

# RESIDENT GUIDE

Knox Hills







# Welcome

Welcome to Knox Hills. Our team is committed to providing our residents and their families with an enjoyable experience during their stay. We pride ourselves on providing efficient, quality services to our residents. Community offices are staffed with property management professionals that understand the special needs of military families and are eager to support you.

To maintain a safe, enjoyable and pleasant community for all our families, we have established the Knox Hills Resident Guide & Community Standards Handbook. It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a resident. The policies found in this handbook apply to all Knox Hills residents. It is an addendum to your Lease Agreement and is legally binding. We encourage you to familiarize yourself with policies in this handbook and share the information with your family.

It is our goal to be actively involved in our communities when it comes to providing property management services and community activities that will enhance resident life. We look forward to your family becoming a part of Knox Hills.

Thank you,

Knox Hills Resident Services & Property Management Team

# Table of Contents

Welcome . . . . .	3
-------------------	---

Table of Contents . . . . .	4
-----------------------------	---

Residency Terms & Policies . . . . .	7
--------------------------------------	---

Quick Reference Numbers . . . . .	8
-----------------------------------	---

---

## Safety . . . . . 10

1.1 Fire Prevention, Preparedness . . . . .	10
1.2 Gas Leaks . . . . .	11
1.3 Carbon Monoxide . . . . .	11
1.4 Home Evacuation Planning . . . . .	11
1.5 Window Hazards . . . . .	12
1.6 Poisons . . . . .	12
1.7 Lead Based Paint . . . . .	12
1.8 Water Hazards . . . . .	12
1.9 Playground Facilities . . . . .	13
1.10 Community Safety . . . . .	13
1.11 Incidents . . . . .	13
1.12 Parental Supervision & Care of Children . . . . .	13
1.13 Prohibited Play Areas . . . . .	14

---

## Operations . . . . . 15

2.1 Hours of Operation . . . . .	15
2.2 Office Location(s) . . . . .	15
2.3 Move-In Process . . . . .	15
2.4 Collection of Rent & Other Receipts . . . . .	15
2.5 Security Deposits & Fees . . . . .	16
2.6 Residency Requirements . . . . .	16
2.7 Resident Moves . . . . .	16
2.8 Evictions, Violations & Delinquent Accounts . . . . .	17
2.9 Minor Violations . . . . .	18
2.10 Major Violations . . . . .	18
2.11 Corrective Action . . . . .	19
2.12 Dispute Resolution Procedure . . . . .	19
2.13 Temporary Absences . . . . .	19
2.14 Abandonment Policy . . . . .	20
2.15 Guest Policy . . . . .	20
2.16 Commercial Enterprises Policy . . . . .	20

2.17 Noise Control . . . . .	21
2.18 Housekeeping . . . . .	21

---

## Traffic, Parking & Vehicles . . . . . 22

3.1 Speed Limit . . . . .	22
3.2 Operating Areas . . . . .	22
3.3 Vehicle Operation & Parking . . . . .	22
3.4 Vehicle Maintenance . . . . .	23

---

## Pet Policies . . . . . 24

4.1 Guidelines for Pet Owners . . . . .	24
4.2 Pet Houses . . . . .	25
4.3 Disposal of Deceased Pets . . . . .	25

---

## Utility Consumption & Conservation . . . . 26

5.1 General . . . . .	26
5.2 Method . . . . .	26
5.3 Energy Reduction . . . . .	26
5.4 Violations . . . . .	27
5.5 Resident Utility Billing Program . . . . .	27
5.6 How it Works . . . . .	27
5.7 Support for Residents . . . . .	27

---

## Alterations, Additions & Construction . . . 28

6.1 Alterations to Homes . . . . .	28
6.2 Fences . . . . .	28
6.3 Storage Sheds . . . . .	28
6.4 Satellite Dishes . . . . .	29
6.4.1 Responsibilities . . . . .	29
6.4.2 Guidelines . . . . .	29
6.5 Locks, Latches, & Dead Bolts . . . . .	29
6.6 Security Alarm Systems . . . . .	29
6.7 Lawn Ornaments . . . . .	30
6.8 Rocks . . . . .	30
6.9 Painting . . . . .	30
6.9.1 Painting Restrictions . . . . .	30
6.9.2 Borders & Wallpaper . . . . .	30
6.10 Nails . . . . .	31
6.11 Appliances . . . . .	31
6.11.1 Personal Appliances . . . . .	31

6.12	Pools, Hot Tubs & Jacuzzi . . . . .	31
6.13	Trampolines . . . . .	31
6.14	Waterbeds . . . . .	32
6.15	Patio, Lawn Furniture, Toys & Playground Equipment . . . . .	32
6.16	Ornamental Lighting for Holidays . . . . .	33
6.17	Tents, Tarps & Covers . . . . .	33
6.18	Tree Swings, Tree Hammocks, Tree Houses & Signage . . . . .	33
6.19	Basketball Backboards . . . . .	33

## **Community Recreation & Facilities . . . . . 34**

7.1	Knox Hills Amenities . . . . .	34
7.1.1	Community Centers . . . . .	34
7.1.2	Fitness Center . . . . .	34
7.1.3	Tennis, Basketball & Volleyball Courts . . . . .	34
7.1.4	Playgrounds & Tot Lots . . . . .	34
7.1.5	Common Areas . . . . .	35
7.2	Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment . . . . .	35
7.3	Yard & Garage Sales . . . . .	35

## **Maintenance Program . . . . . 36**

8.1	Maintenance & Repair Overview . . . . .	36
8.2	Service Calls . . . . .	36
8.3	Preventive Maintenance Work . . . . .	37
8.4	Pest Control Services . . . . .	38
8.5	Refuse Collection & Recycling . . . . .	38
8.5.1	Refuse . . . . .	38
8.5.2	Recycling . . . . .	38
8.5.3	Bulk Pick-Up . . . . .	38
8.5.4	Green Waste . . . . .	38
8.5.5	Hazardous Materials . . . . .	39
8.6	Grounds & Landscape Maintenance Program . . . . .	39

## **Self Help Supplies . . . . . 40**

9.1	HVAC Filters . . . . .	40
-----	------------------------	----

## **Crisis & Disaster Management . . . . . 41**

10.1	Warnings . . . . .	41
10.2	Procedures & Directives . . . . .	41

## **Renters Insurance . . . . . 42**

11.1	Renters Insurance . . . . .	42
------	-----------------------------	----

## **Move-out Procedures . . . . . 43**

12.1	Resident Lease Agreement Termination & Move-Out Procedures . . . . .	43
12.1.1	Move-Out Information Session . . . . .	43
12.1.2	Move-Out Assessment . . . . .	44
12.1.3	Cleaning Requirements . . . . .	45
12.1.4	Normal Wear & Tear . . . . .	45

## **Care of Your Home . . . . . 46**

13.1	Bathrooms . . . . .	46
13.2	Carpets . . . . .	46
13.3	Floors . . . . .	46
13.4	Kitchens . . . . .	46
13.5	Walls . . . . .	47
13.6	Garbage Disposals . . . . .	47

## **Mold / Mildew Disclosure . . . . . 48**

## **Lead Based Paint Disclosure . . . . . 50**

Notes:	. . . . .	51
--------	-----------	----







# Residency Terms & Policies

## Housing Agreement Terms & Guide Enforcement Policy

### **Housing Agreement Terms & Guide Enforcement Policy**

Knox Hills is responsible for the enforcement of the Resident Lease Agreement & the Knox Hills Resident Guide & Community Standards Handbook. When Knox Hills is made aware that the terms of the Resident Lease Agreement or the Knox Hills Resident Guide & Community Standards Handbook are not being followed, the resident will be advised of such violation through verbal notification, warning or letter as outlined in the Knox Hills Community Standards Enforcement Policy outlined in Section. As necessary, follow-up letters may be sent to the Service Member's Command & the military housing partner.

Knox Hills property management will always strive to work with residents to resolve problems. If any issue cannot be resolved, either Knox Hills or the resident may elect to escalate the dispute to include military housing partner representatives & the Service Member's Command. If the parties agree on a resolution, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing & regardless of whether a dispute has been the subject of mediation, at the election of either Knox Hills or the resident, any dispute between Knox Hills & the resident shall be resolved by binding arbitration in accordance with Dispute Resolution procedures.

### **Policy Changes**

Periodically, revisions to the Knox Hills Resident Guide & Community Standards Handbook will be necessary. Residents will be notified in writing 30 days prior to any changes and notices will also be posted on the Knox Hills Facebook page and via emails to residents.

# Quick Reference Numbers

**FOR ALL MEDICAL, FIRE OR POLICE EMERGENCIES,  
IMMEDIATELY CALL 9-1-1**

**First contact for residents regarding questions, comments or problems is your Community Office.** If the situation cannot be resolved through the community office, then the second person to contact is our Director of Property Management. **Please call our Maintenance Department for all maintenance related questions and requests.**

---

## FIRST PERSON TO CONTACT ..... YOUR COMMUNITY MANAGER

North & South Dietz and Historic	(502) 799-6570
Oak Park	(502) 799-6580

---

## SECOND PERSON TO CONTACT ..... DIRECTOR OF PROPERTY MANAGEMENT

All Knox Hills Communities	(502) 799-6548
----------------------------	----------------

---

## MAINTENANCE

Service Request	(502) 799-6565
-----------------	----------------

---

## BANKS

Armed Forces Bank	(502) 942-0268	Meade County Bank	(502) 942-1140
First Citizens Bank	(270) 351-3181	PNC	(270) 351-3123
Fort Knox Federal Credit Union	(502) 942-0254	West Point Bank	(270) 351-1414
KY Neighborhood Bank	(270) 351-5626		

---

## CABLE, INTERNET OR SATELLITE

AT&T	(270) 352-5168	Dish Network	(888) 923-0092
Direct TV	(877) 518-7132	Spectrum	(866) 874-2389



---

**DEPT. MOTOR VEHICLES (DMV)**

Driver License Division (270) 351-4799

Vehicle Registration (270) 351-8015

---

**FENCING**

Ft. Knox MWR (502) 624-2314

---

**FURNITURE RENTAL/LEASING SERVICES**

AArons (270) 769-6969

CORT (877) 508-9988

Bestway Rent to Own (270) 351-9991

Rent-A-Center (270) 769-6555

---

**MOVIE THEATERS**

Movie Palace (270) 769-1505

Showtime Cinema (270) 351-1519

---

**SELF-STORAGE**

B&B Self Storage (270) 351-7766

Red Dot Storage (270) 594-5047

Knox Locks Self Storage (270) 351-5625

Self Serve Storage (270) 366-7511

---

**MOVING AND STORAGE**

U-Haul (270) 351-1522

Penske Truck Rental (877) 280-1455

Budget Truck Rental (502) 942-6377

---

**FREQUENTLY CALLED POST NUMBERS**

Family Morale Welfare & Recreation (FMWR) (502) 942-8332

Directorate Of Public Works (DPW) (502) 624-7311

Child, Youth & School Services (502) 624-6703

Barr Memorial Library (502) 624-1232

Fort Knox Military Police (MPs) (502) 624-2111

---

## SECTION 1

# SAFETY

At Knox Hills, serving those who serve has been our primary mission. Keeping all of our families safe and comfortable in their home is our highest priority. Please review the following information and take actions to help keep you and your family safe.

## 1.1 Fire Prevention, Preparedness

Residents and their guests shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to 911 and your Community Management Office. The Resident is 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 become uninhabitable by reason of fire not caused by negligence or willful misconduct, the Resident may be offered another home, subject to availability.

### Fire Extinguishers:

- Please read and follow all instructions on the label for fire extinguisher inspection/maintenance. 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 the extinguisher is not ready for use. **DO NOT TEST BY PARTIALLY DISCHARGING.**
- Contact the maintenance department immediately if you discover that your fire extinguisher is not fully charged.
- 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.

### Fire Safety

- When cooking, stay within the kitchen and be attentive.
- Never store items under the broiler area of the stove as this can lead to a fire.
- Please take care not to block exits (doors and windows).
- Gas grills, charcoal grills, deep fryers and portable outdoor fireplaces with enclosed metal screens may only be used in accordance with local safety codes, regulations and according to the manufacturer's recommendations. These must be at least 10-feet from any combustible structure. These items are not to be used under overhangs and must be located in the back yard.
- All homes are equipped with smoke detectors and homes with gas appliances are equipped with carbon monoxide detectors. These safety devices shall not be deactivated or removed.
- Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector that does not work properly to Maintenance. Any questions about operation or performance can be directed to the Welcome Home Center.
- For the benefit of fire and emergency response, 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 will be done outside of all buildings and garages.
- It is prohibited to operate kerosene or electrical heaters in homes or garages.
- Open camp fires and bon fires are not allowed on the property.
- All types of fireworks are prohibited on the property.
- Candle use can cause house fires. Follow manufacturer's recommendations and never leave burning candles unattended.
- Inspect electrical cords to ensure there are no frays or bent plugs. Place furniture so that cords do not become crimped between the furniture and outlet. This could damage the cord and start an electrical fire.
- Never overload an electrical outlet.

## 1.2 Gas Leaks

Used properly, natural gas is a safe, but leaking natural gas can signal potential danger. Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks.

- If you suspect a gas leak, evacuate everyone from the home immediately to a safe location outside the home and then call 9-1-1 to report the issue.

- Do not attempt to operate mobile or land line phones inside the home or turn on/off any switches/controls/lights/cars/garage door openers, etc. as this could ignite the gas and cause an explosion and fire.
- Do not use matches, lighters or create a flame of any kind.
- Contact 502-799-6565.
- Do not re-enter the home at any point until the Fire Department or Authorities have declared it to be safe.

## 1.3 Carbon Monoxide

Carbon Monoxide is an invisible, odorless, colorless gas that can be created when burning fuels such as natural gas, wood, oil, propane, etc. In the home, cooking and heating equipment that burn fuels are a potential source of carbon monoxide. Vehicles and generators running where the CO could enter the home is another potential source. Your home is equipped with a CO monitor if it has an attached garage or appliances that burn fuel (other than electricity). If the CO alarm sounds or you suspect CO in your home:

- Evacuate everyone from the home immediately to a safe location outside the home and only then call 9-1-1 to report the issue.
- Contact 502-799-6565.
- Do not re-enter the home at any point until the Fire Department or authorities have declared it to be safe.
- If you need to warm a vehicle, remove it from the garage after starting. This is a common cause of carbon monoxide poisoning and can be life threatening.
- Test CO alarms monthly.

## 1.4 Home Evacuation Planning

- Sketch out a floor plan to identify emergency exits (floor plans are available at most Community Management Offices).
- Practice family evacuation drills at least twice each year. Please refer to [www.nfpa.org](http://www.nfpa.org) for more information.
- Second level fire escape ladders can be purchased by contacting the Community Management Office.
- Monitor weather conditions in your area and take actions as needed to protect your family.



## 1.5 Window Hazards

---

- Keep windows locked to protect small children from falls.
- Keep furniture or other climbable objects away from windows, decks and balconies.
- Educate children about risks and dangers associated with falls from windows, balconies and decks.
- Complete a safety check with your child's caregiver to ensure they understand potential dangers associated with windows, balconies and decks.
- Don't allow children to play near windows, balconies or decks while unsupervised.
- Don't underestimate a child's mobility. Children begin climbing before they can walk.
- Don't rely on screens as window safety devices. Screens keep bugs out – not children in.
- Mini-blind cords can create strangulation hazards for children. Keep cords as short as possible and ends separated as to not create a loop. Please contact the maintenance department if you have questions or need assistance with mini-blinds.
- Consider your needs and investigate installing building code window safety devices.

## 1.6 Poisons

---

- Keep poisons and medications out of the reach of children's reach and completely inaccessible. Use child cabinet locks and latches where needed.
- Keep the poison control number available (800-222-1222).

## 1.7 Lead Based Paint

---

- Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. Knox Hills strongly advises residents to review this document prior to considering any paint work.
- Residents should be aware that the presence of lead-based paint is possible in any building built before 1978. Therefore, if you find peeling or chipping paint in your home, please notify our maintenance office at 502-799-6565 immediately.

## 1.8 Water Hazards

---

- The water heater temperature should be set at 120°F. Temperatures above 120°F can cause burns. Do not adjust the water temperature – call the maintenance department if problems exist.
- Never leave small children unattended in bathrooms, tubs/showers or pool areas. Empty pools after each use and turn up-side-down as only 1-inch of water can cause drowning.
- All man-made and natural ponds, creeks and ditches are off-limits. Storm water detention ponds are not for recreation (no swimming, playing, etc.).
- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim. Always swim with a buddy; never swim alone.
- Maintain constant supervision. Watch children around any water environment (pool, stream, lake, tub, toilet, bucket of water), no matter what skills your child has acquired and no matter how shallow the water.
- Drainage ditches, ponds and water run-off areas are not places for swimming or playing. After heavy rains, swift water can take a human life. Even the strongest swimmers are no match for the power of the water. Swift water and debris can make ditches very dangerous.

## 1.9 Playground Facilities.

- Supervise children at playgrounds at all times.
- Observe and follow all posted rules and guidelines.
- Report any unsafe conditions to the Community Management Office.
- Pets are not permitted at play grounds.
- No one is permitted at playgrounds after dusk.

## 1.10 Community Safety

- Speed limit and other traffic signs are posted throughout the community. Abide by all posted signage for the safety of residents, children and guests.
- Transformers and utility boxes are not play areas and can pose high voltage electrical hazards. Do not allow children to play on them or dig around them.
- Report any non-working street lights or emergency lighting to Maintenance.
- If any dangerous wildlife is observed in proximity to your home, please contact the installation Wildlife Authorities at 502-624-7311 and notify Knox Hills maintenance by calling 502-799-6565 immediately.

## 1.11 Incidents

Should any incident happen at a home or in the neighborhood where a bodily injury or property damage of any kind occurs, it is the resident's responsibility to notify Knox Hills no later than the next business day. Required information

includes location, date, time and type of incident that occurred. In addition, a list of people injured, the nature of the injury or injuries, as well as any witnesses to the incident must be provided.

## 1.12 Parental Supervision & Care of Children

The safety and well being of children in our Knox Hills communities is the responsibility of every adult member. Our children should be given the opportunity to grow and learn in a safe atmosphere free of fear. Soldiers, civilians, and family members must be alert to any action or situation that endangers the security of minors. The following guidelines are in accordance with Fort Knox Policy Memo No. 45-06 - Installation Guidelines for the Safety and Well-Being of Children:

### CHILDREN IN GRADES 5 AND YOUNGER REQUIRE SUPERVISION

#### Children In Grades 5 And Younger

Such supervision may be provided by their parents, other adults, or in some instances and approval by the parent, children who are at least 12 years of age. Children in grades 5 and younger will not be left unsupervised in homes at any time, nor will they be left under the supervision of other children for extended periods. Parents are strongly encouraged to ensure the person providing the care has been trained in infant/child CPR, basic first aid, and proper care-giving techniques. The American Red Cross (502-624-2163) provides training for baby sitters providing care in the child's home.

#### Children In Grades 6 And Older

Supervision of children in grades 6 and older will be based on their parent's confidence in their maturity. Children will not be allowed to damage or destroy personal, private, or government property, garden plots, yards, or buildings. Invasions of privacy and acts of vandalism will not be condoned in quarters or the housing area.

## Children 15 Years And Under

Children 15 years and under cannot be left alone overnight without adult supervision.

## Children And School

Parents remain responsible for ensuring their children arrive safely at school, particularly if they walk or bike to school.

## Children At Play

At all times, but especially during the summer months and school intercessions, parents will ensure the health and safety of their children. Please check with the Youth and Child Services Division for the most recent information. Violations that place children at risk may result in actions by:

- Command.
- Knox Hills.
- Department of Emergency Services.
- The Family Advocacy Program

## 1.13 Prohibited Play Areas

---

Children must abide by signage and are prohibited from playing:

- In any street or roadway designed for vehicle use.
- Around unoccupied buildings and homes.
- At any construction site, whether or not work is in progress.
- Near government or contractor equipment (mowers, construction equipment, maintenance trucks, etc.).
- In or around drainage ditches or culverts.
- In or near ponds, creeks, sink holes, storm water detention ponds; or in any areas deemed inappropriate or unsafe.
- Recreational amenities have children “Age Appropriate” requirements that must be strictly followed.

It is the resident’s responsibility to ensure that their children understand that they are prohibited from playing in areas specified above and that they may be held accountable if their children are found in these areas.



## SECTION 2

# OPERATIONS

## 2.1 Hours of Operation

### Community Centers

Monday through Friday 8 a.m. – 5 p.m.

Saturday and Sunday Closed

### Leasing Offices

Monday through Friday 8 a.m. – 5 p.m.

Saturday by appointment only

Sunday closed

### Management Offices

Monday through Friday 8 a.m. – 5 p.m.

Knox Hills offices are closed on most federal and approved holidays. Emergency maintenance services are available 24-hours a day. Refer to page 5 of this handbook for a list of telephone numbers.

## 2.2 Office Location(s)

Property management office is located at 41 W. Chaffee Avenue, Fort Knox, KY 40121

As part of our community-based management strategy, property management professionals are located conveniently throughout the property. Community offices are designed to foster communications with residents and make it easier

for residents to interact with the Knox Hills team. Knox Hills maintenance service operations are centrally located within the community to ensure efficient service.

## 2.3 Move-In Process

Upon move-in, each resident will complete a move-in orientation with a Knox Hills team member. A brief home orientation is conducted and notes are made concerning any items that show existing wear and tear. Upon move-out, the move-in inspection

is compared with current conditions to determine if any damage, beyond normal wear and tear, has occurred and if any damage charges need to be assessed.

## 2.4 Collection of Rent & Other Receipts

Upon move-in, the resident is responsible for paying the pro-rated rent for the first month. Pro-rated rent is calculated by dividing the monthly rent amount by a 30-day month to determine a daily rate, then multiplying by the number of days in the month which the home will be occupied. Acceptable forms of payment are cashier's check, money order, debit card, and credit card.

Once the resident accepts the home, the exact amount that is due upon move-in is then disclosed. In most cases, the monthly rental rate shall equal the Basic Allowance for Housing "with dependents" rate, for the senior service member resident at the premises. If any other resident of the premises becomes the senior service member, he or she will

be required to sign an agreement and become the “resident”.

Rent is collected monthly by allotment for active duty residents and by check, money order, debit card, credit card or online through the Resident Cafe portal for non-allotment residents. Payment is due on the first day of the month for the previous month’s rent (payment in arrears) for active duty service members. Non-allotment residents are required to remit rent on the first day of the month for payment of the current month’s rent (payment in advance).

The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the local BAH for a resident’s rank is decreased, but the BAH received by the resident is protected at a higher rate, the allotment will continue at the protected BAH rate. In cases where a resident’s BAH is rate protected due to changes in the local BAH, the resident agrees that rent shall equal the local BAH with dependents rate as shown on the senior Service Member’s Leave and Earnings Statement (LES) residing at the premises.

Residents should review their LES to ensure the correct BAH allotment for monthly rent is reflected. Residents should immediately notify their community representative if their LES does not reflect the correct allotment for monthly rent or if an insufficient amount of rent via allotment is being paid to Knox Hills. Residents are responsible for payment of monthly rent until such time as the home is cleared through Knox Hills.

The resident shall notify Knox Hills property management of any changes in his/her family status, military status or pay grade within 14 days of such changes. Failure to report changes may be considered a lease violation. If a resident’s pay grade changes to a rank outside of the rank band of their home, the resident may request an in-house relocation through their local community representative. The resident is responsible for payment of all moving expenses related to any move caused by a pay decrease or increase. In-house relocation requests are reviewed by both Knox Hills and the military housing partner and are dependent upon home availability.

## 2.5 Security Deposits & Fees

---

Security deposits or background credit check fees are not charged for active duty personnel. All other renters are required to pay security deposit (if applicable) and fees associated with a background check.

## 2.6 Residency Requirements

---

Active duty residents will be entitled to family housing in a Knox Hills community during their military service, and will be offered the opportunity to stay in housing after their military service upon approval by Knox Hills’ management. A move to a different neighborhood or home might be required. The Resident Active Duty Lease Agreement shall be subject to termination by Knox Hills immediately upon the earlier of (1) the cessation of his or her military service or (2) the discontinuance of BAH.

All residents, including children, shall be accounted for within the Resident Lease Agreement. The resident agrees that those included within the

Resident Lease Agreement are the only persons who are permitted to reside in the home. It is the resident’s responsibility to notify Knox Hills of any change in the number of individuals living in the home in writing within 14 days.

If the resident becomes ineligible for Knox Hills family housing due to reasons that include, but are not limited to, change of dependent status, drug conviction, felony conviction or cessation of military service, the Resident Lease Agreement will be terminated. Please notify your community office with any phone number or email address changes.

## 2.7 Resident Moves

---

Resident in-house relocation requests can be submitted for families that experience changes in eligibility for the number of bedrooms needed to accommodate an increase in family size, a change in rank or for a medical board recommendation

that requires a move. Appropriate documentation is required to support a request. In-house relocation requests are reviewed by Knox Hills’ management and are dependent upon home availability. These

types of moves will be made at the Service Member's expense.

In the case of a required relocation due to Knox Hills development, the resident is given a minimum 90-day written notice and the move is made at the expense of Knox Hills only if the resident occupies another home within Knox Hills. Costs incurred to

relocate or reestablish telephone, cable, TV, satellite or internet service shall be the responsibility of Knox Hills. If the resident chooses to move to an off-post location, the resident will incur the move cost. Resident may choose to submit their written 30-day notice to vacate with Knox Hills anytime after receiving their written 90-day notice to move from Knox Hills.

## 2.8 Evictions, Violations & Delinquent Accounts

Residents who fail to comply with the terms of their Resident Lease Agreement and the Knox Hills Resident Guide & Community Standards Handbook are subject to various remedies, including reports to Command, fees to bring the home into compliance, fines or possible eviction. The military housing partner will assist the community manager in notifying the Service Member's Chain of Command prior to the resident's referral into the debt collection process. If payment is not made or a payment plan agreed upon and adhered to, the resident may be issued a 30-day notice to vacate, which may result in

eviction if left unresolved. Residents are responsible to pay all amounts due prior to clearing their Knox Hills home. In the event accounts remain unpaid, they will be sent to a collection agency.

### Knox Hills Community Standards Enforcement Policy Steps

#### Step 1: Initial Contact

Inform the resident of the violation verbally, through email or through a note.

#### Step 2: Friendly Reminder

If the violation has not been corrected, the resident is issued a reminder door hanger and has 48-hours to correct the violation.

#### Step 3: Warning

If the violation has not been corrected at the re-inspection date, the resident is issued a warning notice with a second re-inspection date and possible associated fees or fines of between \$50-\$250. The Service Member's Chain of Command may be involved.

#### Step 4: Letter of Non-Compliance

If the violation has not been corrected at this point, the resident is issued a letter of non-compliance with 24-hours to correct the violation. This stage includes additional possible associated fines of between \$150-\$500. The military housing partner and the Service Member's Command may become involved.

#### Step 5: Fine or Letter of Eviction

Depending on the severity of the non-compliance, the resident may be fined and/or issued a Request for Termination of Housing.



## 2.9 Minor Violations

---

The processes and penalties for minor violations of the Resident Lease Agreement or the Knox Hills Resident Guide & Community Standards Handbook are described in the Knox Hills Community Standards Enforcement Policy chart found on page 14 and are described below.

### Examples of minor violations include, but are not limited to:

- Failure to maintain fenced backyard and one foot past fence line, flowerbeds and property appearance standards.
- Parking in front of or within 15 feet of a fire hydrant.
- Parking in alleyways or other areas where parking is restricted (vehicles may be towed).
- Unauthorized commercial activities, including home childcare.
- Excessive noise that disturbs others.
- Unauthorized construction or alteration to any Knox Hills structure.
- Unauthorized or improper installation of window air conditioner units.
- Unauthorized vehicle maintenance.
- Curfew violations by minors.
- Failure to allow maintenance staff access to homes for needed work.
- Unauthorized or illegal RV, automobile, jet ski, boat or any other recreational vehicle storage at the resident's home or in surrounding community.
- Failure to maintain residence, parking areas and surrounding areas. This includes snow removal of driveways (if applicable) porches and sidewalks located in front of your home within 24 hours of a snowfall.
- Vehicles parked on the grass or on prohibited streets.
- Storage of excessive personal items in carports.
- Placing storage containers -- commonly referred to as "PODS" -- in driveways, on roads, in open vehicle stalls or on any Knox Hills property without prior written authorization from community office. Use of PODS is limited to a maximum of seven calendar days and is subject to removal without notice at the resident's expense.
- Use of unauthorized storage sheds in common areas without prior written authorization from community office

## 2.10 Major Violations

---

Violations of the Resident Lease Agreement or the Knox Hills Resident Guide & Community Standards Handbook of a serious nature may result in immediate eviction. If the violation is not immediately corrected after appropriately notifying the resident of the violation, Knox Hills may proceed with an eviction. In addition, Knox Hills will contact the resident's chain of Command and the military housing partner for consultation and appropriate action.

### Violations of a serious nature include, but are not limited to:

- Serious misconduct, including repeat minor offenses involving the resident, family member or guest.
- Inherently dangerous or criminal actions.
- Domestic disturbances involving police and/or 911 calls.
- Non-payment of damage charges.
- Pet policy violations (including pet abandonment).
- Poor sanitary practices or housekeeping, including failure to properly dispose of refuse or store refuse containers.
- Felony convictions.
- Misconduct, which results in injury or property loss to a neighbor, Knox Hills or the government.
- Criminal activity by any member of the household or a guest.
- Spousal or child abuse.
- Failure to pay rent; failure to authorize (or discontinuance of) allotment.
- Misuse, discharging or brandishing a weapon in the housing area.
- Improper sublease or assignment of housing agreement.
- Failure to comply with a Letter of Non-Compliance for a minor violation.
- Unauthorized guests or pets living in home.

## Dispute Resolution Procedure



## 2.11 Corrective Action

Knox Hills reserves the right to take corrective action for violations not corrected by the resident after a warning is issued if the violation affects the health or safety of other residents. Resident will be charged as needed for corrective actions. For a list of applicable charges, please contact your Community Office.

## 2.12 Dispute Resolution Procedure

Knox Hills desires to work out any disputes with residents amicably and to a satisfactory resolution for both parties. If this fails, Knox Hills or the resident has the option to choose binding arbitration using the most recent standards provided by the Dispute Resolution process.

Knox Hills requires that residents live amicably within its communities. Residents and their guests shall respect the quiet use and enjoyment of other residents. In the event a resident dispute should arise, residents are encouraged to solicit Command involvement. Requests for resident moves will not be entertained as a result of resident disputes. Knox Hills will engage the Service Member's chain of Command and the military housing partner to resolve issues between parties. Knox Hills reserves the right to terminate all parties for continued disputes that substantially interfere with the right to quiet enjoyment of other residents in the community.

## 2.13 Temporary Absences

When residents are planning to be away from their home for more than seven days they must notify their community center in advance by completing an I'll Be Back form, and they must provide a local emergency contact. In the event of an absence from the home, the resident is required to arrange for adequate care of the residence. Required care includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended. Should an emergency arise, Knox Hills property management may enter the housing unit to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location.

## 2.14 Abandonment Policy

---

Homes are considered abandoned when, after 30 days, there is no reasonable evidence other than the presence of personal property that the home is occupied and the resident has failed to notify Knox Hills. Failure to pay rent may be considered evidence of abandonment.

Knox Hills will determine, in conjunction with the military housing partner and the Service Member's Command, if a unit is abandoned. If a unit is reclaimed by Knox Hills, the resident will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. Knox Hills is not responsible for personal belongings left in an abandoned home.

## 2.15 Guest Policy

---

The resident is responsible for his or her guests, including any damage, theft or violations of the Resident Lease Agreement or the Knox Hills Resident Guide & Community Standards Handbook caused by guests. Residents shall notify their respective community office in writing of all guests staying more than seven days, but less than 30 days. No guest or visitor may stay in the home for more than 30 days without the expressed written consent of Knox Hills. Requests for guest(s) staying longer than 30 days are evaluated on a case-by-case basis and in accordance with any deployment and installation policies. The request should provide specific reasons for the exception. A guest is defined as a person or persons, including military personnel and their family members, who do not reside in Knox Hills.

Guests are not permitted to bring any pets with them during their stay in a Knox Hills home without written consent and pre-approval by Knox Hills.

### Access to Homes

Knox Hills will maintain keys for all its homes. With the exception of life-threatening or property-

threatening emergencies, all Knox Hills staff members must receive the resident's permission to enter a home for any reason other than completing a service request called in by the resident. If Knox Hills determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of the Knox Hills maintenance team will enter the home to complete the repairs. Written notice of such entry will be left in a conspicuous location. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home.

### Key Authorizations

Children 12 years of age and older who are identified in the Knox Hills Resident Lease Agreement and have appropriate government-issued identification, may be given a house key.

## 2.16 Commercial Enterprises Policy

---

Residents must contact their Knox Hills community center for procedures on receiving approval for commercial enterprises.

### In-home Childcare

Residents desiring to provide childcare services in their private residences only can do so if they are under the direction of the Child and Youth Services (CYS) Certified Family Child Care Program. All childcare programs are subject to regulation by installation child services personnel. Any costs associated with modifications required to sustain business or obtain licensing will be the responsibility of the resident. The only exceptions to this policy are for those residents providing intermittent childcare

not exceeding 10 hours per week on a regular basis and for persons who provide childcare in the child's home. Knox Hills is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider and is in no way associated with the Child and Youth Services program(s) other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification must be done in compliance with the Resident Lease Agreement, the Knox Hills Resident Guide & Community Standards Handbook, and the Historic Homes Addendum (if applicable), and will be paid for by the resident. The resident must return the home to its original condition prior to move-out.



## 2.17 Noise Control

---

Excessive noise is prohibited on the installation. Quiet hours are observed between 10:00 p.m. – 6:00 a.m. daily.

For enforcement purposes, “excessive” is defined as:

- Music vibrations, excessive dog barking 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 that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area.
- Residents should be aware that excessive noise travels easily through building structures. Residents should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors.

## 2.18 Housekeeping

---

The military housing partner and Knox Hills will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The resident’s Chain of Command.
- Family Advocacy Program.
- Child Protective Services.
- Others as appropriate.

**POOR HOUSEKEEPING MAY  
RESULT IN EVICTION.**

## SECTION 3

# TRAFFIC, PARKING & VEHICLES

### 3.1 Speed Limit

The speed limit in all residential areas is 15 miles per hour unless otherwise posted. The speed limit for areas with alleyways is 5 miles per hour.

### 3.2 Operating Areas

Privately owned vehicles (POV) are limited to hard surface roads designed for vehicular traffic. Operating a POV on sidewalks, bicycle paths, grass areas, recreation areas or any area not specifically designed for vehicular traffic is strictly prohibited. Only bicycles and pedestrians may use dirt trails and paths.

### 3.3 Vehicle Operation & Parking

Traffic regulations on the installation are detailed in current regulations from the Provost Marshall. Consult these existing documents for information on punitive measures for traffic regulations enforced by Military Police (examples: parking where prohibited on sidewalks, in crosswalks, within 15 feet of fire hydrants, against the flow of traffic, and in front of public driveways).

Additionally:

- Violations may result in punitive action, whether judicial or non-judicial.
- Use of cell phones while driving is not permitted on the installation.
- Residents must not interfere with the parking rights of other residents.
- Residents may not park oversized vehicles and equipment in housing areas

## USE OF CELL PHONES WHILE DRIVING IS NOT PERMITTED ON THE INSTALLATION

Recreational vehicles, trailers, campers and boats (including jet skis and motocross bikes) may not be parked in housing areas. The exception to this policy is an RV that is parked at the housing unit for no more than 24 hours for loading or unloading. Please contact your community center if you will have an RV parked at your home for more than 24 hours.. If the resident has an emergency that requires parking longer than the policy permits, the resident must notify and receive written permission from Knox Hills. Parking in common parking lots will be on a first-come, first-served basis and vehicles cannot be parked longer than 24 consecutive hours.

It is imperative vehicles are parked in their designated locations if applicable (examples: garages, driveways, carports).

Vehicles parked on the street may pose a hazard for children, pets and other vehicles. In addition, vehicles parked in this manner can restrict access for emergency vehicles and service vehicles such as postal trucks, refuse trucks, moving vans and school buses. In neighborhoods where only street parking is available, parking spaces are available on a first-come, first-served basis. Community parking is for Knox Hills residents and their guests only.

Additionally, no parking is allowed in the following areas:

- In a location that interferes with resident mailbox access.
- In a location that interferes with resident access to their assigned driveway or carport.
- Within 15 feet of a fire hydrant or any location marked by a red curb.
- On curbs, sidewalks, lawns or grassy areas at any time.
- In front of refuse and recycling containers located at curbside pick-up areas.
- Parking against the flow of traffic.
- Where “No Parking” signs are posted.

Inoperable vehicles are allowed to be parked for a period of no longer than 30 days. Notify your community center if you are aware of an abandoned vehicle. Residents departing permanently or on a temporary basis may not abandon their vehicle on Knox Hills property. ATVs are not allowed to be operated or stored in housing areas. Improperly registered vehicles may not be parked in the housing area. Violators may be issued a citation. If the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed immediately in accordance with installation regulations and at the owner's expense. Residents are permitted to park only those vehicles registered in their name on Knox Hills property. Residents may not park or store vehicles belonging to another (i.e. storing or watching a vehicle for a friend while he/she is deployed).

## 3.4 Vehicle Maintenance

---

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the replacement of a flat tire or charging of a battery. The installation has automotive centers established for vehicle maintenance purposes.

## SECTION 4

# PET POLICIES

### 4.1 Guidelines for Pet Owners

Any violation of the pet policy may result in fines, loss of pet privileges or eviction. The following constitutes the pet policy for Knox Hills:

- Residents may have a total of two pets (dogs and cats) in any combination. Dogs and cats are deemed appropriate domestic pets. Small animals such as birds, fish and guinea pigs are allowed as long as they are properly caged and cared for and they are not owned for breeding purposes.
- Wild animals, exotic animals, farm animals or fish tanks/aquariums larger than 20 gallons are prohibited.
- American Pit Bull Terrier, Pit Bull/Pit Bull Terrier, American Staffordshire Terrier, English Staffordshire Terrier, Rottweiler, Doberman, Chow Chow, Presa Canario, Cane Corso, Neapolitan Mastiff, Wolf, and Wolf Hybrid, including mixed breeds, are prohibited. Restricted breeds policy may not apply to service or companion animals. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior.
- All cats and dogs must be registered at the installation veterinary services office within 14 days of assignment to a Knox Hills home or resident may be fined and/or lose their pet privileges. . Cats and dogs owned by residents must be micro-chipped and must wear a current collar that includes a home address at all times. Cat and dog owners are required to provide a copy of verification of appropriate immunization along with pet registration to the Knox Hills community office.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas or within picket fences. Please note that the fences installed at some Knox Hills homes are not designed to contain a pet and are to provide privacy to residents only. Pets must be on a leash at all times when outside the home or enclosed yard. This includes cats. Voice command is not an acceptable means of control. Pets are not allowed at bus stops, playgrounds or tot lots at any time.
- Authorized animals are housed within the home. Garages or balconies are not suitable housing. Pets are not to be tied or staked outside the home. Pets are required to be in the home or in an enclosed backyard if unattended. Dog houses and kennels are permitted within enclosed yards only and should be removed prior to move-out. Kennels or houses must not be taller than the existing fencing. Owners are responsible to ensure dogs are not excessively barking or disturbing its neighbors while outside.
- All yards and common areas should be kept clean of pet droppings. Owners must pick-up and properly dispose of pet droppings immediately in common areas as well as one's own premises. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Residents whose pets have litters must notify their respective community center and make arrangements for adoption within twelve (12) weeks of birth.
- Any modifications to the homes for pets (pet grills, reinforced fence) are strictly prohibited without prior written consent of Knox Hills. Resident will be required to restore the home to its original condition prior to move-out.
- Pets must not prevent or obstruct employees or associates of Knox Hills from properly performing their functions, duties and responsibilities. Please secure pets prior to the arrival of maintenance employees for scheduled service. If a family has completed a Permission to Enter form and a maintenance technician arrives and finds a dog is not kenneled, the work order will not be completed.
- Pets that are deemed aggressive or a nuisance are prohibited. Aggressive behavior is defined as unprovoked barking, growling or snarling at people approaching the animal, biting or scratching people and/or escaping confinement or restriction to chase people.



- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for Knox Hills to request the removal of the pet. Removal notices are on a case-by-case basis and involve a detailed review of all case histories, facts and future potential safety risks.
- Knox Hills reserves the right to terminate the Resident Lease Agreement for those residents failing to comply with pet removal notices.
- Pet owners are financially responsible for damages caused by their pets.
- Abandonment of pets is prohibited.

- Guide Dog regulations will have exceptions to some of the rules as defined by “Title 40, U.S.C., and Section 291.”

These policies are to be strictly observed and will be enforced by the management staff. These policies have been set forth to ensure a quality living experience for all those living in Knox Hills homes. Management reserves the right to make such other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines will result in fines and/or the termination of the Resident Lease Agreement.

## 4.2 Pet Houses

Pet houses may be placed in a fenced backyard only and residents must ensure the structure is:

- Of sound construction.
- Painted.
- Neat in appearance.
- Cleaned of animal waste daily.

- Kept free of ticks, fleas and other parasites.
- Removed prior to move-out

Residents are required to restore grounds where a pet house was present prior to move-out and residents are responsible for any damages caused by the installation and removal of pet houses.

## 4.3 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call the Installation Veterinary Services for proper disposal procedures. Deceased pets are not to be buried on the premises.

## SECTION 5

# UTILITY CONSUMPTION & CONSERVATION

## 5.1 General

---

It is of utmost importance for all of us to be responsible users of our utilities. This means actively conserving your family's energy and water use. By making a conscious effort to reduce your utility consumption, you will be helping the Department of Defense save natural and financial resources that can be better used in protecting our nation and providing services and support to our service members and families. You also will be an integral part of Knox Hills effort to create sustainable communities and be good stewards of the environment in which we live and work. For more information about Knox Hills conservation efforts, see the information brochure located in your Knox Hills Welcome Packet or log on to [www.knoxhills.com](http://www.knoxhills.com).

## 5.2 Method

---

Your family's utility conservation efforts are required by several important items of legislation and policy:

- Department of Defense (DoD) Directive 414(Dated 12 April 2004).
- DoD Instruction 417(Dated 22 Nov 2005).
- Energy Policy Act of 2005, 42 USC 15801, (Dated 8 Aug 2005)

Housing consumes about 30 percent of the total energy used on military installations.

The Energy Policy Act of 2005 requires all federal facilities to reduce their energy consumption by 20 percent per gross square foot. This goal requires a concerted conservation effort by both residents and Knox Hills. Residents must:

- Comply with installation energy conservation directives and guidelines.
- Reduce energy waste.
- Conserve water whenever possible.

## 5.3 Energy Reduction

---

The following are some guidelines residents can follow to reduce energy consumption:

- Shut off lights and other appliances every time you leave your home.
- Maintain temperatures of no more than 68 degrees Fahrenheit in the winter months and no less than 76 degrees Fahrenheit in the summer months.
- Close all exterior doors and windows when operating air conditioning units (this also prevents mold).
- Turn off all outdoor lights during daylight hours.
- Turn off lights in unoccupied rooms.
- Minimize water use when cleaning sidewalks or driveways.
- Use cold water to operate garbage disposals and clothes washers.
- Run fully loaded dishwashers to save energy and water costs.
- Remove excess food from dishes prior to running dishwasher.
- Avoid using washers and dryers during peak electrical demand periods.
- Keep the refrigerator setting at the manufacturer's recommended level.
- Ensure that refrigerator and freezer door seals are airtight.
- Turn off computers and other unneeded electrical items when not in use.

## 5.4 Violations

---

Residents may be cited for violations of energy conservation guidelines.

## 5.5 Resident Utility Billing Program

---

In an effort to encourage the efficient use of energy and ultimately reduce consumption, the Office of the Secretary of Defense (OSD) established a resident utility billing program that holds residents responsible for excessive utility usage. In coordination with the military housing partner, Knox

Hills is responsible for implementing and managing the resident utility program. It is not a profit center for the U.S. Army or Knox Hills. Money saved goes directly back into Knox Hills communities to benefit residents.

## 5.6 How it Works

---

When a neighborhood is initiated into the resident utility program, the program begins with a “mock billing” period, which will occur for three months. During this period, Knox Hills will be providing all residents with a “mock bill” or “monthly utility consumption report.” The purpose of this period is to enable residents to understand how much energy they are using, to learn how to conserve and to become familiar with how the program works. Please review your monthly utility consumption report during this period and contact your community representative should you have any questions.

Each month, the average utility usage target, or baseline, will be established for homes of similar floor plan types, construction type and size. This baseline will be used to set a normal usage band, and your monthly utility consumption report will show how your usage compares to that normal usage band in your group. The report will also show whether you would fall within the normal baseline (no action needed), below the baseline (eligible for a rebate), or above the baseline (responsible for additional charges) if live billing were already in place.

Following the mock billing period, we will transition to actual billing and residents will become responsible for charges above the monthly baseline established for your home type and provided on your monthly utility consumption report. Residents who go over the baseline are only responsible for the amount they go over, not for their full monthly usage. Once actual billing begins, you could earn a rebate by staying below the baseline, owe nothing by staying within the baseline or have a payment due if your usage exceeds the baseline.

Residents who need help understanding their energy consumption reports are encouraged to contact Minol for assistance at 1-888-636-0493 (Mon-Fri 0800-1800 Eastern). If you would like an energy audit performed on your home, please contact our Maintenance Department so that a Knox Hills staff member trained to conduct energy audits can visit your home and perform a physical assessment.

## 5.7 Support for Residents

---

To support the U.S. Military’s utility program, Knox Hills will provide energy-saving tips and educational programs to families through information and resources found in your Welcome Packet or on the Knox Hills website. Additionally, the Knox Hills team is available to assist families with questions on the program.

## SECTION 6

# ALTERATIONS, ADDITIONS & CONSTRUCTION

## 6.1 Alterations to Homes

---

New construction, additions or alterations by residents to Knox Hills homes, including garages, carports, patios, decks and surrounding grounds is strictly prohibited. Residents will not nail, screw, staple or bolt items into any exterior siding or roof (please see section for approved methods for displaying holiday lighting). This policy is inclusive of satellite dishes. Requests for minor alterations must be submitted in writing to the resident's community office for approval prior to any work being done. Additional restrictions apply to historic homes. Please contact your community representative for complete details.

Unless the resident has written permission from Knox Hills to leave the alteration in place, alterations will be removed and the cost to restore the area or housing structure to its original condition will be done at the resident's expense prior to the resident's move-out. Residents are liable for damages to houses and yard areas resulting from alterations.

## 6.2 Fences

---

In some communities, residents may erect a new fence with prior written approval obtained through their community office. See your community office staff for the procedure and approved fencing construction materials for fence installation. Residents are liable for any damages done to underground utilities. A community representative may perform an inspection after the fence has been erected. Knox Hills is not responsible for maintaining fences erected by residents. Historical restrictions may apply in the Historic District Community. Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited.

## 6.3 Storage Sheds

---

Written approval for the placement of sheds or utility structures must be obtained through the community office prior to installation. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. A utility clearance is required before installing storage sheds to prevent placement of sheds over utility lines. Shed sizes shall not exceed 10 feet by 10 feet and be no higher than nine feet. The shed must be commercial type, properly constructed and anchored securely to prevent possible overturning from winds. All storage sheds must have metal or plywood floors. If painted, storage sheds must be compatible with the exterior color of the home.

Residents are responsible for:

- Removing personally owned or rented storage sheds prior to move-out.
- Restoring turf upon removal of storage shed.
- Damages to any property caused by the installation or removal of a storage shed. Additionally, storage sheds are not to be placed in any common area, garage or carport areas. Knox Hills is not responsible for a resident's personal property stored in resident installed or existing Knox Hills storage sheds.



## 6.4 Satellite Dishes

---

Residents who wish to install a satellite dish must submit a request in writing by filling out an Installation of Improvements packet provided to them by their community center. The equipment must follow the guidelines set forth in Section 6. and the applicable Satellite Dish Agreement.

### 6.4.1 Responsibilities

Damages resulting from the installation or removal of a satellite dish are the responsibility of the resident. It is the resident's responsibility to ensure that the private company hired to install a dish complies with the guidelines found in Section 6.4.2.

### 6.4.2 Guidelines

Satellite dishes may not be installed or placed on the roof of any Knox Hills home or structure. Satellite dishes may not be attached to exterior siding, carports, garages, fences or walls. Satellite dishes may be mounted on a tripod placed in the backyard. Satellite dishes will not be placed in side yards, front yards or common areas.

Additionally:

- Improperly installed systems or systems installed without prior written permission from Knox Hills will be removed at the resident's expense.
- Only one satellite dish is permitted per home.
- Holes will not be made in exterior siding, fences or walls.
- Tree limbs will not be cut in an effort to obtain a better signal.
- Cable runs for satellite dishes must not be used or installed in such a manner as to create a safety hazard.
- Vendor or installer will use existing cable wiring from junction box at residence and will not change box location.
- Vendor or installer must not install additional junction boxes on exterior wall of the home.
- When required to install a second parallel cable, permission must be requested in writing prior to installation. The second parallel cable must be cosmetically acceptable and the existing entrance hole must be used.
- Resident is responsible for removing the satellite dish system and restoring the grounds prior to move-out. Residents will be charged for removal and restoration if not properly completed prior to the move-out assessment.

## 6.5 Locks, Latches, & Dead Bolts

---

Residents that wish to have their locks changed should contact their community center. Residents must pay for this service unless a copy of a Military Police blotter is provided indicating the resident's safety is at risk. Chain locks, flip locks, barrel bolts, surface bolts or other types of security door guards will not be permitted unless requested and approved in advance and in writing by the community manager.

Residents needing assistance due to lock-outs during normal operating hours need to contact their community center. After hours, contact Knox Hills through the after-hours maintenance number in the Quick Reference Numbers section of this guide. Residents who repeatedly lock themselves out of their home after hours may be charged for additional after-hours calls. Residents will not change locks, install deadbolts or duplicate keys for their home and residents may be charged for the repair or replacement of locks in violation of this policy.

## 6.6 Security Alarm Systems

---

Resident installed security alarms requiring electrical wiring are not permitted. Security systems not hard wired are permitted, however, security codes must be provided to your community office for access during emergencies or maintenance visits. Residents are responsible for damages caused by the installation or removal of resident installed security systems.

## 6.7 Lawn Ornaments

---

Residents may place lawn ornaments on lawns if decorations are maintained and will not interfere with lawn service provided by Knox Hills. Lawn ornaments are defined as decorative objects placed in the grassy area of a property. Residents will be required to remove any item(s) deemed offensive or inappropriate by Knox Hills..

Fountains and other water moving ornaments/ decorations are permitted with prior written approval by your community center and are limited to no more than one such feature per home of a size no more than 18 inches tall and 24 inches wide.

Holiday lawn decorations are permitted as defined in Section.

## 6.8 Rocks

---

Rocks may be used for edging, as stepping-stones or for mulching. Residents are responsible for removal of all rocks installed around the residence prior to move-out unless the resident has approval in writing from the community manager to leave the rocks in place.

## 6.9 Painting

---

Residents may elect to personalize their home by painting if they comply with the Interior Paint Policy. There are no deposits or fees collected for painting. Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. Knox Hills strongly advises residents to review this document prior to considering any paint work. All residents must receive approval to paint regardless of the paint option they choose prior to painting.

Knox Hills has five approved paint colors:

- KH Latte
- KH Grassland
- KH Functional Gray
- KH Cameo
- KH Yosemite

Residents must complete a paint request form with their community office to paint their home using no more than two of the approved colors. If permission is granted and the home is painted within the approved guidelines and within the quality requirements, the resident will not be charged to return the home to its original color. Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

Residents who do not elect to use the approved palate must still complete a paint request form prior to starting work. In this case, residents are required to restore the home to its original condition by selecting one of two options:

- A.** Prime all painted surfaces with white primer
- B.** Pay per square foot of painted surface, payable at move-out

### 6.9.1 Painting Restrictions

Residents will not paint interior walls in the kitchen or in bathrooms. Residents will not paint the exterior of housing, including doors, patio, concrete enclosures, sheds, privacy fences, sidewalks or any other Knox Hills property.

### 6.9.2 Borders & Wallpaper

Wall paper application is not authorized in any Knox Hills home. Borders may be installed, but should be temporary and easily removed. Borders cannot be permanently attached. Residents will remove all borders and restore wall area to original condition prior to move-out. Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. Knox Hills strongly advises residents to review this document prior to considering any restoration of a wall. Expenses incurred for restoration repairs performed by Knox Hills are the responsibility of the resident. Borders and/or wall paper are not authorized in historic homes.

## 6.10 Nails

---

Residents are asked to leave nails, picture hangers, screws and ceiling hooks in walls at move-out. Residents are asked not to fill any holes in prior to move out. Residents will be assessed damage charges for holes larger than 1 inch by 1 inch or if excessive nail holes exist at move-out.

## 6.11 Appliances

---

Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators and washers outside or in garages or carports. The only exception is homes that currently have outdoor washer and dryer facilities.

### 6.11.1 Personal Appliances

- Residents are responsible for the connection of resident-owned washers and dryers
- When disconnecting washers, residents must ensure that the water connection is turned completely off and does not leak when the hoses are removed
- Residents may install freezers inside the home only
- Window air conditioners are not authorized without prior written approval from a Knox Hills community office.
- Residents are responsible for disposal of resident owned appliances and window air conditioners in accordance with state and local laws. See your Knox Hills community representative for locations that accept appliances and window air conditioners for disposal.

## 6.12 Pools, Hot Tubs & Jacuzzi

---

Safety First! An approved fence must surround any pool that has a water level higher than 10 inches. Pools may be installed in April and must be taken down by 1 October and properly stored. Small, well-maintained pools, 26 inches or less in height, no more than 18 inches in depth of water, and no more than 10 feet wide, are authorized. An adult (18 years or older) must be present to supervise pool use and wading pools, less than 10 inches high, must be emptied after each use. Pools are not to be utilized in the front or side yards of housing units. Any damage to grassed areas will be repaired at the expense of the resident.

Hot tubs, Jacuzzi and spas are not permitted for use in housing units except when there is a documented medical need. Written requests must be submitted to Knox Hills and verified by the Army Medical Board before installation and use. Upon completion of installation, the resident must contact Knox Hills for a plumbing inspection to prevent potential leaks and damage during operation.

Any modifications to the residence or grounds must be returned to its original state prior to termination of housing. If not returned to its original state a damage fee will be assessed.

## 6.13 Trampolines

---

Trampolines are inherently dangerous for the owner and, more importantly, for children. Therefore, Knox Hills enforces a strict policy surrounding trampolines. All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. Residents are responsible for damages or personal injury associated with a trampoline. Trampolines must be installed on a level surface area and be clear of overhead hazards such as roof line, trees and power

lines. Trampolines must be secured to the ground with stakes.

Knox Hills will not modify existing ground areas or tree canopy to accommodate a trampoline. Contact your community office for more information.

## 6.14 Waterbeds

---

Waterbeds are allowed only on the first floor of homes with concrete slabs. Residents are responsible for all damages caused by the installation and/or use of waterbeds.

## 6.15 Patio, Lawn Furniture, Toys & Playground Equipment

---

Patio, lawn furniture, toys including bikes, scooters, strollers, etc. and playground equipment must be placed in the backyard, shed or garage. If there is no backyard, the side yard may be allowed with written permission from your community office. The number of pieces of equipment will be determined based upon safety, available space and overall curb appeal. If playground, toys or other equipment hinders Knox Hills lawn services, the

resident becomes responsible for maintaining the area. Playground equipment must be complete and have no defects so as not to cause safety or health concerns. The resident is completely responsible for the supervision, safety and maintenance of the equipment. The resident also is responsible for any damage or injury due to installation or use of the equipment.



## 6.16 Ornamental Lighting for Holidays

### RESIDENTS ARE NOT ALLOWED ON ROOFS FOR ANY REASON.

Reasonable use of inside and outside electric ornamental lighting is authorized. Do not penetrate roofs, siding or fascia with nails, staples, bolts, screws, etc. to install lighting. Use is restricted to dusk through dawn. Note the following:

- Residents may use clips or tape that is specifically designed to install temporary holiday lighting.
- Residents will carefully inspect and control ornamental lighting to avoid fire.
- Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any Knox Hills home.
- Use of ornamental lighting is authorized as follows:
- Two weeks prior to and one week after all nationally recognized holidays.
- Thirty days prior to and two weeks after the Christmas/New Year season.
- Lighting placement is only permitted on the first floor of two story residences.
- Residents will ensure that all self-installed lighting will be used in proper applications and meet safety regulations.
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use.
- Residents are responsible for any damage and/or liability resulting from the use of ornamental lighting.
- Practice energy conservation and limit the use of ornamental lighting to the evening time. Do not leave lighting on during daylight hours.

Additional guidelines apply to historic homes. Please contact your community office for information.

## 6.17 Tents, Tarps & Covers

Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from a Knox Hills community office. Temporary, one-day exceptions will be made with written authorization by Knox Hills for family events. Roll-up shades are prohibited.

## 6.18 Tree Swings, Tree Hammocks, Tree Houses & Signage

Tree swings, tree hammocks and tree houses of any type are strictly prohibited on Knox Hills property at any time. Residents may not affix any signage to trees within Knox Hills property or trees within installation property.

## 6.19 Basketball Backboards

Portable basketball backboards may only be positioned alongside driveways and should not be placed in common area parking lots.

- Backboards that block access for trash collection or lawn service equipment will be removed without notice
- Backboards will not be located within 10 feet of streets, alleyways or cul-de-sacs and must be moved into a carport, garage or backyard when not in use
- Residents must remove backboards and restore grass areas damaged by basketball hoops prior to move-out
- Damaged backboards or backboards that are found to be unsafe must be removed immediately

## SECTION 7

# COMMUNITY RECREATION & FACILITIES

## 7.1 Knox Hills Amenities

---

Knox Hills constructs, manages and operates facilities that are designed for the residents of the communities they support. Please observe the rules and regulations noted below that are designed for your convenience and safety. It is your responsibility to be informed of the rules and regulations. Knox Hills reserves the right to prohibit the use of the facilities to any individual that Knox Hills, at its sole judgment determines has failed to comply with any of the rules and regulations herein or posted within the communities. Social and recreational facilities shall be used at YOUR OWN RISK. The Owner and Knox Hills are not responsible for injuries sustained from the use of the facilities. Any Knox Hills resident is permitted to use the amenities of all Knox Hills facilities, regardless of what community they reside in.

### 7.1.1 Community Centers

Community Centers are available during working hours from 8:00 a.m. to 5:00 p.m. for all residents and after hours in selected areas. Use of the Community Center activity room for functions can be scheduled with Knox Hills on a “first come, first served” basis. Residents must be present at all times. Residents and guests agree to abide by all Community Guidelines and Policies of the Community and will not use the Community Center for any improper, illegal, dangerous or offensive use. Residents are responsible for leaving the rooms clean and ready for the next resident. Residents who do not clean rooms after use may be charged for cleaning. If additional cleaning is required to return the facility to satisfactory condition, additional charges may apply. Residents are also financially responsible for any missing items or damages incurred while they have use of the room. The use of the Community Center for a function does not include the fitness center or outside areas.

### 7.1.2 Fitness Center

All Knox Hills residents are authorized to use the equipment, contingent upon space available, at the time they wish to exercise. The fitness center is available during working hours from 8:00 a.m. to 5:00 p.m. for all residents and after hours through key pad access if available. Contact your Knox Hills community representative for a copy of the access code. Use fitness equipment properly. Do not lean or sit on the fitness equipment except when using the equipment for exercise. Notify Knox

Hills immediately if any equipment is not working properly. No one under the age of 18 is permitted in the fitness center or to use the fitness center equipment, unless personally accompanied by an adult resident or adult guest who is responsible for their supervision and safety. It is advisable to consult with your physician before undertaking any exercise program. Food or alcoholic beverages are prohibited in the fitness center. Smoking or other tobacco products are prohibited in the fitness center. When using the fitness center, proper gym attire including gym shoes is required. All fitness equipment must remain in place. Pets are not allowed in the fitness center, with the exception of service animals.

### 7.1.3 Tennis, Basketball & Volleyball Courts

Court availability is on a “first-come, first served” basis. When others are waiting to use courts, please limit your playing time. Residents are required to wear appropriate attire when using the courts. Pets, strollers, bicycles, skates, skateboards, scooters, riding vehicles and other such equipment are prohibited on the courts. Please dispose of all trash in the proper receptacles.

### 7.1.4 Playgrounds & Tot Lots

All those using the playground do so at their own risk. Only residents and accompanied guests under the age of 14 may use the playground. Residents are asked to follow all posted rules at playgrounds and tot lots. Residents assume all risks and liabilities associated with any injuries that might occur to themselves, their guests and occupants when using

the playground. For safety reasons, all children under the age of 10 must be accompanied and supervised by a responsible adult. Please do not use the playground/tot lot when the equipment is wet or icy. Notify Knox Hills if equipment is not working properly or if any equipment is missing. Roller skates, in-line skates, skateboards, bicycles, tricycles, riding vehicles and other such equipment are prohibited. Pets are not allowed on the playground/tot lots, with the exception of service animals. Please dispose of all trash in the proper receptacles.

Hours of operation for all playgrounds are from dawn to dusk daily. Playgrounds, pavilions, parks, basketball courts and tot lots are closed during the hours of darkness. Residents are required to report any vandalism to the military police and community center. Residents also are encouraged to identify

vandals and report misuse and abuse of playground equipment to the community office. Reports may be made anonymously to your community office.

### 7.1.5 Common Areas

Common areas are for the use and enjoyment of all residents. All common areas, including but not limited to parking lots, breezeways, jogging trails, courtyard areas, the grounds surrounding your home, clubrooms, and sport courts must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by Knox Hills personnel without notification. Please notify the Knox Hills team of any burned out street lights or common area lights for replacement.

## 7.2 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment

Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles. All should be neatly stored away from front lawns and common areas. Additionally:

- Abide by traffic signs and signals; pedestrians have the right-of-way.
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use.
- When present, obey traffic control personnel.
- Use of appropriate safety gear is required.
- No equipment may be operated on tennis courts, basketball courts or in and around community centers and office buildings.
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs.
- Parents must supervise their children to ensure all rules are followed

## 7.3 Yard & Garage Sales

Knox Hills residents may hold yard and garage sales in the community under the following guidelines:

- Sales must take place during daylight hours on weekends only and must be approved by the community office.
- Signs may only be displayed for 24 hours and must be promptly removed following the completion of the sale.
- Signs may not be affixed to trees, poles, street lights, community signs or mailboxes. Residents are encouraged to purchase staked signs available at local hardware stores to advertise the sale.
- Items must be removed from yard when sale is over.
- Residents are limited to one garage or yard sale every six months, excluding post-wide sales.

## SECTION 8

# MAINTENANCE PROGRAM

FOR ALL HOME REPAIR  
CONTACT THE KNOX HILLS MAINTENANCE DEPARTMENT AT

**502-799-6565**

ROUTINE SERVICE REQUESTS CAN BE SUBMITTED  
THROUGH MILITARY CAFE OR [WWW.KNOXHILLS.COM](http://WWW.KNOXHILLS.COM)

## 8.1 Maintenance & Repair Overview

Knox Hills provides comprehensive maintenance services to ensure that safe functional homes are provided to all residents. The maintenance department strives to provide prompt, knowledgeable and convenient maintenance services that ensure resident satisfaction. The team works to protect and improve the physical assets of Knox Hills.

## 8.2 Service Calls

Residents may initiate service requests 24 hours a day, seven days a week by calling the maintenance service desk or, for routine requests, by submitting an online service request through the Military Cafe resident portal or the Knox Hills website. Residents can obtain a Permission to Enter (PTE) form at their community office, which authorizes maintenance to complete repairs in the home requested by the resident without their presence. A PTE is required to submit a routine service request online. Residents who do not authorize a PTE must be present at the time service is performed. In this case, a maintenance member will not enter the home without an adult 18 years or older present. Service calls are classified as Emergency, Urgent or Routine. Please call 502-799-6565 to schedule a maintenance request. To submit a routine service request online, visit [www.knoXHills.com](http://www.knoXHills.com)

During regular hours of operation, the Knox Hills service desk performs all tasks including the receipt of service calls, classification of service calls and appointment scheduling. After regular hours of operations, the phones change to an answering service that allows residents to report maintenance issues using a series of telephone prompts. Emergency service calls reported will be immediately referred to an on call service technician. Routine service requests will be addressed by the maintenance service desk on the next business day.

Residents are required to perform minor maintenance tasks in their home before calling the maintenance service desk. By doing so, maintenance personnel will be able to concentrate their efforts on work that requires their special skills. Such tasks include plunging toilets and sinks, tightening screws on hinges, replacing light bulbs, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.



## Service Request Working Hours

Category	Day of Week	Time
Emergency	Monday - Sunday	24-Hours / Day
Urgent	Monday - Sunday	SITE SPECIFIC
Routine	Monday - Friday	SITE SPECIFIC

## Goals For Service Response And Completions

Maintenance Type	Response Times / Completion Goals
Emergency	Respond with a phone call within 30 minutes and arrive at the site within 2 hours. Work until emergency is contained or controlled.
Urgent	Respond within 4 hours during business hours and after hours. Work until urgent issue is contained or controlled.
Routine	Respond to call within 3 business days (M-F 8:00 a.m. to 5:00 p.m.). Complete within 3 business days following response (subject to resident availability to be present for work if no PTE is provided).

### The resident is responsible for items such as:

- Replacing light bulbs.
- Resetting circuit breakers.
- Replacing doorstops or bumpers.
- Replacing or tightening loose screws on hinges and tightening cabinet hardware.
- Replacing air filters in air conditioning units (filters are provided free at community offices).
- Turning off water valve in case a toilet overflows.
- Weeding and upkeep of flower and plant beds.
- Properly disposing of CFL bulbs; contact your community office for guidance

### Knox Hills is responsible for items such as:

- Adjust gas burners.
- Repair leaky pipes.
- Repair or replace faulty wiring.
- Replace or repair Knox Hills owned equipment or appliances.
- Attach nails, staples, brackets or any other item to the outside of the home

## 8.3 Preventive Maintenance Work

All homes are required to have a preventive maintenance service and inspection annually. This work is required to ensure the safe and efficient operation of all installed equipment as well as the exterior structure.

### Preventive maintenance includes, but is not limited to:

- HVAC units and water heaters are inspected and preventive maintenance is performed as needed.
- Inspection of smoke detectors.
- Exterior inspections and informal condition assessments (foundation settling, mildew, roof and gutter, as well as an inspection of bushes and trees) will be performed annually or as needed

Residents will be contacted by a maintenance service coordinator to schedule all preventive maintenance work when access to the interior of the home is required. If Knox Hills determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of Knox Hills maintenance team will enter the home to complete the repairs. If residents are not home at the scheduled time of service, the service still will be performed and notification of such service will be left on the resident's door.

## NO HOME WILL BE ENTERED IF A MINOR CHILD IS PRESENT WITHOUT AN ADULT WHO IS 18 YEARS OF AGE OR OLDER AT THE HOME.

For planned utility outages, affected residents will be notified at least 48 hours prior to the planned outage if the information is available. Otherwise, residents will be notified as quickly as Knox Hills is aware of the utility outage. Notification to residents may include a combination of the following

methods: announcement on the Knox Hills website or Facebook page, a flyer delivered to each home, information signs posted in the community, a posted notice at a community center or a telephone (Call Max) message.

### 8.4 Pest Control Services

Pest Control services are offered on an as needed basis. During occupancy, this service is managed through the service request process. Household pests consist of infestations of ants, roaches, rodents, spiders, wasps, centipedes, termites, hornets and bees. Residents are required to treat minor pest problems. The resident is required to keep their residence in clean condition and store

food in sealed containers. Failure to properly store food will invite unwanted pests. Knox Hills staff will educate residents on appropriate steps for pest control and will treat for infestation after an attempt made by the resident to eliminate the problem fails. Pest control for infestation due to pet ownership will be the responsibility of the resident.

### 8.5 Refuse Collection & Recycling

Refuse, recycling collections and bulk pick-up are provided to residents on designated days. Residents will be notified of scheduled refuse and recycling pick-up days at the time of move-in by a community representative. Refuse and recycling cans and bulk items should be placed curbside, not earlier than 5:00 p.m., the evening prior to pick-up. Refuse and recycling cans must be returned to their storage area immediately following pick-up, but no later than 7:00 p.m. on the day of pick-up.

#### 8.5.1 Refuse

Residents should place all trash/refuse in bags to prevent insects and other pests from being attracted to refuse cans. Residents should periodically rinse out refuse cans/containers to prevent odors. Old cooking oil may be disposed of in regular trash but should be placed in a suitable, non-breakable container prior to placing in trash. Automotive oils may not be placed in refuse cans/containers at any time unless an approved automotive oil disposal kit is used. As a reminder, automotive repairs including the changing of oils are prohibited in Knox Hills housing areas.

#### 8.5.2 Recycling

The trash/recycle schedule provided at move-in illustrates the types of recycling material collected. Please rinse all containers before placing them into the recycle bin.

#### 8.5.3 Bulk Pick-Up

Bulk pick-up includes items such as furniture or other large items. Due to environmental concerns, bulk pick-up will not accept appliances or other mechanical assemblies that contain oils or other fluids. Hazardous waste will not be picked up by the refuse collection company. Residents must take items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found on the Knox Hills website or by contacting a Knox Hills community office.

#### 8.5.4 Green Waste

Residents are encouraged to recycle green waste. Green waste such as limbs and large leaves should be neatly bundled and tied together in a neat package not to exceed 4 feet in length by 2 feet in width. Loose green waste should be placed in a clear plastic bag. Green waste should be placed at the curb for pick-up in accordance with your community center recycling schedule.

## Service Call Classifications

Call Type	Definition
Emergency	Gas leaks, all toilets clogged, multiple plumbing fixtures backed up, only tub or toilet backed up, uncontained water leaks, total power outages, lock outs, smoke or carbon monoxide detectors in full alarm, no hot water and first floor doors or windows that cannot be secured
Urgent	Urgent service calls are those that are not an emergency, but require quick attention. Typical calls include contained water leaks, one of two or more toilets or sinks clogged or a partial power loss (example: no power upstairs).
Routine	Routine service calls are those that do not meet the definition of emergency or urgent service calls. The dispatcher will review work requirements and notify residents of approximate date or time that service can be expected. Residents should promptly report repairs that are beyond the capability of the resident to Knox Hills for action.

### 8.5.5 Hazardous Materials

Hazardous materials may be disposed of at the local Hazardous Waste Disposal site. Small quantities of household cleaner are permitted in household trash. Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash. Knox Hills cannot accept propane

tanks, refrigerators, air conditioners, tires, batteries or mattresses of any size. Tires and batteries may be dropped off at the auto hobby shop located on base. For information on the disposal of specific items, please contact your community office.

## 8.6 Grounds & Landscape Maintenance Program

Regular grounds maintenance is performed for all common areas, facilities, front, side and backyards of all homes (provided they are not fenced).

### Common area maintenance includes:

- Mowing
- Edging

Residents are responsible to weed and maintain their flower and plant beds as well as mow and edge any portion of their yard that is fenced and one foot outside of the fenced area. Grounds and landscaping crews will not mow or edge around personal items, so please ensure that your yard is free of toys and debris on your scheduled lawn service day. Residents who trim bushes or other planted materials are required to bag or bundle the green waste and place at the designated collection area on collection day. Mowing and weeding responsibilities will be discussed upon move-in to include resident responsibilities for their home.

### Residents are also responsible for:

- Weeding of plant and flowerbeds.
- Watering lawns as needed and in accordance with installation guidelines. Check with your community office for seasonal installation watering guidelines.
- Flowerbeds should be kept free of grass, weeds, dead plants and trash. Separate trash from grass and plant debris before placing in designated green waste bins.
- Requesting prior written approval from their community office before installing personal landscaping features.
- Planting of trees and/or bushes, is prohibited. Decorative flowers are permitted, however, the resident may be required to remove flowers and restore the landscaping to its original condition prior to move-out.

## SECTION 9

# SELF HELP SUPPLIES

## 9.1 HVAC Filters

---

At move in, your HVAC filter will be new. It is recommended that the filter(s) in your home be changed once per month to ensure proper performance of heating and air conditioning units. Furnace filters are offered free of charge at your community office. Contact them to request replacement filters.

## SECTION 10

# CRISIS & DISASTER MANAGEMENT

## 10.1 Warnings

---

Knox Hills works in conjunction with the US Army in following the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations. All families should have an emergency evacuation plan, including a designated place to meet outside the home. Emergency announcements may be made:

- In person.
- On local radio or television.
- By siren alarm.
- Via public address system.
- Via automated voice messaging notification system (Call Max)

Knox Hills will attempt to inform, warn, advise and help save lives and protect property. It will be everyone's personal responsibility to make adequate preparations to protect themselves and

those for whom they are responsible. Residents are required to cooperate with Military officials, police, fire department personnel and Knox Hills staff during emergencies in order to safeguard lives and property. In the event of disaster situations such as the pending arrival of a tornado, Knox Hills residents are advised to shelter in place unless otherwise directed by installation command and/or law enforcement personnel. All Knox Hills residents are highly encouraged to maintain a disaster readiness kit able to sustain their family and pet(s) for at least three days

After an emergency, all service members and their families are to report their status to their command at the first available opportunity. For more useful information and tips on how to prepare a family disaster readiness kit, please refer to the "Tornado and Severe Weather Safety Tips" sheet located in your leasing Welcome Packet or for view on [www.knoxhills.com](http://www.knoxhills.com). Or visit [www.ready.gov](http://www.ready.gov).

## 10.2 Procedures & Directives

---

Emergency procedures and recommendations will be provided to the resident in handouts or announcements when and as they become known.



## SECTION 11

# RENTERS INSURANCE

## 11.1 Renters Insurance

---

Resident acknowledges that Knox Hills is not providing any renters insurance in connection with their lease.

**Residents are encouraged to obtain renter's insurance** from their preferred insurance provider at resident's cost.

## SECTION 12

# MOVE-OUT PROCEDURES

## 12.1 Resident Lease Agreement Termination & Move-Out Procedures

The Resident Lease Agreement includes a clause requiring residents to notify Knox Hills of their intent to vacate. Residents must notify their community center in writing 30 days prior to vacating or as soon as notification of transfer to another duty station is received. If a service member is not able to provide the written notice to vacate, the spouse must provide the notice with a power of attorney. All other reasons that will result in the termination of the Resident Lease Agreement, such as retirement, also require at least a 30 day notice. If the home has been pre-offered, the move-out date may not be extended. If the home is to be cleared by anyone other than the Service Member, a Special Power of Attorney (SPOA) is required from the Service Member designating an agent to act on his/her behalf in matters regarding Knox Hills homes. This is a mandatory requirement. Residents may obtain a copy suitable for notarization at their community

office or online at [www.knoxhills.com](http://www.knoxhills.com). Once Knox Hills receives the written notice to vacate, a Move-Out Information Session date and time are provided and a final assessment is scheduled.

Military family members are welcome to remain in their home while the service member is serving an unaccompanied or restricted tour or temporarily detail within the United States. A military family member is welcome to reside in a unit for up to 365 days after the death of a sponsor, with full payment of rent in the amount equal to the BAH. If BAH is paid in one lump sum, rent must be paid to Knox Hills at time of receipt. In the case of MIA, POW or other status conditions, military family members may remain in the home until such time as the particular military service branch changes the Service Member's status or until such time as BAH is no longer authorized.

### 12.1.1 Move-Out Information Session

The Resident Lease Agreement requires a 30-day notice be given to the resident's community office prior to move-out, and residents are encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs; therefore facilitate the notification and processing of incoming residents.

Upon receipt of the move-out notice, Knox Hills property management will:

- Provide a move-out brochure detailing the move-out process and expectations.
- Provide the service member with a move-out information session schedule and information on how to access the move-out brief video location on the Knox Hills website.

Upon request, the property management team will complete a pre-inspection prior to move-out.

During the Move-Out Information Session, Knox Hills Property Management will:

- Discuss the move-out process and expectations.
- Discuss cleaning expectations and requirements.
- Discuss proper disposal of hazardous materials.
- Discuss the difference between normal wear and tear and damage.
- Provide residents with a copy of the damage assessment sheet.
- Provide time for group and one-on-one questions regarding the move-out process

### 12.1.2 Move-Out Assessment

We have designed a simple move-out process for our military families that reduces the stress of the experience. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage).

In advance of your move-out assessment, please complete the checklist below. These items may help you avoid confusion and unforeseen costs.

#### Personalization

Any home improvements that occurred during the residency (unless otherwise approved by management) must be reversed. The home must be returned to its original condition.

#### Painted Walls

Residents who elected to paint within the approved color palate, received permission from Knox Hills and painted their home within the approved guidelines, and within the quality requirements, will not be charged to return the home to its original color.

Residents who did not elect to use the approved palate, but did choose to paint, must still have an approved paint request form. In this case, residents are required to restore the home to its original condition prior to move-out by selecting one of two options:

- A.** Prime all painted surfaces with white primer
- B.** Pay per square foot of painted surface, payable at move-out

Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. Knox Hills strongly advises residents to review this document prior to considering any paint work.

Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

#### Cabinets

Please have all the cabinets and doors in the kitchen and bathrooms open to speed up the inspection process.

#### Mail Forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded prior to move-out.

#### During the move-out assessment, Knox Hills property management will:

- Compare your move-in inspection sheet to the current condition of the home to evaluate normal wear and tear versus resident damage.
- Provide a list of damage or cleaning charges and, if applicable (for excess damage) an additional damage assessment and repair estimate may be necessary.
- Collect all outstanding debt including damage and cleaning charges (for Service Members separating from the military, rent for that month must be collected.) No cash payments will be accepted.
- Provide a final utility statement to be paid directly to the third party vendor (if applicable)

#### During the move-out assessment, the resident will:

- Ensure that all persons and personal property are removed from Knox Hills property.
- Provide an accurate forwarding address.
- Return keys, garage door openers, mailbox keys (if applicable) and other access items:
  - \$5 for each lost house key
  - \$5 for each lost mailbox key
  - \$38 for each lost garage door opener

Prices are subject to change without notice. If a Service Member leaves without paying the full amount due at move-out, collection procedures may start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, and to the Service Member's command.

### 12.1.3 Cleaning Requirements

Knox Hills property management has established cleaning and lawn maintenance move-out guidelines for:

- Floors
- Walls, Ceilings & Doors
- Window Coverings
- Kitchen & Laundry Room
- Appliances
- Bathrooms
- Garage, Patio, Balcony & Basement
- Refuse & Recycling Containers
- Home Exterior & Yard (to include pet damages)

Knox Hills will provide residents with a move-out brochure at time of notice that will provide a detailed description of the required cleaning in each category. A move-out brief video is also available online at [www.knoxhills.com](http://www.knoxhills.com)

#### Normal Wear & Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members and guests. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes; as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not. For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website. Residents will be required to pay for damages and cleaning costs prior to clearing housing.

## SECTION 13

# CARE OF YOUR HOME

Care of your home should be an on-going effort throughout your residency.  
For additional tips on maintaining your home, visit the Knox Hills website.

## 13.1 Bathrooms

Ceramic tile and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels, feminine products, or disposable diapers. If plumbing stop-ups occur, first try using a plunger. If this fails to clear the system, then call our maintenance office at 502-799-6565.

## 13.2 Carpets

Vacuum frequently, at least weekly. Clean-up spills immediately, before they become stains. We recommend residents steam-clean or shampoo carpets at least every six months, or more often if they have pets.

The use of cleaning or spot remover products containing bleaching agents is not authorized. Residents can be held accountable for stains or damages caused by pets, burns, etc.

## 13.3 Floors

When cleaning the floors in your home, pay special attention to corners and along baseboards for dirt and wax buildup. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood. Vinyl tile and sheet vinyl floors may be waxed.

Remove old wax occasionally to prevent wax buildup. Use only quality products to wax or remove old wax. Hardwood floors should be dusted frequently and only occasionally wiped down with a damp, not wet, mop. Do not wax hardwood floors.

## 13.4 Kitchens

Do not use gritty or harsh detergents when cleaning kitchen appliances and fixtures. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly. The exterior of the range and the oven door gasket should be cleaned frequently. Refrigerators should be cleaned regularly. Avoid use of sharp instruments to remove ice when defrosting. Do not place hot utensils on countertops. Use a cutting board (chopping, slicing, or cutting). Use only regular, nonstick shelf paper in drawers and cupboards. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinets.



## 13.5 Walls

---

Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Use only small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls. It is the resident's responsibility to remove spider webs on a monthly basis.

## 13.6 Garbage Disposals

---

Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. Be sure to have COLD water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks), or grease down garbage disposal; which will build-up and cause clogging.

### Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.
2. If the disposal still does not operate, in order to repair the unit, please call the Knox Hills Maintenance Office at 502-799-6565.

## ENCLOSURE 1

# MOLD / MILDEW DISCLOSURE

### Information and Steps for Prevention

It is our goal to maintain a quality living environment for residents. To help achieve this, it is important that residents and Knox Hills work together to minimize mold growth in their homes. The following important information outlines resident responsibilities and Knox Hills responsibilities.

#### About Mold

Mold is found virtually everywhere in our environment – indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores. All of us have lived with mold spores all our lives. Without molds we would be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold that could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

#### Prevent Mold

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean, especially in kitchen and bathroom(s) and including carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces are important to remove the household dirt and debris that harbors mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls.
- Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath you:
- Wipe moisture off of shower walls, shower doors, bathtub and bathroom floor.
- Leave bathroom door open until all moisture on mirrors, bathroom walls and tile surfaces has dissipated.
- Hang up towels and bath mats so they will completely dry.
- Keep your porch and patio clean and free of mold growth by using a mold, mildew or algae cleaner and water solution. Excessive mold on porches and patios can be carried into homes by a person's shoes or by pets. Keeping your porch, patio and sidewalks clean is essential to preventing mold growth. Mold, mildew or algae cleaners are available at most local hardware and home improvement stores.
- Promptly notify your Knox Hills community center about any air conditioning system problems you discover. Periodically check your hot water heater for leaks. Follow Knox Hills rules regarding replacement of air filters. Also, it is recommended you periodically open windows and doors when the outdoor weather is dry (i.e. humidity is below 50 percent) to help humid areas of your home dry.
- Promptly notify your community center about any signs of water leaks, water infiltration or mold. Staff will respond in accordance with Kentucky state law and the Resident Lease Agreement to repair or remedy the situation, as necessary.
- When operating air conditioning systems, keep all doors and windows closed.

## Avoid Mold Growth

If small areas of mold appear on non-porous surfaces (ceramic tile, Formica, vinyl flooring, metal, wood, plastic) the Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray on type of household biocide such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover or Clorox Clean-up (Note: Only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without first cleaning the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area five or six times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove nonvisible mold 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 mold from clothes.

## Biocides

Do not clean or apply biocides to visible mold on porous surfaces such as sheetrock walls or ceilings, or large areas of visible mold on non-porous surfaces. Instead, notify the Knox Hills maintenance department at 502-799-6565 and the staff will take appropriate action.

## Compliance

Complying with this information will help prevent mold growth in your home, and together residents and Knox Hills will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your community representative.

## ENCLOSURE 2

# LEAD BASED PAINT DISCLOSURE

### Lead Based Paint

In compliance with Federal law, if requested, Knox Hills provides any residents who may be assigned a home built before 1978 (the last year in which the use of lead based paint in homes was legal) a copy of the current EPA pamphlet “Protect Your Family from Lead in Your Home” (EPA747-K-99-001).


On 7 January 2000, the Department of Defense (DOD) signed a policy to manage lead based paint in a manner protective of human health and the environment and to comply with all applicable Federal, State or local laws regulating lead based paint and their hazards.

All homes constructed after 1978 are free of lead based paints.

Notes:

[illegible]





**Knox Hills**  
41 W. Chaffee Avenue  
Fort Knox, KY

June 2018 - Present