Air Conditioners and Other Privately Owned Equipment

Resident-owned air conditioners are not permitted. All homes have centrally installed heating and air conditioning units.

All homes come fully equipped with a stove, range hood, refrigerator and dishwasher. The above listed appliances supplied to the Home may not be removed or replaced with privately owned appliances.

Resident may utilize a freezer, second refrigerator, washer, electric dryer (gas not permitted), etc., to accommodate their household needs when the appropriate power supply is available. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment.

Use of waterbeds is authorized. Resident will be liable for any damages caused by the use of a waterbed.

2-11 Laundry

Resident(s) shall not hang or place laundry on the exterior of any building or lawn.

2-12 Fences

Residents may install approved fences in back yards of their homes in most Neighborhoods on post. However, residents of many homes on Historic Main Post and all homes located in McClellan Place 8-plex buildings are not permitted to install fences around their yards or any part of the building structure containing family housing units. Additionally, Historic Main Post residents are regulated by State Historic Preservation Office rules.

To comply with Picerne Military Housing pet policy and Fort Riley rules, families may elect to install dog runs, kennels or pet enclosures where permissible.

Fence Guidelines and Resident Responsibilities:

- Neighborhood Management must approve all fence installation requests. They must be submitted to the Neighborhood Management staff on the Picerne Military Housing Fence Request Form, which can be obtained from the Neighborhood Office.
- Residents are responsible for installation, maintenance and removal of all fences.
- The fence contractor (or the resident, if installing their own fence) must call Kansas One Call at 811 or Public Works Dig-Safe at 239-8187 to have underground utilities marked. Residents with privately owned satellite TV are urged to call their satellite provider before fence installation since Public Works does not provide this service. All DIG-SAFE flags must be placed before beginning fence installation.
- Fences must be installed by a professional or in a professional manner within the following guidelines:
 - a. Electric, invisible, or fencing of similar technology used to control pets may not be installed.
 - b. No fences in front yards unless approved in multiplex units by Neighborhood Management.
 - c. Fences must be square or rectangular in layout.
 - d. Fences may not impede or enclose any real property improvements (e.g. sidewalks, swales, utility structures, natural drainage or common areas).
 - e. Fences cannot encroach into a shared back yard.
 - f. Fences may not be attached to any structure.
 - g. Fences must comply with specification sheet attached.
 - h. Fences must contain one 4-foot wide, swinging gate.
 - i. Fences may only be four feet (4') tall in height and must be constructed with a top rail. However, additional fence requirements, including fence height in excess of 4 feet and regulation size kennel enclosures, may be required for certain dogs.
 - j. Fences will be free of hazards including projecting wires and sharp edges.

- k. Fencing material will be square or rectangular galvanized chain link.
- l. The grid opening size may not exceed 3 1/2 inches.
- m. The smallest wire size will be 16 AWG.
- n. Fences must be straight and plumb with no protruding guy wires or trip hazards.
- o. Only corner and gate posts may be concrete based but all posts must be capped.
- p. Fence dimensions must be approved by Neighborhood Management.

When necessary, the Resident must remove fence portions that may prevent access by building maintenance equipment. The Resident will replace the removed portion upon completion of work. We advise erecting the back line so that one end of the fabric and one interior post can be easily removed.

Prior to termination of residency, properly installed chain-link fencing may remain if approved by Neighborhood Management. Otherwise, Resident must remove and dispose of fencing, fill post and other holes and seed grass areas needing repair.

Residents may erect decorative type fencing to enhance and protect landscaped areas in the front of the home, contingent upon full and continued compliance with the following provisions:

- a. Decorative fences must not exceed 18 inches in height.
- b. Residents may only install decorative fences around landscaped beds in a design that does not detract from the quality of the Neighborhood.
- c. Fences may not be installed surrounding entire front, side or back yards.

Resident must schedule an acceptance inspection with the Neighborhood Management Staff after fence construction is complete. All deficiencies identified must be corrected or the fence must be removed.

2-13 BBQ Grills, Fire Pits, and Bonfires

The use of charcoal barbecue grills, gas grills and fire pits is prohibited on covered parking areas or patios and under any building overhang. When in use or hot, all grills must be kept at a minimum distance of 25 feet from any building structure. Self contained fire pits designed specifically for outdoor use are permitted. Resident must be present at all times during the use of the fire pit. Resident must extinguish fire appropriately and completely before leaving pit unattended. Open fires such as bonfires or the burning of rubbish is prohibited.

Chapter 3: Maintenance and Repair

3-1 Work Order Procedures

Picerne is committed to providing excellent maintenance service to residents. In order to resolve maintenance requests as efficiently as possible, Resident agrees to notify the Neighborhood Management Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-

written note, or personal visit to the Neighborhood Management Office. Resident may grant permission for maintenance technicians to access the Home for the purpose of completing maintenance service while family members are not home, signing of Lease generally grants this permission. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present.

Picerne will provide 24-hour emergency maintenance service to residents. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines were created with resident safety in mind and to provide a clearer understanding of the work order process.

Work Order Priorities:

Residents should call 911 and Picerne immediately in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.

Work order priorities will be addressed according to the following priority system

a. Emergency - Response Time 8 hours or less

Emergency work orders take priority over all other work orders and require immediate action. Picerne will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

- No heat when outside temperature is below 60 degrees Fahrenheit
- No air conditioning when outside temperature is above 78 degrees Fahrenheit
- Natural gas leak
- Electrical short or fire
- Electrical fixtures—shorting or sparking
- Broken electrical components which may cause fire or shock
- Sewer back-up
- Inoperable commodes (when only one available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain, or faucet
- Stove, oven, or refrigerator inoperative
- Accidental lock-ins of small children
- Hot water supply outage
- Pest infestation

The response time for each work order emergency may differ depending on the type of emergency. Please note that an emergency work order will be closed as soon as

the emergency situation is taken care of. A new urgent or routine work order will then be created if there is follow-up work required.

b. Urgent – Response and Completion Time 3 working days or less

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example would include heating and air conditioning systems malfunctions or failures when more moderate temperatures exist (see below).

The following work may be classified as urgent (but not limited to):

- No air conditioning when outside temperature is 78 degrees Fahrenheit or less
- No heat when outside temperature is 60 degrees Fahrenheit or greater
- Broken window (cracked only)
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink, or exterior faucet drip
- Light Fixtures, switches, receptacles not working
- Inoperable commode where other operable commodes exist

c. Routine - Completion Time 10 working days or less

Residents are encouraged to contact their Neighborhood Management Office if there are questions concerning any maintenance issues.

3-2 Rubbish/Refuse/Recycling

Picerne will make available suitable waste containers and instructions for their use to Resident. Resident agrees not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by neighborhood. Recycling and trash will be picked up on the same day. Resident may not place trash or recycling containers at their designated pickup locations until 5PM the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup.

Resident may not leave excess trash or rubbish when moving out of the Home. Bulk trash may not be left curbside at any time. Please notify the neighborhood office to arrange a pick-up time for bulk trash items. Items that might be included in the recycling program follow:

- Plastic
- Paper/cardboard
- Aluminum/Steel
- Glass

3-3 Plumbing

The toilets and waste pipes shall not be used for any purpose other than those for which they were intended. No sweepings, rubbish, or any other improper articles will be

thrown into them. The Resident shall be responsible for any damage to the building caused by the misuse of such equipment.

- a. Water shutoffs will be shown and explained to the Resident during the move-in inspection.
- b. If the Resident identifies a water leak he or she should shut off the water supply if it is safe to do so.
- c. It is the responsibility of the Resident not to cover the sewer clean-outs, which are located in different areas of the yard. They should be easily accessible to service staff in the event of an emergency.

3-4 Electric/Electrical Panel Box/Light Bulbs

The maintenance and replacement of household light bulbs are the Residents responsibility.

- a. Picerne will supply your home with electric light bulbs at the time of move-in. Resident agrees to furnish replacement bulbs and install thereafter (with the exception of specialty bulbs unavailable at local home stores).
- b. If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the Resident during the move-in inspection.

3-5 Smoke/Carbon Monoxide (CO) Detectors

Smoke/CO detectors have been provided in the home to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Neighborhood Management Office. Resident agrees to immediately report a malfunctioning smoke detector to the Neighborhood Management Office.

3-6 HVAC Filters

It is the Resident's responsibility to change the HVAC filter monthly. Replacement filters are available at no cost to the resident from their Neighborhood Office. Maintenance personnel will change HVAC filters and inspect the HVAC unit for proper operation prior to Resident move-in and per the established preventive maintenance schedule. However, a representative from the Neighborhood Management Office will replace the HVAC filter if the Resident so requests. It is the Resident's responsibility to maintain the regularly scheduled filter replacement and request assistance from the Neighborhood Office if necessary. Resident will be instructed on how to change the filter during the move-in inspection. Filters will be available at the Neighborhood Management Office.

Chapter 4: Miscellaneous

4-1 Use and Residency

Only those Residents, and other authorized occupants listed on the Lease shall occupy the rental Home. Resident must notify the Neighborhood Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or

addition of a spouse, parent or grandparent. Picerne will update its records to reflect the correct family size.

In the event that any person using the Home suffers injury, the Resident will report to the Neighborhood Management Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given no later than the next business day after the event has occurred.

4-2 Guests

All undocumented occupants are considered as guests. Resident may have guests visit for a period not to exceed 30 continuous days in a 12-month period or calendar year. Any questions regarding this regulation should be addressed to the Neighborhood Management Office. Resident agrees to register guests staying overnight more than seven (7) days with the Neighborhood Management Office. No house guest is allowed if that guest has been barred from the installation.

4-3 Subletting/Assignment

Subletting, subleasing or assignment of the Lease is prohibited.

4-4 Home/Commercial Businesses

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Neighborhood Management Office. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). Engaging in other commercial ventures is not permitted.

4-5 Care of Children

Resident will comply with Kansas laws relating to the health and welfare of children as well as Department of Defense (DoD)/Army Regulation (AR) 608-18:

- An individual who is charged with the care of children under age eighteen will provide supervision appropriate to the age and development of the child at all times, in accordance with the more restrictive DOD/Army Regulation 608-18 or Kansas law.
- Children less than **twelve years old** may not be left alone in Fort Riley Housing without direct supervision.
- Safeguarding children and youth is a parental responsibility and requires direct, face-to-face supervision by an adult or parent-designated, responsible teenager fourteen years or older. The designated individual must have completed the American Red Cross Baby-Sitter Certification Class.
- A person who is charged with the care of a child under the age of ten years may not allow the child to be locked or confined in a dwelling, building, enclosure, or motor vehicle while the person charged is absent and the dwelling, building, enclosure, or motor vehicle is out of the sight of the person charged unless the

person charged provides a similarly certified, reliable person at least fourteen years old to remain with the child to protect the child.

- An individual who is charged with the care of a child of less than ten will not allow that child to cross or enter upon a paved thoroughfare open to vehicular traffic unless he or she personally escorts the child or provides a person of at least 14 years of age to escort the child across or upon such thoroughfare.
- Individuals who provide childcare in housing for more than ten childcare hours per week on a regular basis are required to become certified Family Child Care providers. Both the “10-hour” and “regular basis” conditions must be met for this requirement. Contact Family Child Care Office or your Neighborhood Management Office for more information.

4-6 Family Child Care

Family Child Care (FCC) is regulated, home-based childcare provided by certified military family members operating as independent contractors from on-Post or leased housing. FCC is a program subsidized, through Appropriated Funds, providing an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC homes usually require minor modifications and equipment, which are handled through the FCC coordinators. The Neighborhood Management Office must approve modifications that require permanent installation. Also, to assure proper installation, Neighborhood maintenance staff will install or supervise the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Picerne will repair any health, safety, and maintenance concerns discovered during the FCC pre-certification. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. The Army Risk Management Program (RIMP), a self-funded insurance program, provides up to \$500,000.00 of liability coverage for FCC providers. To request to become an FCC provider, Residents need to contact the FCC Coordinator.

4-7 Pet Policy

The Riley Communities partnership is sensitive to the relationships that exist between residents and their pets. Residents should familiarize themselves with Fort Riley Regulation 40-18, Department of the Army memo, Pet Policy for Privatized Housing, dated 01/05/09 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships), and local laws regarding acceptable pets, animal restraint, abuse, sanitation, numbers and other issues. The following pet regulations are designed to minimize health and safety issues and resident complaints.

- A maximum of 3 pets, dogs or cats, in any combination is authorized per household.

- Residents will pay a refundable pet deposit of \$150 for each pet. The refundable deposit(s) will be due and payable in full to Riley Communities, LLC before a service member moves into Fort Riley family housing. If a resident acquires a pet(s) after moving into family housing, the refundable deposit(s) must be paid in full as noted above, before the resident begins maintaining the pet(s) at the home.
- Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids, and crosses of these breeds are not allowed in Fort Riley Family Housing.

Any Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids, and crosses currently residing in on-post housing and registered with the Fort Riley Veterinary Clinic before October 1st, 2008 will be allowed to remain in on-post housing unless they demonstrate a propensity for dominant or aggressive behavior. However, no newly acquired Pit Bulls, American or English Staffordshire Terriers, others listed above or a cross of these dog breeds will be allowed in Fort Riley Family Housing.

This policy aligns with Department of the Army guidance as outlined in the 01/05/09 memo issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships), Pet Policy for Privatized Housing, and Fort Riley Regulation 40-18 Pet Control and Disease Prevention, which applies to Soldiers, Family members and civilians who own any of the listed breeds or crosses as outlined above.

- Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:
 - Unprovoked barking, growling or snarling at people approaching the animal
 - Aggressively running along fence lines when people are present
 - Biting or scratching people
 - Escaping confinement or restriction to chase people
- Ferrets, snakes, reptiles, rodents (other than hamsters and guinea pigs), hedgehogs, pot-bellied pigs, monkeys, arachnids (spiders), sylvatic pets (skunks, raccoons, squirrels, other tree or woods-dwelling animals, etc.) and any other exotic or farm animal are not permitted in Housing. Any such animals found running loose or abandoned on Fort Riley will be impounded until proper disposition can be made.

- All dogs, cats and other animal pets (small caged animals such as hamsters and fish excluded) more than 90 days of age must be immunized or show proof of immunization and registered at the Veterinary Treatment Facility (VTF) within 10 days of arrival or acquisition.
- Pets must wear a Fort Riley rabies tag and have a current vaccination history.
- Pets are the responsibility of the resident. As such, residents will be liable for all damages to include carpet, doors, walls, shades, blinds, screens, appliances, cabinets and other parts of the home or community including landscaping. Pets will be controlled at all times by their owners. Such control prevents pets from becoming a nuisance or menace to other persons, animals or property. Resident is liable for any injury or damage, caused by your pet(s).
- Pets will be housed indoors or may be secured outside home within a fenced area. Residents with pets living in or moving in to a home without a fence will have 30 days to obtain a partnership-approved fence. Tethering of pets is not permitted in family housing except on Historic Main Post.
- Poop and scoop is mandatory and requires the removal of all pet waste from yards, common areas and grounds in the neighborhood. The resident will incur charges for failure to comply, and the expense will be commensurate with the cost for a third party to remove the pet waste. Pets should not be permitted to soil patios and porches.
- Birds, gerbils, hamsters, etc. must be caged at all times.
- Pets are to be kept on a leash (not to exceed 15 feet in length) and under the owner's supervision and control at all times when outside of the home or yard.
- If pets are fed outside, residents should clean up any uneaten food to avoid attracting nuisance wildlife.
- Unspayed female pets will be kept in isolation during their heat period to prevent attracting male animals.
- Pets, other than assistive animals, are not permitted in any recreational areas such as swimming pools, recreation centers, tennis courts, playgrounds, or any other recreational facilities including laundry rooms, offices and clubrooms at any time. However, exceptions will be made for assistive animals in authorized areas in accordance with "Title 40, U.S.C., and Section 291."

Keeping Your Pet Safe

- Provide your pet with adequate food, water, shelter and exercise
- Never leave your pet locked in a vehicle, especially during hot summer months
- Protect, register and vaccinate your pet

- Remember, happy pets are well-behaved pets

Residents should notify the Military Police concerning loose or stray animals or any animal which, by its conduct or temperament, reasonably constitutes a physical threat to people or other animals. All animal bites or scratch incidents to humans should be reported to the nearest medical facility as soon as possible. The offending animal is subject to a physical examination and quarantine. Failure to abide by this Pet Policy may result in a revocation of pet privileges.

4-8 Parking

Parking for Resident, family, and guests is authorized in the Resident's driveway and other designated parking spaces only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- On a sidewalk
- In front of a driveway other than the Resident's
- Within an intersection
- Within fifteen feet of a fire hydrant
- On a crosswalk or within twenty feet of a crosswalk at an intersection
- On lawns or grassed areas
- In front of a rural mailbox
- At any place where official signs prohibit parking

Vehicles parked in appropriate locations must have current post and valid state license registration or risk being towed and impounded without prior notice at vehicle owner's expense. Parking in space(s) allotted to another resident is strictly prohibited. A resident or visitor vehicle may be towed and impounded without prior notice, at vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Parking areas such as carports or parking bays may be used for parking personally owned vehicles only. They may not be used for storage of household goods or other personal belongings. Parking on lawns, planted areas, and sidewalks is strictly prohibited. Recreational vehicles may be parked within carports and garages, only as long as no part of the vehicle or trailer extends beyond the support structure or doorways.

The following types of vehicles and equipment may only be stored inside the garage with the door closed and may not be permanently parked, left overnight, stored on the streets, stored outside a garage or carport, in driveways, yards or parking lots in any housing area:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial vehicles

- Tractor trailers
- Boats
- Boat trailers
- Horse trailers

Parking violations should be reported to the MP Desk Sergeant.

4-9 Vehicle Repairs and Maintenance

Automobile repairs are not authorized in Fort Riley Housing. Resident may use the Fort Riley Auto Craft Shop owned by DMWR for repairs. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.).

4-10 Landscaping

All common areas of each Neighborhood, including all lawn areas, will be maintained by Picerne through the use of an approved professional grounds maintenance contractor. All turf areas will be mowed, edged and clippings blown off to maintain a neat and orderly appearance. Bushes will be trimmed once per season. For example, shrubbery will be trimmed to ensure proper flowering (if applicable) or during dormant months. Flower beds will be mulched and weeded in the spring. Fallen limbs and trees will be removed when needed and leaves will be raked during the fall and spring clean-up process. Maintenance services will also include the portion of the lawn located inside the boundary of housing fences. However, those areas located inside the boundary of a housing fence must be fully accessible to receive services. Accessibility requires all of the following items to be prepared: a) gates are provided and unlocked, b) pets are confined and c) all personal belongings and pet debris are picked up and off grass/lawn areas. Resident will be responsible for maintaining landscaping inside fenced areas deemed inaccessible by Picerne specifications (judgment solely at the discretion of Picerne). Failure to allow or maintain fenced areas will be referred to the garrison command and may result in the loss of pet privileges, charges to the resident or termination of the Lease.

4-11 Flower Gardening

While Picerne will provide lawn mowing and general landscape maintenance services, Residents may beautify the area immediately adjoining the front and rear of their homes with annuals and perennials. Vegetables and herbs may be grown in Fort Riley Housing areas only in pots or raised beds at the rear of the home. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Neighborhood Management Office.

4-12 Telephone and Cable Service

The Resident is responsible for telephone instruments, services and additional equipment. At least two telephone jacks and wiring are provided in the home. Cable Television will be the responsibility of the Resident.

4-13 Yard Sales

Neighborhood sales may be permitted with prior written approval, at a designated location at dates and times to be determined by Picerne. Private yard sales are limited to the first Saturday of each month. Individual sales are solely for the disposal of household items, which have become excess to the needs of the family. The resale of new items (as in a business) is not permitted.

Resident may request authorization to have a yard sale by visiting their Neighborhood Management Office who will provide instructions for locations and methods of posting and removal of signs.

4-14 Lockouts

During normal business hours, a Resident who is accidentally locked out of their Home should notify the Neighborhood Management Office in order to gain entry to the residence. Upon providing proper identification, the Resident will be provided access to the Home providing that their name is on the Lease or currently on the key release log.

In the event a Resident is locked out of a Home outside of normal business hours, the Resident should call the Neighborhood Management Office and request assistance from the 24-hour on-call service specialist. One of the Neighborhood Management / Maintenance team members will respond and confirm the Resident's identity and key release log status. Once confirmed, the Resident will be given access to the Home. If proper identification cannot be provided, the Resident and management staff will have to use alternative means to determine the resident's identity such as contacting the duty office of the Resident's chain of command.

Frequent lockouts inconvenience everyone. Any Resident who locks themselves out of their Home will be subject to a \$25.00 lockout fee on the second occurrence in a calendar year.

4-15 Resident's Potential Liabilities

Resident is responsible for and may be held liable for damage to leased housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

4-16 Energy Conservation

The goal of energy conservation is to ensure that the essential needs of all Residents are provided without waste. Energy conservation is a key element in efforts to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

- Thermostat should be set at a comfortable setting without fluctuation to maintain consistent climate control.
- Doors and windows should be kept closed whenever air conditioning or heating is in operation.

- Check toilets for leaks, make sure faucets are shut off properly, run the dishwasher only when fully loaded. Take short showers instead of baths. Do full loads of laundry and make sure the water level is right for the size of the load.
- During daylight hours turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

Chapter 5: Move-Out

5-1 Policy

The following moves may be granted at the Government's expense:

- At retirement or separation of the Resident.
- At Permanent Change of Station (PCS) of the Resident unless PCS orders authorize retention under Deferred Travel or due to a dependent-restricted tour. In each of these cases, the Resident must submit a request for housing retention to Picerne.
- As directed by the Garrison Commander.

The following moves may be at the Resident's expense:

- If the Resident becomes ineligible to remain in housing, the Home will be vacated immediately.
- A Resident may request to move out of the Home and move off post. The movement of household goods will be at the expense of the Resident unless the move is directed for the convenience of the government.
- A Resident who qualifies for a change in housing due to a change in military status or family size may submit a new application for appropriate housing in accordance with leasing policies.

5-2 Termination/Vacate Notice

The occupancy period will be reduced if:

- a. the Resident/service member is required to move pursuant to PCS orders a distance of at least 50 miles based on duty station;
- b. if the Resident/service member is prematurely or involuntarily discharged from the service;
- c. if the Resident retires.

The service member must provide written notice and a copy of orders to the Property Manager at least 30 days prior to the desired date of departure from the home, if they must end this Agreement before its term has expired. PCS/ETS orders received with less than 30 days advance notice will authorize release of the Resident on a case-by-case basis with proof of orders.

Early termination of this Agreement in the initial 12 month period of the Term of Occupancy, for other than PCS/ETS orders, may be authorized when the following conditions are satisfied:

- a. Request endorsed by the Resident's unit commander;
- b. Resident delivers 30-day written notice of intent to vacate to Property Manager;
- c. Failure to serve proper vacate notice may result in payment of liquidated damages equal to the Resident's current BAH rate for one month.

The Property Manager may approve these and other early terminations on a case-by-case basis for extraordinary circumstances but the resident/service member must contact the neighborhood manager as soon as possible.

5-3 Move-out Inspections

A family preparing to move out may request a pre-inspection at anytime. This inspection is offered for the convenience and peace of mind of the departing military family. A pre-inspection may be scheduled any time, for example: 60 days, 30 days or even one week prior to the scheduled move-out date. A member of the Neighborhood Management Office staff will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. Appendix C presents the Picerne Military Housing Damage Cost Sheet which provides examples of damages and estimated cost.

Picerne will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the home. The identical form used to document the condition of the home at move-in will again be used at move-out to document the condition of the home upon departure. The two inspections will be compared with differences in conditions noted. After allowing for normal wear and tear, Picerne will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted. A member of the Neighborhood management staff will conduct the inspection.

Resident is strongly encouraged to be present at the inspection to facilitate the "check-out" process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present. Picerne will provide a certificate of inspection to all military families that close out with a zero rent balance and do not incur any damage or cleaning charges. This certificate will provide the military family with a positive rental reference for the future.

Resident must pay Picerne all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Picerne (via U.S. mail or other recognized postal service) if not present at the inspection. All amounts owed must be remitted to the Neighborhood Management Office (made payable to Picerne) prior to clearing the Installation. Picerne will use all reasonable means available, including judicial and non-

judicial processes, to pursue and collect unpaid balances. A former Resident may suffer adverse credit consequences as a result of failure to pay monies due to Picerne.

5-4 Abandonment

If a Resident abandons a Home, Picerne will send a letter to their last known address stating that unless a reply is received from them within seven (7) days, Picerne will re-rent the Home. If a Resident vacates a Home without notice to Picerne, removes possessions from the Home and does not pay rent due, for more than fifteen days, abandonment has occurred.

5-5 Surface-Clean Concept

Picerne will require a surface-clean condition (see appendix B) at move-out. The surface-clean requirement is designed to ease the “check-out” process for military families. Surface-clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. A damage cost sheet (see appendix C) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact your Neighborhood Management Office if there are any questions.

5-6 Conflict Resolution for Damages to the Home

In the event of a dispute over compensation for damage charges, both parties agree that if a mutually acceptable solution cannot be reached, the Resident may choose to rectify the dispute by hiring the services of a licensed, bonded, and insured contractor in the specific discipline(s) involved, e.g., carpentry, plumbing, roofing, etc. Upon Resident request, the Neighborhood Management Office will provide a list of qualified contractors.

RRG Appendix A: Guide for Operation of Appliances, Thermostat, Smoke Detector and Instructions for Testing Ground Fault Interrupters

OPERATION OF APPLIANCES (Do's and Don'ts)

A. Garbage Disposal Unit:

1. Do keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
2. Do grind food waste with strong flow of cold water.
3. Do flush disposal for self-cleaning by running a few minutes after grinding waste or draining dishwasher.
4. Don't use lye or other chemicals for cleaning.
5. Don't turn off water while grinding.
6. Don't grind fibrous food waste, i.e., cornhusks, pea pods, lettuce, celery, artichoke leaves, chicken skin.

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

STEP 1 Turn off switch and water, and allow garbage disposal unit to cool.

STEP 2 Push reset button located on bottom or side until a click is heard.

STEP 3 Turn on switch and water.

STEP 4 If garbage disposal is still not operational, call your Neighborhood Management Office to report a work order.

B. 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.

C. Dishwashers:

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

D. Instructions for Testing Ground Fault Interrupters:

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

1. Push the “test” button and the “reset” button should pop up, showing a red line, which indicates that power to the protected circuit, has been discontinued.
2. If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use. Call in a service order.
3. To restore power, push the “reset” button.

E. Smoke Detectors:

1. Each home is equipped with at least one electrically powered smoke detector. These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).
 - a. 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 your Neighborhood Management Office if it doesn't reset.
 - b. If your smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.
 - c. Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
2. If your detector malfunctions, contact your Neighborhood Management Office. Do not attempt to repair it yourself.

The Fort Riley Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Prevention Section at 911.

RRG Appendix B: Guideline for Surface-Clean Condition

Surface-clean condition implies that a home is left clean throughout although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. It is only meant to be a guide. It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters are exclusive of damages.

GENERAL

- All personal items to be completely removed from the Home, storage area and garage.
- Any items requiring disposal are disposed of in an appropriate, proper, and approved manner.
- Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware) is returned intact and proper working order.
- Wall color is not to be altered or changed unless approved by Neighborhood Management Office.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- All windows to be closed and locked with covering left in the “closed” position.
- Garbage cans cleaned and placed in garage or storage area.

KITCHEN

- All kitchen work surfaces to be wiped and free of excessive grease build-up.
- Refrigerator to be wiped down inside and out, empty and free of mold/mildew.
- Range hood, stovetop, oven, drip pans and under burners to be wiped down and free of burned-on food and excessive grease.
- Dishwasher exterior to be cleaned.
- Floor to be swept and cleaned.

BATH

- All bathroom surfaces to be wiped down. All surfaces to be free of soap scum, mold, mildew, and dirt build-up.
- Tub/shower to be free of mold/mildew and soap scum buildup with the shower curtain removed.
- Toilet cleaned inside and out.
- Vanity, sink, and tiled surfaces to be wiped down and free of mold/mildew

BEDROOM/LIVING ROOM/DINING ROOM

- Flooring surfaces to be swept or vacuumed as appropriate to the surface.

GARAGE/SHED

- Floors should be free of debris.

RRG Appendix C: Damage Cost Sheet

Repairs that result from normal wear and tear will be the responsibility of the Owner. Damage caused by Resident neglect or negligent action will be charged to the Resident in accordance with the schedule listed below.

If one or more items need to be replaced or cleaned as a result of Resident damage and or neglect during your residency, the Neighborhood Management Office will issue an invoice with the appropriate itemized charges. If damages are noted at the time of move-out, the Neighborhood Management Office will prepare and send an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear post. **Listed below are minimum charges that might be expected if your home is damaged beyond normal wear and tear.**

Removal of Trash, Furniture, etc	\$20 / bag or item
Carpets not vacuumed	\$10 per room
Pet Damage	Cost plus labor
Damaged Countertop	\$225
Dirty Kitchen/Bath Linoleum	\$10 per room
Damaged Door Jamb	\$75 and up
Dirty Oven/Range.....	\$20
Dirty Stove Top	\$20
Dirty Range Hood.....	\$20
Greasy Kitchen Cabinets.....	\$35
Dirty Countertops	\$20
Dirty Toilet	\$20 each
Dirty Medicine Cabinet	\$10 each
Damaged Cabinet Doors.....	\$40 each and up
Broken Garbage Disposal (as a result of Resident neglect).....	\$65 and up
Dirty Vanity	\$15 each
Repainting Walls/Doors/Ceiling that require a 2 nd coat	\$0.74 per sq. ft.
Damaged Kitchen/Bath Linoleum	Cost plus labor
Broken Refrigerator Crisper/Shelf	\$45 and up
Dirty Refrigerator	\$20
Damaged Walls from Holes larger than 1"	\$25 and up
Damaged Bedroom Door	\$75 and up
Damaged Bi-fold Doors.....	\$25 and up
Damaged Closet Doors	\$40 and up
Damaged Appliances	\$25 and up
Damaged Towel Bar.....	\$10 and up
Damaged Bath Sink	\$100 and up
Damaged Medicine Cabinet	\$45 and up
Missing Medicine Cabinet Shelf	\$15 each and up
Broken Mirror	\$30 and up

Damaged Tub/Shower	\$50 and up
Damaged Shower Rod	\$20 and up
Broken Shower Doors	\$80 and up
Replacement of Toilet Seat	\$25 each and up
Unstop Commode (Resident neglect)	\$25 - \$125 and up
Damaged Shade/Mini-blind	\$15 and up
Damaged Vertical Blinds	\$45 and up
Missing or Damaged Smoke Detector	\$10 and up
Missing or Damaged CO Detector	\$45 and up
Damaged Ceiling Fan.....	\$30 and up
Carpet Damage	Cost plus labor
Light Fixtures... ..	\$25 and up
Light Globe	\$15 and up
Lost/Unreturned House Keys	\$10 each
Mailbox Key.....	\$15
Replacement of Lock/Deadbolt	\$55 each plus labor
Missing/Torn Screen Door.....	\$40 - \$100
Missing/Torn Window screen	\$20 - \$65
Dirty Tub/Shower	\$30 each
Lawn Damage Repair.....	\$150 and up
Exterior Storm Doors.....	\$150 and up
Siding	\$35 and up
Satellite Shingle/ Roof Damage	\$65 and up

The information and prices above are provided as a reference only and are subject to change without advance notice.

RRG APPENDIX D: Housekeeping to Control Mildew and Mold

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the dwelling unit. In order to minimize the potential for mold growth within the dwelling unit, it is your (the Resident's) responsibility to do the following:

- Keep your home clean – especially the kitchen, the bathroom(s), carpets, floors, baseboards, and windows. Regular vacuuming, mopping, and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any cellular material including food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the dwelling unit. Resident shall clean their dwelling unit on a regular and consistent basis.
- Remove visible moisture accumulation within or on the leased premises including (but not limited to) all windows, walls, floors, ceilings, and kitchen and bathroom fixtures as soon as reasonably possible. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
- Turn on any exhaust fans in the bathroom or kitchen **before** you start showering, cooking, or using your dishwasher. When showering, be sure to keep the shower curtain **inside** the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors, and bathroom floor; leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls, and other surfaces has fully dissipated; and hang up your towels and bath mats so they will completely dry out.
- Keep moisture within your home at a reasonable level – ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
- Inspect the drip pans in your air conditioner, refrigerator, and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the management office.

- In homes with existing washer and dryer connections, dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to management immediately.

2. Mildew and mold on non-porous surfaces. If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on ***non-porous surfaces*** (such as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your home, general guidelines to follow are:

- Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
- Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Neighborhood Management Office.
- Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
- ***Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Neighborhood Management Office immediately.

3. Mildew and mold on porous surfaces. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes. ***Do not clean or apply biocides to visible mildew and mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew and mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact your Neighborhood Management Office immediately.

4. Notification of Neighborhood Management Office. Resident shall immediately notify the Neighborhood Management Office of the presence of the following conditions:

- A water leak, excessive moisture, or standing water inside the Home.
- Mildew or mold growth within or on Home that persists, reappears quickly, or spreads after the tenant has tried to clean and disinfect the affected area as described in sections 3 and 4 above.
- A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the Home.

5. Compliance. Complying with these housekeeping guides will help prevent mildew and mold growth within or on your Home and aid in the protection of yourself, your neighbors, and the community as a whole.