



North Haven Communities Tenant Guide

Effective October 22nd, 2017





Welcome

Welcome to North Haven Communities. Our team is committed to providing military service members and their families with an enjoyable experience during their stay. We pride ourselves on providing efficient, quality services to our tenants. 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 North Haven Communities Tenant Guide & Community Standards Handbook. It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a tenant. Communication is key. We will always work with you to resolve concerns that may arise. Please don't hesitate to contact your community staff with your questions or concerns.

The policies found in this handbook apply to all North Haven Communities tenants. 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 provide property management services and community activities that will enhance our families experience. We look forward to your family becoming part of North Haven Communities.

Thank you,

Director of Property Management

Table of Contents

Welcome	3
---------	---

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

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

Quick Reference Numbers	9
-------------------------	---

Section 1

Safety	11
--------	----

1.1 Fire Prevention	11
1.2 Gas Leaks	12
1.3 Carbon Monoxide	12
1.4 Home Evacuation Planning	12
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

Section 2

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 and Other Receipts	15
2.5 Security Deposits and Fees	16
2.6 Residency Requirements	16
2.7 Tenant Moves	16
2.8 Evictions, Violations and Delinquent Accounts	17
2.8.1 Minor Violations	17
2.8.2 Major Violations	18
2.8.3. Corrective Action	18
2.9 Dispute Resolution Procedure	18
2.10 Temporary Absences of Tenants from Units	19
2.11 Abandonment Policy	19
2.12 Guest Policy	19
2.13 Access to Homes	19
2.14 Commercial Enterprises Policy	19
2.15 In-home Childcare	21

2.16 Noise Control	21
2.17 Housekeeping	21

Section 3

Traffic Regulations, Parking Restrictions and Vehicle Procedures	23
------------------------------------------------------------------	----

3.1 Speed Limit	23
3.2 Operating Areas	23
3.3 Parking	23
3.4 Vehicle Maintenance	25
3.5 Vehicle Registration	25

Section 4

Pet Policies	27
--------------	----

4.1 Guidelines for Pet Owners	27
4.2 Pet Houses	29
4.3 Disposal of Deceased Pets	29

Section 5

Utility Consumption and Conservation	31
--------------------------------------	----

5.1 General	31
5.2 Method	31
5.3 Energy Reduction	31
5.4 Violations	31
5.5 Tenant Utility Billing Program	31

Section 6

Alterations, Additions & Construction	33
---------------------------------------	----

6.1 Alterations to Homes	33
6.2 Fences	33
6.3 Storage Sheds	33
6.4 Satellite Dishes	33
6.5 Locks, Latches, and Dead Bolts	33
6.6 Security Alarm Systems	34
6.7 Lawn Ornaments	34
6.8 Rocks	34
6.9 Painting	34
6.9.2 Painting Restrictions	34
6.9.2 Borders and Wallpaper	34
6.10 Nails	34
6.11 Appliances	34
6.11.1 Personal Appliances	34
6.12 Pools, Hot Tubs and Jacuzzi	34

6.13	Trampolines	35
6.14	Waterbeds	35
6.15	Patio, Lawn Furniture, Toys & Playground Equipment	35
6.16	Ornamental Lighting for Holidays	35
6.17	Tents, Tarps and Covers	37
6.18	Tree Swings, Tree Hammocks, Tree Houses & Signage	37
6.29	Basketball Backboards	37

Section 7

Community Recreation & Facilities		39
7.1	North Haven Communities Amenities	39
7.1.1	Community Centers	39
7.1.2	Playgrounds/Tot Lots	39
7.1.3	Common Areas	39
7.2	Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment	41
7.3	Yard and Garage Sales	41

Section 8

Maintenance Program		43
8.1	Maintenance and Repair Overview	43
8.2	Service Calls	43
8.2.1	Service Call Classifications	44
8.3	Preventive Maintenance Work	44
8.4	Pest Control Services	45
8.5	Refuse Collection & Recycling	45
8.5.1	Recycling	45
8.5.2	Bulk Pick-Up	45
8.5.3	Green Waste	45
8.5.4	Hazardous Materials	45
8.6	Grounds and Landscape Maintenance Program	45

Section 9

Self Help Supplies		49
9.1	Self-Help/ Lawn and Garden Center	49

Section 10

Crisis Management / Disaster Situations		51
10.1	Warnings	51
10.2	Procedures and Directives	51

Section 11

Move-out Procedures		53
11.1	Tenant Lease Agreement Termination & Move-Out Procedures	53
11.2	Move-Out Assessment	53
11.3	Cleaning Requirements	54
11.4	Normal Wear and Tear	54

Section 12

Care of Your Home		55
12.1	Overview	55
12.1.1	Bathrooms	55
12.1.2	Carpets	55
12.1.3	Floors	55
12.1.4	Kitchens	55
12.1.5	Walls	55
12.1.6	Garbage Disposals	55

Enclosure 1

Enclosure 2

Enclosure 3



Residency Terms & Policies

Housing Agreement Terms & Guide Enforcement Policy

North Haven Communities is responsible for the enforcement of the Tenant Lease Agreement and the North Haven Communities Tenant Guide & Community Standards Handbook. When North Haven Communities is made aware that the terms of the Tenant Lease Agreement or the North Haven Communities Tenant Guide & Community Standards Handbook are not being followed, the tenant will be advised of such violation through verbal notification, warning or letter as outlined in the North Haven Communities Community Standards Enforcement Policy, Section 2.8. Follow-up letters may be sent to the Service Member's Command and the military housing partner, as necessary.

North Haven Communities property management will always strive to work with tenants to resolve problems. If any issue cannot be resolved, either North Haven Communities or the tenant may elect to escalate the dispute to include military housing partner representatives and 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 and regardless of whether a dispute has been the subject of mediation, at the election of either North Haven Communities or the tenant, any dispute between North Haven Communities and the tenant shall be resolved by binding arbitration in accordance with Dispute Resolution procedures.

Policy Changes

Periodically, revisions to the North Haven Communities Tenant Guide & Community Standards Handbook will be necessary. Tenants will be notified in writing 30 days prior to any changes and notices will also be posted on www.nhcalaska.com.



Quick Reference Numbers

For all medical, fire or police emergencies, **CALL 911**

EMERGENCY RESPONSE

Police or Fire Call 9-1-1

If you are calling from a cell phone you will be connected with Fairbanks dispatch, tell them you are on Fort Wainwright or Fort Greely and they will immediately connect you to dispatch on the military installation.

NORTH HAVEN OFFICES

Leasing Office Bldg. 3401 Santiago. RM 17 (907) 356-7000

Press 2.

North Haven's Community Offices 4268 Neely Road..... (907) 356-7000

Press 3, then select 1.

Fort Greely Community Office 954 B Denali Loop (907) 356-7000

Press 3, then select 2.

From Fort Greely areas dial direct (907) 869-3032

Press 3, then select 2.



Section 1

Safety

At North Haven Communities, serving those who serve has been our primary mission. Keeping military 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

Tenants 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 9-1-1 and to the Community Management Office. The Tenant 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 tenant's permission or implied consent. The cause of the fire and the responsible party for payment of the damages will be determined by the fire inspector. If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the tenant may be offered another home, subject to availability.

- When cooking, stay within the kitchen area 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).
- Fire Extinguishers:
 - Fire extinguisher inspection/maintenance. Read and follow all instructions on the label. Inspect extinguisher at least ONCE per month.
 - Check that the extinguisher is charged. Pointer on pressure indicator MUST be in green. If pointer is in red or white section extinguisher is NOT ready for use. DO NOT TEST BY PARTIALLY DISCHARGING. Contact Maintenance 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.
- Gas grills, charcoal grills, and deep fryers, portable outdoor fireplaces, and fire pits may only be used in accordance with local safety codes/regulations and according to the manufacturer's recommendations. These must be placed at least 15 feet from any combustible structure, and are not to be used under overhangs, on decks, balconies, in storage sheds or in garages. Fire pits must be UL rated and covered with a screen during use.
- Open fire pits are not authorized in the housing area. UL rated outdoor fireplaces are authorized by permit only. Permits can be obtained from the Garrison Fire Department. The requester may visit the fire prevention office at building 1049, Apt 9/10. 907-353-9164 or 907-353-9166 to receive a safety briefing and the fire pit/open flame permit.
- All homes are equipped with smoke detectors and carbon monoxide detectors. These safety devices shall not be deactivated or removed. Tenants are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector which does not work properly to Maintenance. Any questions about operation or performance can be directed to the Community Management Office. The house number shall be clearly visible from the street at all times. Please contact Maintenance if this is not the case.
- 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 all manufactures 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 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 (907) 290-5214
- 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 (907) 290-5214.
- 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 the Community Management Offices.
- Practice family evacuation drills at least twice each year. Please refer to www.nfpa.org for more information.
- 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.
- 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

- Tenants are provided with a copy of the Lead-based Paint Addendum as a part of the Tenant Lease Agreement and Tenant Welcome Packet. North Haven Communities strongly advises tenants to review this document.
- Tenants 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 the Community Management Office 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 retention ponds are not for recreation (no swimming, playing, ice skating, 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.

1.10 Community Safety

- Speed limit and other traffic signs are posted throughout the community. Abide by all posted signage for the safety of tenants, 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 and around your home, please contact the installation Wildlife Authorities and notify North Haven Communities by calling (907) 356-7000 follow the prompts immediately.
- Melting lead for any reason is strictly prohibited. Casting of lead bullets or lead weights is not allowed within North Haven Communities.

- Reloading ammunition is regulated by the USAG-Fort Wainwright's Directorate of Emergency Services. Anyone wanting to reload ammunition must obtain a permit by the fire chief before they proceed.

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 tenant's responsibility to notify the Community Management Office 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. Parental Supervision & Care of Children

1.12 Parent Supervision & Care of Children

In support of the Garrison policy, parents are responsible for their children and accountable for their conduct. To ensure children's safety, tenants, associates and members of the community should report known violations to the appropriate authorities. Refer to Garrison Policy letter #20 for rules on child supervision.

Parents are liable for damages caused by negligent or unlawful conduct of their children. Please check with the Children and Youth Services Division for the most recent information. Violations that place children at risk may result in actions by:

- Command
- North Haven Communities
- Department of Emergency Services
- The Family Advocacy Program

Prohibited Play Areas

Children must abide by signage and are prohibited from playing:

- 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 retention ponds; or in any areas deemed inappropriate or unsafe.
- Recreational amenities have child. "Age Appropriate" requirements that must be strictly followed.

It is the tenant'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-Thursday 8 a.m. - 5 p.m.

Friday 9 a.m. to 5 p.m.

Saturday & Sunday Closed

Leasing Offices

Monday-Friday 7:30 a.m. to 4:30 p.m.

North Haven Communities offices are closed on most federal and approved holidays.

Emergency maintenance services are available 24-hours a day. Call (907) 290-5214.

Maintenance - press 1 for Fort Wainwright or Fort Greely

Leasing Office - press 2 for Fort Wainwright or 3 then select 2, for Fort Greely

Community Offices – press 3, then for:

North Post Community Office - press 1

South Post Community Office - press 1

Fort Greely Community Office - press 2

2.2 Office Locations

Leasing Office Bldg 3401 Santiago, RM 17

Fort Greely Community Office 954 B Denali Loop

Management Office 4268 Neely Road

Maintenance and Self Help 3022 Montgomery Rd

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 tenants and make it easier for tenants to interact with the North Haven Communities team. North Haven Communities maintenance service operations are centrally located within the community to ensure efficient service.

2.3 Move-In Process

Upon move-in, each tenant will complete a move-in orientation and home inspection with North Haven Communities Management. All tenants are given a post move in evaluation form to note down any additional discrepancies that may have been overlooked. Post Move in evaluation forms must be turned in within 5 days of move in. Post move in evaluation notes will be added to original move in inspection concerning existing wear and tear. Tenants are required to view a New Tenant Orientation Safety Video at the time their Tenant Lease Agreement is signed, and attend a New Tenant Orientation within 60 days of signing their Tenant Lease Agreement. Upon move-out, the move-in inspection and post move in evaluation forms will be compared with current conditions of home 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 and Other Receipts

Upon move-in, the tenant 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, and debit card, MasterCard and Visa. Once the tenant accepts the home, the exact amount that is due upon move-in is then disclosed.

The Basic Allowance for Housing (BAH) is a condition for residing in privatized military housing. In most cases, the monthly rental rate shall equal the Basic Allowance for Housing (BAH) "with dependents" rate. In the event of dual military couples in the same home, North Haven Communities receives the amount equal to the rate of the senior service member tenant residing in the premises. If any other tenant of the premises becomes the senior service member, he or she will be required to sign a new Residency Occupancy Agreement and become the "tenant".

Rent is collected monthly by allotment for active duty tenants by cashier's check, money order, debit card, MasterCard, or Visa For any non active duty Tenants. For active duty service members, payment is due on the first day of the month for the previous month's rent (payment in arrears). Non-

allotment tenants are required to remit rent on the first day of the month for payment of the current month's rent (payment in advance).

Allotments shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the local Basic Allowance for Housing (BAH) for a tenant's rank is decreased, but the BAH received by the tenant is protected at a higher rate, the allotment will continue at the protected BAH rate. In cases where a tenant's BAH is rate protected due to changes in the local BAH, the tenant 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.

Tenants should review their LES to ensure the correct BAH allotment for monthly rent is reflected. Tenants should immediately notify their Community Management Office 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 North Haven Communities. Tenants are responsible for payment of monthly rent until such time as the home is cleared through North Haven Communities.

Tenants with an outstanding debt to North Haven Communities is pursued to the fullest extent possible, including the involvement of the Service member's chain of command. Unresolved debt is turned over to a collection agency and, if unpaid, can adversely affect credit ratings.

The tenant shall notify North Haven Communities 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 tenant's pay grade changes to a rank outside of the rank band of their home, the tenant may request an in-house relocation through the Community Management Office. The tenant is responsible for payment of all moving expenses related to any move caused by an approved in-house relocation request.

2.5 Security Deposits and Fees

Active duty personnel are not charged a security deposit or background credit check fee. DoD civilians, retirees, and other non-active duty tenants are required to pay a security deposit and background check fees.

2.6 Residency Requirements

The tenant will only be entitled to family housing in a North Haven Community during his or her military service, unless otherwise approved. The Tenant Lease Agreement shall be subject to termination upon the earlier of reasons that include;

- The cessation of his or her military service.
- Experiences a change in marital status.
- Has received permanent change of station orders.
- Has received temporary duty orders in excess of three (3) months duration of 35 miles or more radiuses from the location of the premises.
- Receives orders to deploy for more than ninety (90) days.
- Is involuntary assigned to government-provided quarters resulting in the discontinuance of Basic Allowance of Housing (BAH).
- Dies or his/her spouse dies or the tenant is declared missing-in-action (The spouse, next of kin or personal representative may exercise an early termination of the Residency Occupancy Agreement).

All tenants, including children, shall be accounted for within the Tenant Lease Agreement. The tenant agrees that those included within the Tenant Lease Agreement are the only persons who are permitted to reside in the home. It is the tenant's responsibility to notify North Haven Communities of any change in the number of individuals living in the home in writing within 14 days.

The Tenant Lease Agreement shall be subject to termination by North Haven Communities due to reasons that include, but are not limited to, conduct that violates the Tenant Lease Agreement major violations, drug and/or felony conviction and other unlawful activity, change in dependent status, or cessation of military service.

2.7 Tenant Moves

Tenant 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 both North Haven Communities and the military housing partner and are dependent upon home availability. The tenant is responsible for payment of all moving expenses related to any move caused by an approved in-house relocation request.

In the case of a required relocation due to North Haven Communities development, the tenant is given a minimum 60-day written notice and the move is made at the expense of North Haven Communities, only if the tenant occupies another home within North Haven Communities. Costs incurred to relocate or reestablish telephone, cable, TV, satellite or internet service shall be the responsibility of the tenant. If the tenant chooses to move to an off-post location, the tenant will incur the move cost.

A tenant may choose to submit their written 30 day notice to vacate with North Haven Communities any time after receiving their written 60-day notice.

2.8 Evictions, Violations and Delinquent Accounts

Tenants who fail to comply with the terms of their Tenant Lease Agreement and the North Haven Communities Tenant Guide & Community Standards Handbook is subject to various remedies, including possible fines, fees to bring the home into compliance, contacting of Service Member's chain of Command, or possible eviction. The military housing partner will assist North Haven Community Management in notifying the Service Member's chain of Command prior to the tenant's referral into the debt collection process. If payment is not made or an agreed upon payment plan is not adhered to, the tenant may be issued a five day notice to quit, which may result in eviction if left unresolved. Tenants are responsible to pay all amounts due prior to clearing their North Haven Communities home. In the event accounts remain unpaid, they will be sent to a collection agency.

2.8.1 Minor Violations

Service members are responsible for the conduct of family members, guests and any other person related or affiliated with the household. The processes and penalties for minor violations of the Tenant Lease Agreement or the North Haven Communities Tenant Guide & Community Standards Handbook are described in the North Haven Communities Community Standards Enforcement Policy chart found on

page 17. Examples of minor violations include, but are not limited to:

- Failure to maintain fenced backyard (mowing), flowerbeds, or property appearance standards.
- Parking in front of or within 15 feet of a fire hydrant, or other parking 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 North Haven Communities structure.
- Unauthorized or improper installation of a window air conditioner unit.
- Unauthorized vehicle maintenance.
- Curfew violations by minors.
- Failure to allow maintenance staff access to homes for needed work.
- Unauthorized or unregistered ORV, trailers, RV or boat Parking/storage at the tenant's home.
- Failure to maintain residence (poor sanitary practices).
- Failure to remove snow/ice from driveway, the walkway leading to the front door, and the stairs within 24 hours of snow fall.
- Use of unauthorized storage sheds in common areas, without prior written authorization from the Community Management Office.

NORTH HAVEN COMMUNITIES Community Standards Enforcement Policy Steps

Step 1 Friendly Reminder

Inform the resident of the violation with a friendly reminder and 24 hours to become compliant.

Step 2 Warning

If the violation has not been corrected, the tenant is issued a warning door hanger and has 24-hours to correct the violation.

Step 3 Fine

If the violation has not been corrected at the re-inspection date, the tenant is issued a letter with a third re-inspection date and possible associated fees or fines. At this time, there may be associated fines for the violation. Additionally, the Army's housing office and service member's Command may become involved.

Depending on the severity of non-compliance, the tenant may be fined or issued a letter of eviction/request for termination of housing. Violations of grass cutting and excessive feces will escalate in the enforcement process and may result in higher fines to be imposed.

2.8.2 Major Violations

Major violations of the Tenant Lease Agreement or the North Haven Communities Tenant Guide & Community Standards Handbook of a serious nature may result in immediate eviction. If the violation is not immediately corrected within 24 hours after appropriately notifying the tenant of the violation, North Haven Communities may proceed with an eviction. In addition, North Haven Communities will contact the tenant's chain of Command and the military housing partner for consultation and appropriate action.

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

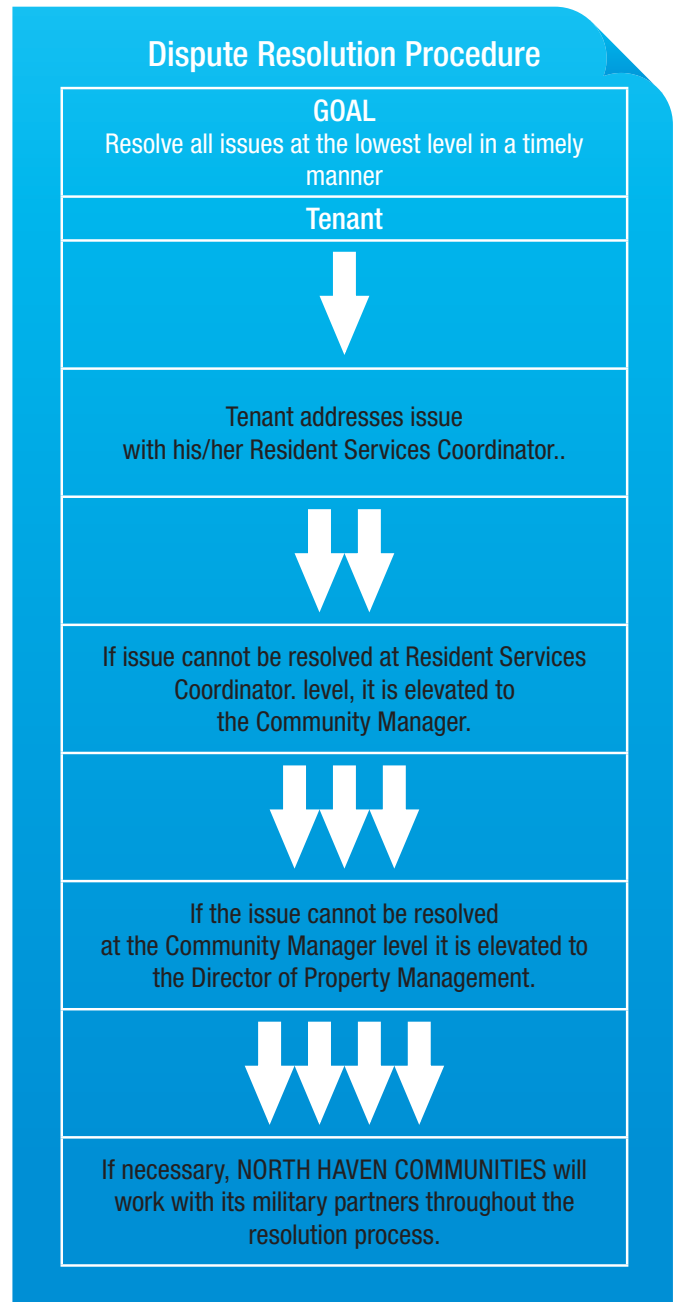
- Serious misconduct, including repeat minor offenses involving the tenant, family member or guest.
- Inherently dangerous or criminal actions.
- Domestic disturbances/spouse or child abuse.
- Non-payment of damage charges.
- Pet policy violations (including pet abandonment).
- Felony convictions.
- Misconduct, which results in injury or property loss to a neighbor, North Haven Communities, or the government.
- Criminal activity by any member of the household or a guest.
- Failure to pay rent; failure to authorize (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 living in home.
- Compounding of minor violations

2.8.3 Corrective Action

North Haven Communities reserves the right to take corrective action for violations not corrected by the tenant after a warning is issued if the violation affects the health or safety of other tenants. Tenant will be charged as needed for corrective actions. For a list of applicable charges, please visit www.nhcalaska.com or contact the Community Management Office.

2.9 Dispute Resolution Procedure

North Haven Communities desires to work out any disputes with tenants amicably and to a satisfactory resolution for both parties. If this fails, North Haven Communities or the tenant has the option to choose binding arbitration using the most recent standards provided by the Dispute Resolution



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

2.10 Temporary Absences of Tenants from Units

When tenants are planning to be away from their home for more than seven days they must notify the Community Management office in advance by completing an **I'll Be Back** form, including a local emergency contact. The tenant is required to arrange for adequate care of the residence, to include but is not limited to, lawn maintenance, snow removal, collection of mail, removal of newspapers, temperature control, and closure of windows/doors, etc. Pets may not be left at home unattended. Should an emergency arise, North Haven Communities Management will enter the premises to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location. North Haven Communities is not responsible for any damages that may occur to your home or personal belongings during your absence.

2.11 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 tenant has failed to notify North Haven Communities. Failure to pay rent may be considered evidence of abandonment. North Haven Communities 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 North Haven Communities, the tenant will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. North Haven Communities is not responsible for personal belongings left in an abandoned home.

2.12 Guest Policy

The Service member is responsible for his or her guests, family members, and any other persons related to or affiliated with the household, including any damage, theft or violations of the Tenant Lease Agreement or the North Haven Communities Tenant Guide & Community Standards Handbook. Tenants shall notify the Community Management office in writing of all guests staying more than seven days, but less than 29 days. No guest or visitor may stay in the home for more than 30 days without the expressed written consent of North Haven Communities. 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 North Haven Communities and are not a Service Member or eligible family member thereof assigned to Forts Wainwright or Greely military installation. If current

and prospective tenants are found to violate this policy, Service Member would be held for the breach in contract, and can impact housing status and eligibility to TLA and BAH allowances.

2.13 Access to Homes

North Haven Communities will maintain keys for all its homes. With the exception of life-threatening or property-threatening emergencies, all North Haven Communities staff must receive the tenant's permission to enter a home for any reason other than completing a service request called in by the tenant. If North Haven Communities determines that a home is in need of a preventive maintenance service, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of the North Haven Communities maintenance team will enter the home to complete the repairs. If you would like to be present during the Preventive Maintenance Inspection and are unavailable during the scheduled time please call maintenance to reschedule. 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. In such cases, tenants are expected to coordinate PMI service with maintenance within one week.

Key Authorizations

Children 12 years of age and older who are identified in the North Haven Communities housing record as a family member and have appropriate government-issued identification, may be given a house key.

2.14 Commercial Enterprises Policy

Contact your North Haven Community Management Office for procedures on receiving approval for commercial enterprises. Tenants wishing to engage in home businesses must not be in competition with services offered through the installation. Businesses such as childcare, the sale of home or beauty products and fund raising events require a written authorization from the Garrison Commander. Consideration of such requests requires the endorsement from North Haven Communities. Engaging in other commercial ventures are not permitted. It is the tenant's responsibility to provide a current copy of the Garrison Approval, copy of Alaska State Business License and necessary current insurance policy on file at the North Haven Communities Management Office. Businesses cannot post signage on buildings, windows, on residences or in yards. No door-to-door soliciting is approved and the activity of this business should not impact the surrounding tenants expectation to peace and quiet use and enjoyment of their residence.



2.15 In-home Childcare

Tenants desiring to provide childcare services in their private residences can only 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 tenant. The only exceptions to this policy are for those tenants providing intermittent childcare not exceeding 10 hours per week on a regular basis and for persons who provide childcare in the child's home. North Haven Communities 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 by CYS must be done in compliance with the Tenant Lease Agreement, the North Haven Communities Tenant Guide & Community Standards Handbook, and the Historic Homes Addendum (if applicable), and will be paid for by the tenant. The tenant must return the home to its original condition prior to move-out at their expense.

- Family Advocacy Program
- Child Protective Services
- Others as appropriate

Poor housekeeping may result in eviction. North Haven Community Management staff will conduct Home Health Checks as deemed necessary with 48 hours written notice.

2.16 Noise Control

Excessive noise is prohibited on the installation.

Quiet hours are observed between

2200 – 0600 Sunday thru Thursday

2300 - 0600 Friday, Saturday and Holidays

For enforcement purposes, “excessive” is defined as:

- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house.
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area.
- Tenants should be aware that excessive noise travels easily through building structures. Tenants should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors.

2.17 Housekeeping

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

- The tenant Service Members military Chain of Command



Section 3

Traffic Regulations, Parking Restrictions and Vehicle Procedures

3.1 Speed Limit

Speed limits are posted throughout housing areas. Speed limits are enforced by Department of Emergency Services for the safety of the tenants, especially children in the community. The speed limit in all housing areas is 15 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 Parking

All vehicles must be registered and insured on the installation. Parking areas are to be used only for passenger vehicles and are not to be used for storage of unregistered, uninsured vehicles. Traffic regulations on the installation are detailed in current installation guidelines. Consult the existing documents for additional information on punitive measures for traffic regulations enforced by the Military Police.

In addition, tenants must consider the following items are prohibited in housing areas.

- Use of cell phones while driving, with the exception of hands free device is not permitted on the installation.
- Tenants must not interfere with the parking rights of other tenants.
- Head Bolt heaters should not be used when temperatures are above 20 degrees. If the use of Head Bolt heater is needed, vehicles must be parked in close proximity to be plugged in. The use of extension cords across parking lots, streets, or sidewalks is not permitted.
- Recreational vehicles, (boats, campers, Off Road Vehicles (ORV), trailers, dirt bikes, ATV's, Snow Machines and Go Carts, etc.) and associated equipment may not be used, parked or stored in any North Haven Communities housing areas.

- The exception to this policy is an RV that is parked at the housing unit for no more than twelve hours for loading or unloading. Less time or not at all if parking such a large vehicle poses unnecessary safety risks. If the tenant has an emergency that requires parking longer than the policy permits, the tenant must notify and receive a permit from North Haven Community Management.

Parking in common parking lots is on a first-come first serve basis. Vehicles cannot be parked longer than 24 consecutive hours. It is imperative that vehicles are parked in their designated location (examples: garages, driveways, and provided parking spots). It is mandatory all vehicles are to be kept free from obstructions and snow at all times. Vehicles must not pose any safety issue at any-time within the housing area.

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. Parking is for North Haven Community tenants and their guests only.

Additionally, no parking is allowed in the following areas:

- In a location that interferes with tenant mailbox access.
- In a location that interferes with tenant access to their garage or driveway.
- Within 15 feet of a fire hydrant or any location marked by a red curb.
- On curbs, sidewalks, lawns, or any planted areas.
- In front of refuse and recycling containers located at curbside areas.
- Parking against the flow of traffic, or facing oncoming traffic.
- Parking that impedes the flow of traffic within 20 feet of an entrance of a crosswalk or intersection.
- Where "No Parking" signs are posted.

Abandoned or Non-operational vehicles are not allowed to be parked or stored within North Haven Communities housing areas. Tenants departing permanently or on a temporary basis may not abandon or store their vehicles in the housing area. Tenants may not park or store vehicles while he/she is deployed. Please notify the Community Management office if you are aware of any vehicles that are non-operable or



abandoned. Abandoned and Non-Operational vehicles will be issued a 72 hour citation. If the issue is not corrected, vehicle will be towed at the vehicle owner's expense. All vehicles presenting a traffic or safety hazard will be towed immediately, in accordance with installation regulations at vehicle owner's expense. Tenants are permitted to park only those vehicles registered in their name on North Haven Communities.

3.4 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the active replacement of a flat tire or charging of a battery. Vehicles are never to be left unattended on a jack within housing area. The installation has automotive centers established for vehicle maintenance purposes. If your vehicle is leaking fluids this must be resolved immediately and fluids cleaned properly. Failure to do so could violate state and federal wastewater management policies placing clean water at risk for contamination, and result in the tenant being fined. North Haven Communities ask that tenants consider the environment when washing vehicles. All water runs off into our local rivers and in an effort to minimize pollutants we ask that tenants use environmentally safe detergents when washing their vehicles.

3.5 Vehicle Registration

All vehicles must have a current registration and vehicle insurance. Vehicles considered to be out of compliance will be reported to the Military Police and issued a 72 hour citation. If the issue has not been corrected, vehicle will be subject to being towed at vehicle owner's expense. North Haven Communities reserves the right to remove any vehicle from its property that is illegally parked, unregistered, abandoned, non-operational, or presents a safety hazard to the community at the vehicle owner's expense.



Section 4

Pet Policies

4.1 Guidelines for Pet Owners

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 North Haven Communities:

- Tenants 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.
- Fish tanks/aquariums can be no larger than 20 gallons.
- Wild animals, exotic animals, farm animals are prohibited.
- Pit Bulls (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinschers, Chows, Presa Canarios, Cane Corsos, Neapolitan Mastiffs, Wolves, Wolf hybrids, including mixed breeds, are prohibited. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior.
- Pets must be registered with the garrison in accordance with U. S. Army policy, veterinary services, and with North Haven Communities. Tenants are responsible to provide to North Haven Communities, pet registration, all supporting immunization documentation, and payment of pet fee's in full within 7 days of assignment to a North Haven Communities home or obtaining a dog/cat. Pet Privileges will be revoked for failure to comply with this policy. Pet fees are not refundable.
- Cats and dogs owned by tenants must be micro-chipped and must wear a current collar that includes a home address at all times. Tenant must provide verification of micro-chipping.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas, at bus stops, playgrounds or tot lots at any time. Pets must be on a leash at all times when outside the home or enclosed yard. Voice command is not an acceptable means of control. Tenants are expected to "actively attend" to their pets at all times, and should never be left outside while tenant is not home.
- At no time should an animal present aggressive tendency toward people passing the animal in or outside a fence.
- Authorized animals must be housed within the home. Garages, porches or backyards are not suitable housing. Pets are not to be tied or staked outside the home. 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.
- Fences are not made to keep pets in, they are to outline a tenant's area of responsibility. Animals will also require leashes or additional fencing material may be necessary to avoid animals from fitting through pickets, brackets and under decks to leave the assigned residence. Approved materials are limited and specific to the housing area. This information will be provided when a home improvement form is completed at the Community Management Office.
- All yards and common areas should be kept clean of pet droppings. No more than (3) piles in yard at any time. 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. North Haven Communities is not responsible to prove violations. Tenants agree per the lease to always be in compliance with this policy and will be charged a force clean-up fee if a subcontractor is hired to correct condition when a tenant fails to adhere to policy, reminder letters and violations notices, fines and fees will be passed to the tenant through the tenant ledger and must be paid upon receipt. Pet privileges and approval for rented fence will be revoked for failure to comply with this policy.
- Tenants whose pets have litters must notify the Community Management office. Tenant must 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 North Haven Communities. Tenant will be required to restore the home to its original condition prior to move-out, at tenant's own personal expense.



- Pets must not prevent or obstruct employees or associates of North Haven Communities 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 North Haven Communities 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.
- North Haven Communities reserves the right to terminate the Tenant Lease Agreement for those tenants 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 North Haven Community management. These policies have been set forth to ensure a quality living experience for all those living in North Haven Communities. North Haven Community 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 Tenant Lease Agreement.

4.2 Pet Houses

Pet houses may be placed in a fenced backyard only and tenants 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.

Tenants are required to restore grounds where a pet house was present prior to move-out and tenants are responsible

for any damages caused by the installation and removal of pet houses. As well as, repairs for all holes, pet tracks and missing turf.

- Tenants who PCS and have not removed pet feces from their yard may be charged a cleaning fee prior to move-out. Moreover, pet feces can pose a contamination to clean water, which violates state and federal wastewater management policies. Tenants who do not comply with the pet feces removal policy may be fined.

4.3 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Tenants should call the Installation Veterinary Services for proper disposal procedures. Deceased pets are not to be buried on the premises, or placed in refuse can.



Section 5

Utility Consumption and Conservation

5.1 General

As a military family, it is of utmost importance to be responsible users of your 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 North Haven Communities effort to create sustainable communities and be good stewards of the environment in which we live and work. Tenants are required to contact Maintenance for necessary repairs timely. This would include running toilets, leaky faucets, or possible utility line breaks to avoid unnecessary waste of vital resources and expense to North Haven Communities.

5.2 Method

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

Department of Defense (DoD) Directive 4140.25 (Dated 12 April 2004)

DoD Instruction 4170.11 (Dated 22 Nov 2005)

Energy Policy Act of 2005, 42 USC 15801 (Dated 8 Aug2005)

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 tenants and North Haven Communities. Tenants 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 tenants can follow to reduce energy consumption:

Shut down all air conditioning units, lights and other appliances every time you leave your home.

Maintain temperatures within a range of 65-72 degrees Fahrenheit.

Close all doors and windows when operating any approved 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

Tenants may be cited for violations of energy conservation guidelines.

5.5 Tenant 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 tenant utility billing program that holds the service member and his/her family responsible for their utility usage. In coordination with the military housing partner, North Haven Communities is responsible for implementing and managing the tenant utility program. It is not a profit center for the Army or North Haven Communities. Money saved goes directly back into North Haven Communities to benefit service members and families.

North Haven Communities is not actively participating in the Tenant Utility Billing Program. Tenants will be notified in advance of this program launch within our communities.



Section 6

Alterations, Additions & Construction

6.1 Alterations to Homes

New construction, additions or alterations by tenants to North Haven Communities homes, including garages, carports, patios and surrounding grounds are not allowed. Tenants will not nail, screw, staple or bolt items into any exterior siding or roof (please see section 7.16 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 tenant's community office for approval prior to any work being done. Additional restrictions apply to historic homes. Please contact the Community Management office for complete details. Unless the tenant has written permission from North Haven Communities 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 tenant's expense prior to the tenant's move-out. Tenants are liable for damages to houses and yard areas resulting from alterations.

6.2 Fences

Tenants may erect a new fence with prior written approval obtained through the Community Management office. See North Haven Community Management office for the procedure and approved fencing construction materials for fence installation. North Haven Communities is not responsible for maintaining fences erected by tenants. Historical restrictions may apply. Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited. Failure to maintain a fenced area may result in privilege revocation, and the fence will be required to be removed at the tenant's expense.

6.3 Storage Sheds

Written approval on a Home Improvement form for the placement of sheds or utility structures must be obtained through the Community Management 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' x 10' and 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. Tenants 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. North Haven Communities is not responsible for a tenant's personal property stored in tenant installed or existing North Haven Communities storage sheds.

6.4 Satellite Dishes

Contact the Community Office for details regarding contact information for our approved installer.

6.5 Locks, Latches, and Dead Bolts

Tenants that wish to have their locks changed should contact the Community Management office. Tenants must pay for this service unless a copy of a Military Police blotter is provided indicating the tenant'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 Management office.

Tenants needing assistance due to lock-outs during normal operating hours need to contact the Community Management office. Tenants can either go to the Community Management office, show proper identification and sign-out a key, or if available a Community Management team member can meet you at your home to unlock door. You must have identification on hand. After hours, contact North Haven Communities through the after-hours maintenance number in the Quick Reference Numbers section of this guide. Tenants who lock themselves out of their home outside of normal business hours may be charged and additional fee. Tenants will not change locks, install deadbolts or duplicate keys for their home. Tenants will be charged for the repair or replacement of locks in violation of this policy.

6.6 Security Alarm Systems

Tenant installed security alarms requiring electrical wiring are not permitted. Security systems not hard wired are permitted, however, security codes must be provided to our Community Management office for access during emergencies or maintenance visits. Tenants are responsible for damages caused by the installation or removal of tenant installed security systems.

6.7 Lawn Ornaments

Tenants may place lawn ornaments on lawns if decorations are maintained and will not interfere with lawn service provided by North Haven Communities. Lawn ornaments are defined as decorative objects placed in the grassy area of a property and are limited to 18 inches tall and 24 inches wide. Fountains and other water moving ornaments/ decorations are permitted with prior written approval by the Community Management office 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 6.16.

6.8 Rocks

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

6.9 Painting

Tenants 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.

North Haven Communities has three approved paint colors: Gray Matters, Mesa Tan and Garden Sage. Paint their home using no more than 2 of the approved colors and the home is painted within the approved guidelines and within the quality requirements, the tenant 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.

Tenants who do not elect to use the approved palette. In this case, tenants are required to restore the home to its original condition by selecting one of two options:

- a. Prime all painted surfaces with white primer. Paint to approximately two inches from edges to prevent painting trim, ceiling and baseboards.
- b. Pay per room of painted surface, payable at move-out.

6.9.1 Painting Restrictions

Tenants will not paint interior walls in the kitchen or in bathrooms. Tenants will not paint the exterior of housing, including doors, patio, concrete enclosures, sheds, privacy fences, sidewalks or any other North Haven Community's property.

6.9.2 Borders and Wallpaper

Wall paper application is not authorized in any North Haven Communities home. Borders may be installed, but should be temporary and easily removed. Borders cannot be permanently attached. Tenants will remove all borders and restore wall area to original condition prior to move-out. Expenses incurred for restoration repairs performed by North Haven Communities are the responsibility of the tenant. Borders and/or wall paper are not authorized in historic homes.

6.10 Nails

Tenants are asked to leave nails, picture hangers, and screws and ceiling hooks in walls at move-out. Tenants are not required to fill small holes left by nails or picture hangers prior to move-out. Larger holes will be charged based on size.

6.11 Appliances

Do not operate or store dishwashers, dryers, ranges and washers outside.

6.11.1 Personal Appliances

- Tenants are responsible for the connection of tenant owned washers and dryers. This needs to be scheduled by appointment with the Community Management Office. When disconnecting washers, tenants must ensure that the water connection is turned completely off and does not leak when the hoses are removed.
- Tenants may only install additional household refrigerators and freezers inside their home or garage.
- Window air conditioners are not authorized without prior written approval from the Community Management office. Installation guidelines and forms are available on our website www.nhcalaska.com
- Tenants are responsible for disposal of tenant owned appliances and window air conditioners in accordance with state and local laws. See the Community Management Office for locations that accepts appliances and window air conditioners for disposal.

6.12 Pools, Hot Tubs and Jacuzzi

Safety First! Small wading pools that allow no more than 12 inches of water are permitted. An adult (18 years or older) must be present to supervise pool use and pools must be

emptied after each use. Pools are not to be utilized in the front or sides of homes. Any damage to grassed areas is repaired at the tenant's expense. Hot tubs, Jacuzzi and spas are not permitted for use in homes except when there is a documented medical need. Written requests must be submitted to North Haven Communities and approved before installation and use. If a written request is approved by North Haven Communities, the tenant must contact North Haven Communities upon completion of the installation to ensure plumbing installation is in order to prevent potential leaks and damage during operation. The tenant is responsible for returning property to original condition at their personal expense.

6.13 Trampolines

Trampolines are inherently dangerous for owners and, more importantly, for children. Therefore, North Haven Communities enforces a strict policy surrounding trampolines.

All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. Tenants 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. Homes with small odd-sized yards may not be able to safely accommodate a trampoline. Tenants in these types of homes must seek prior written approval from North Haven Communities. NHC will not modify existing ground areas or tree canopies to accommodate a trampoline. North Haven Communities highly encourages tenants to purchase additional insurance coverage and provide a copy of the policy to their Community Office. Contact the Community Office for more information.

6.14 Waterbeds

Waterbeds are allowed only on the first floor of homes with concrete slabs. Tenants are responsible for all damages caused by the installation and/or use of waterbeds. North Haven Communities highly encourages tenants to purchase additional insurance coverage.

6.15 Patio, Lawn Furniture, Toys & Playground Equipment

Patio, lawn furniture, large canopy covered swings, toys and playground equipment must be placed in the backyard. 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 or other equipment hinders North Haven Communities lawn services, the tenant 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 tenant is completely responsible for the supervision, safety and maintenance of the equipment. The tenant also is responsible for any damage or injury due to installation or use of the equipment. Greenhouses may be used with the written approval of North Haven Communities on a home improvement form. Size, location and guidelines apply. Upon approval, they must be up no earlier than May 1st and down no later than September 30th each year. Weather can direct this timeline to shift.

6.16 Ornamental Lighting for Holidays

Tenants 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:

- Tenants may use clips or tape that is specifically designed to install temporary holiday lighting.
- Tenants 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 North Haven Communities home.

Use of ornamental lighting is authorized as follows:

- Two weeks prior to and two weeks after all nationally recognized holidays.
- Thirty days prior to and thirty days after the Christmas/New Year season.
- Tenants will ensure that all self-installed lighting will be used in proper applications and meet safety regulations.
- For tenant safety, no lighting or decorations may be hung from or on the second story of the home.
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use.
- Tenants 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 the Community Management office for more information.
- Due to potential extremity cold temperatures during the winter months, holiday decor may be left up longer on a case by case basis in order to ensure safe temperatures or snow conditions to safely remove decorations.



6.17 Tents, Tarps and Covers

Covers Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from the Community Management office. Temporary, one-day exceptions will be made with written authorization by the Community Management Office for family events.

6.18 Tree Swings, Tree Hammocks, Tree Houses & Signage

Tree swings, tree hammocks and tree houses of any type are strictly prohibited on North Haven Communities property at any time. Tenants may not affix any signage to trees within North Haven Communities 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.
- Tenants 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.
- Backboards need to be removed for winter months.

6.20 Window Coverings

Window coverings should be in good taste and not detract from the curb appeal of the community. Foil should not be used as a window covering as it has potential to damage windows.



Section 7

Community Recreation & Facilities

7.1 North Haven Communities Amenities

North Haven Communities constructs, manages and operates facilities that are designed for the tenants of the communities they support. A community center with activity rooms, multi-purpose room, theater, and kitchen are available for North Haven Community tenants to use and reserve for private functions. 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. North Haven Communities reserves the right to prohibit the use of the facilities to any individual that North Haven Communities, 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 North Haven Communities are not responsible for injuries sustained from the use of the facilities. All North Haven Communities tenants are permitted to use the amenities 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 tenants and after hours with advanced registration, as available. Use of the Community Center for functions can be scheduled with North Haven Communities on a “first come, first served” basis. Tenants must be present at all times, both tenants and guests agree to abide by all of the North Haven Community Guidelines and Policies of North Haven Communities, and will not use the Community Center for any improper, illegal, dangerous or offensive use. Tenants are responsible for leaving the rooms clean and ready for the next tenant. Tenants 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. Tenants 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 includes use of the grand room, kitchen and play room with reservation. The Community Center is actively monitored by video surveillance.

7.1.2 Playgrounds/Tot Lots

All those using the playground do so at their own risk. Only tenants and accompanied guests under the age of 14

years old may use the playground. Tenants are asked to follow all posted rules at playgrounds and tot lots. Tenants 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 North Haven Communities 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 is 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, skate parks, basketball courts and tot lots are closed during the hours of darkness. Tenants are required to report any vandalism, misuse, and abuse of playground equipment to the military police and community center. Reports may be made anonymously at www.nhcalaska.com or by calling (907) 356-7000.

7.1.3 Common Areas

Common areas are for the use and enjoyment of all tenants. All common areas, including but not limited to parking lots, breezeways, jogging trails, courtyard areas, the grounds surrounding the front and side area of your home, clubrooms, sport courts, creeks, lakes and pools 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 North Haven Communities Management without notification. Please notify North Haven Communities Management of any burned out street lights or common area lights for replacement.

North Haven Communities welcomes pets. A dog park is located on 9th Street just after building 4334.



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. Tenants are expected to follow Garrison policy. 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.
- Helmets must be worn at all times, please refer to Garrison Commanders Policy #12.
- 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 and Garage Sales

North Haven Communities tenants may hold yard and garage sales in the Community under the following guidelines:

- Sales must take place in conjunction with the Post Wide Garage Sale Schedule.
- 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, streetlights, community signs or mailboxes. Tenants are encouraged to purchase staked signs available at local hardware stores to advertise for yard sales.
- Items must be removed from yard when sale is over.

Post Wide Garage Sale schedule will be determined by Garrison annually and advertised on North Haven Communities Facebook page and the website www.nhcalaska.com.



Section 8

Maintenance Program

8.1 Maintenance and Repair Overview

North Haven Communities provides comprehensive maintenance services to ensure that safe functional homes are provided to all tenants. The maintenance department strives to provide prompt, knowledgeable and convenient maintenance services that ensure tenant satisfaction. The maintenance team works to protect and improve the physical assets of North Haven Communities.

8.2 Service Calls

Tenants 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 website. Tenants can obtain Permission to Enter (PTE) form at the Community Management office, this authorizes the maintenance department to complete repairs in the home requested by the tenant without their presence. A PTE is required to submit a routine service request online. Tenants who do not authorize PTE must be present at the time service is performed. Maintenance technicians will not enter the home without an adult 18 years or older present.

Service calls are classified as Emergency, Urgent or Routine.

Service Requests:

(907) 290-5214

To submit a routine service request online, visit

www.nhcalaska.com

In the event of an emergency, immediately

CALL 9-1-1.

Service Request Working Hours

Category	Day of Week	Time
Emergency	Monday - Sunday	24-Hours / Day
Urgent	Monday - Sunday	24 hours a day
Routine	Monday - Friday	8 A.M. - 5 P.M.

Goals For Service Response And Completions

Maintenance Type	Response Times / Completion Goals
Emergency	Respond within 1 hour. Work until emergency is contained or controlled.
Urgent	Respond within 4 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 tenant availability to be present for work if no PTE is provided).

Service Call Classifications

Call Type	Definition
Emergency	Breaks in water, wastewater or gas lines, gas leaks, equipment failures, refrigerator inoperative, utility outages and doors and 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 tenants of approximate date or time that service can be expected. Tenants should promptly report repairs that are beyond the capability of the tenant to NORTH HAVEN COMMUNITIES for action.

To submit a routine service request online, visit www.nhcalaska.com FOR ONLINE SERVICE REQUEST PAGE. Tenants must have an active Permission to Enter (PTE) form on file with the Community Management Office to participate. Service that requires Urgent and/or Emergency response must be called in to the call center for timely dispatch to occur. In the event of a fire, call 9-1-1 to report the emergency.

During regular hours of operation, the North Haven Communities' 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 tenants to report maintenance issues using a third party call center. Emergency and urgent 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.

Tenants 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, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.

The tenant is responsible for items such as:

- Resetting circuit breakers.
- Weeding and upkeep of flower and plant beds around front, side, rear of home.
- Properly disposing of CFL bulbs; Contact maintenance for guidance.

North Haven Communities is responsible for items such as:

- Repairing leaky pipes.
- Repair or replacement of faulty wiring.

- Install additional approved wall outlets, ceiling fans or other electrical fixtures.
- Replace or repair North Haven Communities owned equipment or appliances.
- Attach nails, staples, brackets or any other item to the outside of the home.

8.2.1 Service Call Classifications

Service calls are classified as Emergency, Urgent or Routine based on the established criteria and are responded to accordingly.

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.

Tenants will be notified by a North Haven Communities Team member to schedule all preventive maintenance work when access to the interior of the home is required. Notification will be via 48 hour notice left at left at the door. At the end of the 48-hour period, a team member of the North Haven Communities maintenance team will enter the home to complete the repairs. If tenants 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 tenant'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 tenants will be notified at least 48 hours prior to the planned outage if the information is available. Otherwise, tenants will be notified as quickly as North Haven Communities is aware of the utility outage. Notification to tenants may include a combination of the following methods: announcement on the North Haven Communities website or Facebook page, email blast, 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, tenants shall immediately notify North Haven Communities Maintenance of the presence of any infestations. Infestations may include ants, roaches, silverfish, bedbugs, rodents, spiders, wasps, centipedes, termites, hornets and bees. In the event it is necessary to treat for silverfish or bedbugs, North Haven Communities maintenance will issue the tenant a pre-treatment check list. Failure to properly store food will invite unwanted pests. Pest control for infestation due to pet ownership will be the responsibility of the tenant.

8.5 Refuse Collection & Recycling

Tenants should place all trash/refuse in bags to prevent insects and other pests from being attracted to refuse cans. Tenants 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, nonbreakable container prior to placing in trash. Automotive oils may not be placed in refuse cans/containers at any time. As a reminder, automotive repairs including the changing of oils are prohibited in North Haven Communities housing areas.

8.5.1 Recycling

Limited recycling is available in the Fairbanks area. Recycling services and resources may be found online.

8.5.2 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. Tenants must take items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found on the North Haven Communities website www.nhcalska.com or by contacting a North Haven Community Management office.

8.5.3 Green Waste

Tenants 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 plastic bag or a cardboard box. Green waste should be placed at the curbside for pick-up.

8.5.4 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. North Haven Communities 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 post. Look for more information on our website at www.nhcalska.com.

For information on the disposal of specific items, please contact

**FWA-Hazardous Waste Handling Services Contractor,
ECC Inc. (907) 356-2023**

**FGA-Hazardous Waste Handling Services Contractor,
ECC Inc. (907) 873-1007**

8.6 Grounds and 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:

Tenants 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. 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. Tenants 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 tenant responsibilities for their home.

Tenants are also responsible for:

- Weeding of plant and flowerbeds.
- Watering lawns as needed.
- Flowerbeds should be kept free of grass, weeds, and dead plants and trash.



- Requesting prior written approval from the Community Management office before installing personal landscaping features.
- Planting of trees and/or bushes, is prohibited.
- Decorative flowers are permitted, however, the tenant may be required to remove flowers and restore the landscaping to its original condition prior to move-out.

On base, report any questionable discharges into storm drain inlets to:

Fort Wainwright

Storm Water Program Manager (907) 361-9687

Fort Greely

DPW Environmental (907) 873-4664



Section 9

Self Help Supplies

9.1 Lawn and Garden

A small inventory of lawn equipment is maintained at the maintenance warehouse 3022 Montgomery road. Items are available for loan and must be returned on the next business day. Lawn mowers, small gardening tools, weed-eaters, shovels, and ice chippers are among the items available. Items are loaned on a first come, first served basis. Charges will be assessed for any items returned late, damaged or not cleaned.

Late Fee.....\$10.00 per day
Cleaning..... \$20.00
Damage Actual cost to repair or replace



Section 10

Crisis Management / Disaster Situations

10.1 Warnings

When there is an emergency, the command based on what the need is will stand up the Soldier and Family Assistance Center and Safe Haven. The Safe Haven is most usually going to be at the PFC but not if that building is unusable. The Garrison will put out announcements over Giant Voice, Nixle, email, facebook, etc.. giving directions about where to go. You may be directed to one of these shelters during an actual emergency. Please take time to familiarize yourself with shelter locations. 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 social media.
- On local radio or television.
- By siren alarm.
- Via public address system.
- Via automated voice messaging notification system (Trumpia or group texting).

North Haven Communities 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. Tenants are required to cooperate with Military officials, police, fire department personnel and North Haven Communities Management team during emergencies in order to safeguard lives and property. In the event of disaster situations such as earthquakes, brush fires, etc. North Haven Communities tenants are advised to shelter in place unless otherwise directed by installation command and/or law enforcement personnel. All North Haven Communities' tenants 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 your annual North Haven Communities Crisis Readiness information.

10.2 Procedures and Directives

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



Section 11

Move-out Procedures

11.1 Tenant Lease Agreement Termination & Move-Out Procedures

The Tenant Lease Agreement requires a 30 day notice be given to the tenant's Community Management office prior to move-out, and tenants 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 tenants. Upon receipt of the move-out notice, North Haven Communities Management will:

- Go over the move out brochure

Upon request, North Haven Community Management will complete a pre-inspection prior to move-out. With the exception of those on ETS orders, pre-term inspections will be mandatory. During the Move-Out Information Session, North Haven Communities 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 tenants with a copy of the damage assessment sheet.
- Provide time for one-on-one questions regarding the move-out process.

11.2 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

Tenants who elected to paint within the approved color palate, received permission from North Haven Communities 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.

Tenants who did not elect to use the approved palate, but did choose to paint. In this case, tenants 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. Paint up to two inches of edge to prevent painting trim, ceilings and baseboards
- b. Pay per room of painted surface, payable at move-out. 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, North Haven Communities property management will:

- Compare your move-in inspection sheet to the current condition of the home to evaluate normal wear and tear versus tenant 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 tenant will:

- Ensure that all persons and personal property are removed from North Haven Communities property.
- Provide an accurate forwarding address.
- Return keys, garage door openers, and mailbox keys.
- \$5 for each lost house key.
- \$45 for each lost garage door opener.

*Prices are subject to change without notice

If a Service Member leaves without paying the full amount of Damages due at move-out, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, flagged in housing database, and to the Service Member's command.

11.3 Cleaning Requirements

North Haven Communities 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.

A copy of the move-out brochure is available online at www.nhcalaska.com.

11.4 Normal Wear and Tear

Tenants 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 Tenants section of our website. Tenants will be required to pay for damages and cleaning costs prior to clearing housing.

Section 12

Care of Your Home

12.1 Overview

Care of your home should be an on-going effort throughout your residency. For additional tips on maintaining your home, visit the North Haven Communities website www.nhcalaska.com.

12.1.1 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 the maintenance department (907) 290-5214, and follow the prompts.

12.1.2 Carpets

Vacuum frequently, at least weekly. Clean-up spills immediately, before they become stains. We recommend tenants steam-clean or shampoo carpets at least every 6 months, or more often if they have pets. The use of cleaning or spot remover products containing bleaching agents is not authorized. Tenants can be held accountable for stains or damages caused by pets, burns, etc.

12.1.3 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.

12.1.4 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. 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.

12.1.5 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 tenant's responsibility to remove spider webs on a monthly basis.

12.1.6 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

Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.

- If the disposal still does not operate, in order to repair the unit, please call the North Haven Communities Maintenance department at (907) 290-5214 and follow the prompts.



Enclosure 1

Mold / Mildew Disclosure

Information and Steps for Prevention

It is our goal to maintain a quality living environment for tenants. To help achieve this, it is important that tenants and North Haven Communities work together to minimize mold growth in their homes. The following important information outlines tenant responsibilities and North Haven Communities 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.

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.
- 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 Alaska state law and the Tenant Lease Agreement to repair or remedy the situation, as necessary.

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 North Haven Communities maintenance department at (907) 290-5214, and follow the prompts.

Compliance

Complying with this information will help prevent mold growth in your home, and together tenants and North Haven Communities will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact the Community Management office.

Enclosure 2

Lead Based Paint Disclosure

Lead Based Paint

In compliance with Federal law, if requested, North Haven Communities provides any tenants 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.

For more information about lead based paint, please visit our website at www.nhcalaska.com

Enclosure 3

Asbestos Disclosure

Asbestos Disclosure

It is our goal at North Haven Communities LLC to maintain a quality living environment for our tenants. To accomplish this goal, it is important to understand the responsibilities of both Landlord and Tenant.

Warning: This housing unit may contain asbestos containing materials (ACM).

ABOUT ASBESTOS: In most housing units built prior to 1981, asbestos was a commonly used construction material. In various parts of your unit, ACM may have been used in the original construction or renovation prior to the enactment of Federal laws that limit asbestos in certain construction materials.

FEDERAL RECOMMENDATIONS: The United States Environmental Protection Agency (EPA) has determined that the mere presence of ACM does not pose a health risk to tenants and that these materials are safe so long as they are not dislodged or disrupted in a manner that causes the asbestos fibers to be released. Disturbances include scraping, sanding, pounding or other techniques that produce dust and cause the asbestos particles to become airborne. The EPA does not require that intact ACM be removed. Instead, the law simply requires that the owner take reasonable precautions to minimize the chance of damage or disturbance of these materials.



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