



The Timbers

# Resident Guide

# The Timbers

## Resident Guide

### Welcome Home!

The staff at The Timbers extends a warm welcome to you. We are committed to making Fort Drum an outstanding community to live in and to provide superior service to you. Our goal is to make the home and environment you live in at Fort Drum the best place you have ever lived. Thank you for allowing us to serve you and entrusting your care to our dedicated staff members. This Resident Guide outlines The Timber's policies, services and your responsibilities as a resident.

### The Timbers

Owned & Operated by  
Fort Drum Mountain Community Homes, LLC  
P.O. Box 146  
Black River, New York 13612  
(315) 955-6800  
[www.fortdrumtimbers.com](http://www.fortdrumtimbers.com)



# QUICK REFERENCE NUMBERS\*

The Timbers Management Office	(315) 777-8000
Maintenance	(315) 955-6650
Emergency Number	911
Emergency Number from a cell phone	*766
Police: Non-emergency	(315) 772-5156
Fire Prevention Office	(315) 772-4702
Army Community Service	(315) 772-6557
Community Life	(315) 772-0509
Division Chaplain	(315) 772-5163
Army Substance Abuse Program	(315) 772-6701
Commanding General's Hotline	(315) 772-6666
Staff Duty Officer (After Duty)	(315) 772-5647
Post Locator	(315) 772-5869

\*These telephone numbers are current as of September 2013.

# TABLE OF CONTENTS

## Introduction

### Chapter 1: Safety

Section	1.1	Emergency & Evacuation Instructions
Section	1.2	Fire Prevention & Hazards
Section	1.3	Community Safety

### Chapter 2: General

Section	2.1	Office Location
Section	2.2	Office Hours
Section	2.3	Rental Policies
Section	2.4	General Policies
Section	2.5	New Resident Orientation
Section	2.6	Move-In Condition Evaluations
Section	2.7	Resident Occupancy Agreement
Section	2.8	Notice to Vacate
Section	2.9	Partial Lease Termination
Section	2.10	Penalty for Terminating Lease
Section	2.11	Lease Renewal
Section	2.12	Utilities
Section	2.13	Access
Section	2.14	Lockouts
Section	2.15	Conduct and Breach, Drug and Unlawful Activity
Section	2.16	Noise / Quiet Hours
Section	2.17	Minor Violations
Section	2.18	Major Violations
Section	2.19	Enforcement Policy
Section	2.20	Guest Policy
Section	2.21	Use and Residency
Section	2.22	Temporary Absence from Home
Section	2.23	Pet Policy
Section	2.24	Weapons and Firearms
Section	2.25	Insurance
Section	2.26	Home Businesses
Section	2.27	Package Acceptance

### Chapter 3: Maintenance and Repair

Section	3.1	Service Request Procedures
Section	3.2	Rubbish / Refuse / Recycling
Section	3.3	Plumbing
Section	3.3	Home Alterations and Repairs
Section	3.4	Pest Control

## **Chapter 4: Care and Use of Homes**

Section	4.1	Mold Prevention
Section	4.2	Telephone and Cable Service
Section	4.3	Satellite Dish
Section	4.4	Window Coverings
Section	4.5	Installation of Privately Owned Equipment
Section	4.6	Laundry
Section	4.7	Housekeeping
Section	4.8	Curb Appeal
Section	4.9	Common Hallways
Section	4.10	Smoking
Section	4.11	Landscaping
Section	4.12	Parking
Section	4.13	Vehicle Repairs

## **Chapter 5: Move-Out**

Section	5.1	Notice to Vacate
Section	5.2	Abandonment
Section	5.3	Move-Out Procedures
Section	5.4	Move-out Expectations
Section	5.5	Conflict Resolution

**Appendix A:** Guide for Operation of Appliances, Smoke Detectors and Ground Fault Interrupters

**Appendix B:** Household Tips

# Introduction

It is important for residents to familiarize themselves with the contents of this Resident Guide in order to receive the full benefits of living in The Timbers. Any questions or concerns should be directed to the Community Manager. See location and phone numbers in section 2.1.

This guide contains current policies and services applicable to residents of The Timbers. The Timbers may update policies and services over time to better assist residents' needs. Any modifications or changes to the guide shall be effective after 30 days notice to the resident.

## Chapter 1 - The Timbers Cares About Resident Safety

### 1.1 Emergency & Fire Evacuation Instructions

Please familiarize yourself with these instructions for handling emergency situations:

- In the unlikely event of an evacuation, do NOT use the elevators. There are stairs located in the center and on each end of the building.
- The apartment safety equipment (ie. smoke/carbon monoxide detector) is hard-wired to the Fort Drum Fire Department. When these alarms are set off, the resident must assess the situation, place a phone call to the Department of Emergency Services (DES) by dialing 911 and activate the nearest common area fire alarm.
- Carbon Monoxide detectors are located in each apartment home. These units are battery operated and are wired to the building's main fire panel and the Fort Drum Fire Department. If the alarms are set off, please evacuate the apartment and place a phone call to the Department of Emergency Services (911).
- Fire doors, located at the entrance at each stairwell, are to remain closed. Never prop these doors open.
- The building is equipped with a sprinkler system. The sprinklers do not automatically go off when the fire alarm sounds. The sprinklers are activated when the heat sensor in the sprinkler head detects a fire. Never touch, cover or hang anything from a sprinkler head as it may cause it to malfunction. Sprinkler heads are located high on the wall or on the ceiling.

Please Note: Tampering with or activating the sprinkler system or smoke alarms without warrant is considered a major violation with grounds for eviction and liability for all damage.

#### In case of fire or smoke:

1. After ensuring the apartment door is not hot, exit your apartment immediately and close all doors securely behind you in order to limit the spread of smoke within the building. If the door is hot, remain in your apartment and notify DES (911) immediately of your location. your apartment and notify DES (911) immediately of your location.
2. Pull the common area fire alarm as you exit the building and evacuate immediately.
3. Wait outside at a safe distance from the building until the Fort Drum Fire Department arrives and determines it is safe to re-enter the building.

Please note: If smoke occurs in your unit as a result of a non-emergency situation such as burned food, do not ventilate the unit by opening your hallway door. If you open the hallway door the smoke may activate the smoke detectors in the common hallways, and sets off the main building alarm, alerting the Fort Drum Fire Department.

## **1.2 Fire Prevention & Hazards**

Residents shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to the Department of Emergency Services (DES) and The Timbers.

Residents are responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the resident's permission or implied consent. If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the resident will be moved to another home, subject to availability.

- All apartments are equipped with smoke detectors and carbon monoxide detectors, which should not be deactivated or removed. Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector which does not work properly to the Management Office. Any questions about operation or performance can be directed to the Community Management Office.
- 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.
- Dispensing of any flammable liquids must be done outside of all buildings, including garages or right-of-ways associated with housing.
- It is prohibited to operate kerosene or electrical heaters in apartments or garages.

## **1.3 Community Safety**

- Report any non-working street lights or emergency lighting to maintenance.
- A trail network spans most of the populated portion of Fort Drum. The trails are identified by color. Knowing the trail color is essential if requiring assistance from emergency services.
- Keep doors locked to protect belongings and individuals.
- Please refer to section 2.20 for requirements and safety information on weapons and firearms.
- Do not warm up vehicles in the garage with the garage doors closed. This is a common cause of Carbon Monoxide poisoning and can be life threatening.

### **Waterway Safety**

- All man-made and natural ponds, creeks and ditches are off-limits. Storm water detention ponds are not for recreation (no swimming, 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.
- Avoid drainage ditches. Drainage ditches for water run-off are not good places for swimming or playing. After heavy rains, they can quickly change into raging rivers that can easily take a human life. Even the strongest swimmers are no match for the power of the water. Fast water and debris in the current make ditches very dangerous.

## Chapter 2 - General

### 2.1 Office Locations

The Timbers Management Office

315-777-8000

### 2.2 Office Hours

Please visit the management office for posted business hours.

Management offices are closed on the following days:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

### 2.3 Rental Policies

There are no mandatory housing assignments or offers on Fort Drum.

Soldiers may explore housing options within the surrounding communities.

Soldiers living in the Timbers, managed by Fort Drum Mountain Community Homes, agree to a monthly allotment for the amount determined during the signing of the Resident Occupancy Agreement in exchange for residing in a Timbers apartment. The rental allotment is a condition for residing in privatized military housing.

In the event that two service members reside in a two-bedroom apartment, The Timbers, managed by Fort Drum Mountain Community Homes, receives an amount equal to half of the rental rate from each service member by allotment. Should one of the residents vacate before the expiration of the lease, the remaining resident shall be liable for the full monthly rent for the remainder of the term.

Anyone with outstanding debt to The Timbers (rent, damage charges, utilities, etc) is pursued to the fullest extent possible, including the involvement of the Soldier's chain of command. Unresolved debt is turned over to a collection agency and, if unpaid, can adversely affect credit ratings. Outstanding debt may be considered a breach of agreement and grounds for eviction .

Soldiers must notify the management office of any changes in pay grade that may put them in an ineligible status (i.e. being demoted from E6 to E5, geographical bachelors whose families join them at Fort Drum, single Soldiers who get married, etc.). To remain a resident, single Soldiers must produce a Certificate of Non-Availability (CAN) to the management office within 30 days in order to remain housed at the Timbers. If a CNA is not acquired the Resident Occupancy Agreement will be terminated. Married and geographical bachelors must provide notice to vacate within 60 days of change in status.

## **2.4 General Policies**

The Community Management Office assists residents with all on-post housing needs. If someone possesses a Special Power of Attorney signed by the Soldier, that person may sign for or move-out of the Timbers on the soldier's behalf. The Special Power of Attorney is intended for use when the Soldier is absent due to duty requirements.

## **2.5 New Resident Orientation**

The Timbers staff guides residents through the entire housing process from the initial contact until keys are provided to the apartment. Residents are not permitted to change or in any way alter the locks installed on the doors of the leased premises. In the event of lost keys, the resident may be charged \$5 per key replacement.

The Timbers strives to make this experience a positive one for all residents. The following items are reviewed during the orientation:

- Rental Policies and Procedures
- Resident Occupancy Agreement
- Rental Payment Process
- Amenities and Services
- Utilities

## **2.6 Move-In Condition Evaluations**

A Timbers staff member escorts Soldiers to the apartment, walks through it room by room and examines all surfaces. Residents should let The Timbers staff know immediately if satisfied with the home and determine if anything was overlooked.

Should any discrepancies be observed, residents should document the item immediately and refer it to the proper staff section (leasing consultant, management, maintenance) for prompt resolution. At move-out, the Move-in Condition Evaluation will also serve as a basis to determine if any damages occurred in the home during residency and, if warranted, what charges may be imposed to correct the damage.

Any damages occurring during move-in or move-out caused by either resident or moving company should be reported immediately to the Timbers Management Office.

## **2.7 Resident Occupancy Agreement**

The Resident Occupancy Agreement (ROA) outlines the responsibilities for qualified service members to reside in The Timbers and establishes the rental payment to Fort Drum Mountain Community Homes. The Soldier must sign this agreement to initiate the rental allotment.

### **The Resident Occupancy Agreement may be terminated if the Soldier:**

- is released or discharged from active duty.
- becomes ineligible for housing, pursuant to applicable Army and / or Fort Drum rules and regulations.
- receives Permanent Change of Station (PCS) orders to a duty station located more than 50 miles from Fort Drum.

## **2.8 Notice To Vacate**

A 30 day written notice is required for notice to vacate. If a 30 day notice is not received, the resident is financially responsible for 30 days of rent from the time notice is received.

## **2.9 Partial Lease Termination**

Should one of the residents choose to vacate the apartment, they may do so by providing 30 days written notice. The Timbers requires that the apartment be assessed for damages, charges paid (if applicable) and a revised lease signed. The remaining resident may retain the terms of the original lease. The remaining resident is responsible for the full monthly rent, unless another roommate is added to the lease. The Timbers reserves the right to refuse renewal of the lease upon reasonable grounds.

## **2.10 Penalty for Terminating Lease**

Residents who choose to terminate their lease early are liable for the balance of the rent for the remainder of the lease, less any rent the Timbers collects or might collect from a replacement resident by reasonably attempting to re-rent the home. Subletting or assignments are not permitted.

## **2.11 Lease Renewal**

At least one month prior to the conclusion of the lease, The Timbers management contacts the current resident to discuss options for extending and renewing the lease at current market prices. The Timbers reserves the right to refuse renewal of the lease.

## **2.12 Utilities**

Water and sewer expenses are included in the monthly rent. Electric and gas expenses are the resident's responsibility. All apartments are individually metered for both gas and electric consumption. A third party utility manager issues utility consumption statements and collects payments for usage.

For tips on how to conserve energy please visit our website at [www.fortdrumtimbers.com](http://www.fortdrumtimbers.com). The Timbers offers free energy conservation workshops periodically to provide additional resources for residents to achieve conservation.

Please see Appendix B for Energy Conservation Tips.

### **2.13 Access**

The Management Office shall retain keys to each home in their respective areas of responsibility. Housing keys are under secure control of staff members at all times. These keys are used to provide access for routine and emergency maintenance staff works to keep access to a minimum. Therefore, with the exceptions of emergencies or abandonment, The Timbers staff requires permission from the resident before entering a home. A Permission to Enter (PTE) form is available at move-in for each service member to sign.

### **2.14 Lockouts**

Residents should visit the Management Office if they are locked out of their home. Upon providing proper identification, the resident is provided access to the home.

If lockout occurs outside of normal business hours, the resident should call the Management Office and request assistance. Once identity is confirmed, the resident will be given access to the home. After-hours lockouts and residents with repeat lockouts are charged \$50 per incident.

Residents are not permitted to change or in any way alter the locks installed on the doors of the leased premises. In the event of lost keys the resident may be charged \$5 per key replacement.

### **2.15 Conduct and Breach, Drug and Unlawful Activity**

Soldiers are responsible for the conduct of guests and any other persons related to or affiliated with the household. Any conduct that violates the Resident Occupancy Agreement (to include, but not limited to drug and other unlawful activity) shall be addressed through a written notice to the resident that corrective action be immediately taken. The Soldier's chain of command and / or the Provost Marshal Office may be notified depending on the violation. Violation of the ROA and / or the Resident Guide may result in termination of residency and immediate eviction.

### **2.16 Noise / Quiet Hours**

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

Excessive noise is prohibited in the housing community at all times. For enforcement purposes, the term "excessive" is noise that is disturbing to the quiet and comfort of another person within the housing area. Quiet hours in the Timbers are 10:00 PM to 6:00 AM.

### **2.17 Minor Violations**

With the exception of severe cases, examples of minor violations include:

- Parking in front of or within 15 feet of a fire hydrant
- Unauthorized commercial activities
- Unauthorized construction or alteration
- Unauthorized vehicle maintenance or parking

- Poor sanitary practices
- Failure to allow maintenance personnel access to homes for needed work
- Unauthorized or illegal RV or boat storage on the property
- Violation of guest policy

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

**First violation:** Resident receives a courtesy letter from The Timbers. A copy of the letter is placed in the resident's file.

**Second violation:** The Timbers issues a Letter of Warning to the resident. Failure to comply with the Letter of Warning may result in termination of the resident's ROA and, if necessary, eviction.

**Third Violation:** Three violations will likely result in termination of the ROA and eviction from your home.

## **2.18 Major Violations**

Major violations of the resident's ROA or this Resident Guide will result in an action of eviction. After appropriately notifying the resident of the violation in accordance with Section 2.13, and failure of the resident to immediately correct the violation, The Timbers may terminate the ROA and, if necessary, pursue eviction and damages. In addition, The Timbers may contact the Soldier's chain of command for consultation and appropriate action.

Major violations include without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving the Soldier or guest of the Soldier
- Inherently dangerous or criminal activity
- Domestic disturbances
- Felony convictions
- Misconduct which results in injury or property loss to a neighbor, The Timbers or the government
- Criminal activity by any guest
- Failure to pay rent; failure to authorize (or discontinuance of) allotment
- Sublease assignment of housing agreement without the consent of the owner
- Failure to comply with a Letter of Warning for a minor violation

## **2.19 Enforcement Policy**

The Timbers is responsible for enforcement of the terms of the Resident Occupancy Agreement and this Resident Guide. When Soldiers reside in The Timbers, they are agreeing to abide by the ROA and this Resident Guide. Should a Soldier fail to abide by the policies and procedures, The Timbers will investigate the problem(s) and address all issues and concerns with the relevant parties. If necessary, the Soldier's chain of command is notified. Acts of misconduct or violations of resident policies will result in a written notice to the Soldier by management staff. The written notice details the misconduct or violation, what corrective action is required, and what action is taken if further violations occur. If a persistent pattern of misconduct occurs, The Timbers gives the Soldier written Notice of Intent to Terminate the ROA. The Soldier has 7 days to respond to the written notice. The Timbers will consider the Soldier's response prior to pursuing termination and, if necessary, eviction.

## **2.20 Guest Policy**

Residents may have visitors in their homes; however, visits of more than 30 days require written permission from The Timbers. The Soldier is responsible for all guests and any other persons related to or affiliated with the household. Guests may not intentionally or negligently destroy, damage or remove any part of the Timbers' premises.

## **2.21 Use and Residency**

Only listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The resident agrees that the number of residents will not exceed the number and names shown on the Resident Occupancy Agreement.

In the event that any person using the premises or visiting the home shall suffer any fall or other injury, the incident must be reported to The Timbers with the date, time, place and conditions of the incident and the names of all persons who witnessed the incident. A report is given to the Timbers Manager no later than the next business day after the incident occurred.

## **2.22 Temporary Absence from Home**

Residents are obligated to notify the Management Office when they leave the home for more than two weeks. Whereabouts are kept private and confidential. The Timbers administers a Home Watch program to ensure adequate maintenance is performed during a resident's absence which may reduce damage from floods and conserve energy. Upon notification, the apartment is inspected regularly, as per the Home Watch program guidelines.

Participation in the program does not provide any guarantee, nor does it eliminate the resident's home upkeep responsibilities and liabilities. We cannot monitor a home and properly care for it if the resident chooses to allow others access to the home during your absence. If residents choose not to notify The Timbers of an absence or provide access to non-residents, they are held responsible for any damage or required maintenance that occurs in your absence.

## **2.23 Pet Policy**

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

- Residents may have a total of two pets (dogs and cats) in any combination – a 50 pound weight restriction does apply. 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.
- Wild animals, exotic animals, farm animals or fish tanks/aquariums larger than 20 gallons are prohibited.
- Pit Bulls (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweilers, 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.
- All cats and dogs must be registered at the installation veterinary services office within 45 days of assignment to The Timbers. Cats and dogs owned

by residents must be microchipped and must wear a current collar that includes a home address at all times. Cat and dog owners are required to provide a copy of verification of appropriate immunization along with pet registration to the Timbers community office.

- Dogs must be licensed in the Town of Leray. Dog owners are required to provide a copy of dog license to the Timbers community office within 45 days of assignment.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas. Pets must be on a leash at all times when outside the home. Voice command is not an acceptable means of control.
- Authorized animals are housed within the home. Garages are not suitable housing. Pets are not to be tied or staked outside the buildings. Pets are required to be in the home if unattended.
- All yards and common areas should be kept clean of pet droppings. Owners must pick-up and properly dispose of pet droppings immediately in common areas. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Residents whose pets have litters must notify the Timbers staff and make arrangements for adoption within twelve (12) weeks of birth.
- Any modifications to the homes for pets (pet grills, etc.) are strictly prohibited.
- Pets must not prevent or obstruct employees or associates of The Timbers from properly performing their functions, duties and responsibilities. Please secure pets prior to the arrival of maintenance employees for scheduled service. If a resident 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 The Timbers 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.
- The Timbers reserves the right to terminate the Resident Lease Agreement for those residents failing to comply with pet removal notices.
- Pet owners are financially responsible for damages caused by their pets.
- Abandonment of pets is prohibited.
- Guide Dog regulations will have exceptions to some of the rules as defined by "Title 40, U.S.C., and Section 291".

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

## **Disposal of Deceased Pets**

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

## **2.24 Weapons and Firearms Registration**

It is a crime in New York to have a privately-owned handgun on your person, in your car or in your home without a New York State license. In accordance with Fort Drum Regulation 190-6, dated 29 November 2005, personnel residing in The Timbers must register their privately-owned firearms with the Directorate of Emergency Services (DES) (772-5156, Building 10715) within 72 hours of accepting a Timber's home. Military personnel who violate the provisions of Fort Drum Regulation 190-6 are subject to prosecution under the Uniform Code of Military Justice (UCMJ).

Individuals occupying The Timbers may retain authorized privately owned weapons and ammunition in their home. Firearms should be secured in a locked container. Ammunition and arrows should be stored in a locked metal container separately from firearms or bows. No cartridge-firing pistol or revolver may be kept in homes unless the owner is in possession of a valid New York State pistol permit. Unlicensed owners must store such handguns in their unit arms room or with a licensed firearm dealer.

Authorized privately owned weapons include firearms, B.B. guns, air pistols, pellet guns, paint ball guns, target and hunting bows, crossbows, spear guns, other projectile throwing devices and other weapons legally acquired by military personnel or civilians in compliance with federal, state, and local law. These weapons are authorized for ownership, but their registration, storage, transportation and use are subject to the provisions of this Fort Drum Regulation 190-6.

## **Restrictions**

Government-owned weapons, firearms and ammunition are not allowed in The Timbers areas. The use of handguns, rifles, air rifles / pistols, bows and arrows, fishing spear guns, knives and fireworks in The Timbers community is prohibited. Fireworks are illegal in New York State.

Misuse, discharging, brandishing a weapon or any other activity determined to be illegal and / or irresponsible handling of a weapon by a resident is not tolerated and may result in the termination of residency.

## **2.25 Insurance**

Resident acknowledges that The Timbers is not providing any renters insurance in connection with this Lease. Residents are encouraged to obtain renter's insurance from their preferred insurance provider at Resident's cost.

## **2.26 Home Businesses**

Residents 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 form to The Timbers Management Office. Consideration of such requests requires endorsement from the Directorate of Family Morale Welfare & Recreation. Engaging in other commercial ventures is not permitted.

## 2.27 Package Acceptance

The Timbers staff can accept packages on your behalf. Please speak to a staff member for process and procedures.

## Chapter 3 - Maintenance and Repair

### 3.1 Service Request Procedures

#### Maintenance and Repair

We ask they call the Maintenance Office at (315) 955-6650 immediately when maintenance is required. Maintenance and service requests are managed by Fort Drum Mountain Community Homes personnel.

Service Requests are placed by telephone at (315) 955-6650 or, for routine requests, online at [www.fortdrumtimbers.com](http://www.fortdrumtimbers.com). Uniformed maintenance technicians leave a notification card after they have performed maintenance at your home.

#### Procedures

When a service request is received by the Mountain Community Homes representative, a service request number is assigned. The Mountain Community Homes representative provides an approximate date and time the work is performed. There are three categories of service: emergency, urgent, and routine.

Category	Response Time / Completion Goal
Emergency	½ hour during normal hours; respond within one hour after normal hours; work until resolved or stabilized
Urgent	Respond within 3 business hours; completed within 8 hours given the constraints of ordering parts
Routine	Respond within three working days of receipt of call and completed within two working days of response

#### Emergency:

- Failure or deficiencies in utility or structural systems that are an immediate danger or health hazard to residents, or threaten to damage property.
- A breakdown, stoppage or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished
- Breaks in water, wastewater or gas lines, gas leaks, equipment failure (i.e., inoperable refrigerator and heating system), utility outages, doors and windows that cannot be secured
- If the emergency cannot be completely addressed during the initial visit, the maintenance technician will stabilize the situation and finish the request as soon as possible
- For homes with more than one bathroom, a clogged toilet is not an emergency. Clogged sinks will only be responded to as an emergency from 4pm, Friday until Noon, Sunday. All other times will be handled during normal business hours.

**Urgent:**

- Not categorized as an emergency, but has the potential to create a substantial inconvenience.
- Contained water leaks
- One of two or more toilets or sinks are inoperable
- Partial power

**Routine:**

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

- Leaky Faucets
- Functioning HVAC System that is not performing to specification
- Screen Repairs

**Resident Maintenance Responsibilities**

The resident is responsible for minor maintenance items such as:

- Plunging toilets
- Replacing light bulbs
- Resetting circuit breakers
- Removing foreign matter from the commode, sink, or bathtub drains
- Turning off water valve in case toilet overflows

**3.2 Rubbish / Refuse / Recycling**

The Timbers provides dumpsters for trash and recyclables removal. Please put all trash in bags, preventing loose materials from littering your community. Recyclables do not need to be sorted. Plastic bags should not be used for recycling materials. Residents should not place rubbish in any common areas, interior or exterior.

- Appliances, liquids, tires, car batteries or computers cannot be accepted at any time.
- For paint disposal, allow liquid to evaporate and dispose in normal trash service.
- For automotive oil, batteries or tires, retailers of these products are required by New York State Law to accept your old materials for a minimal fee. Remember to use the Fort Drum Auto Craft Center for do-it-yourself auto repair. Automobile repairs and service are not authorized on The Timbers' properties.

**3.3 Plumbing**

The plumbing in the home should be treated with care. It is important that toilets and waste pipes not be used for any purpose other than those for which they were intended. No sweepings, rubbish, feminine products or any other improper articles should be placed into them. Do not dispose of grease in drains. The resident shall be responsible for any damage to the home caused by misuse of the plumbing system.

**3.4 Home Alterations and Repairs**

Residents shall make no alterations or repairs to The Timbers property without prior approval of the Community Manager. Approved alterations and repairs must not damage the home, garage or adjacent areas. Upon move-out, the

resident shall remove any fixtures without causing damage to the home, garage or adjacent areas. In the event the removal of any such fixture or other personal property of the resident causes damage, The Timbers may charge the resident the cost to repair the damage.

### **3.5 Pest Control**

Good housekeeping assists in the elimination of pests. Homes should be kept in clean and sanitary condition at all times. Residents shall immediately notify The Timbers Management Office of the presence of any pests or vermin. In the event that pest control treatment is necessary, the resident may be required to prepare the home prior to treatment. The Timbers will provide the resident with a pre-treatment checklist as necessary, and document all services rendered to ensure routine and satisfactory service.

A 72-hour advance notice is sent to your home prior to treatment giving ample time to prepare and indicate entry information for scheduled service. Access to your home is imperative for maximum effectiveness of treatment and maintaining scheduled appointments.

A licensed pest control technician addresses all complaints and re-treatments if necessary.

## **Chapter 4 - Care and Use of Homes**

### **4.1 Mold Prevention**

Molds are forms of fungi that are found naturally both indoors and outdoors. Moisture and humidity make mold overgrowth a problem in some buildings. Molds produce spores, which are released in the air and can cause allergy symptoms in some people, although most people are not affected by mold in their environment. It is the resident's responsibility to read the Mold Prevention pamphlet provided by The Timbers and follow the guidelines set out to minimize the development of mold in the home. The resident is responsible for any damage caused by excessive mold in the home resulting from their negligence.

### **4.2 Telephone and Cable Service**

The resident is responsible for telephone instruments, services and additional equipment. A minimum of two telephone jacks and wiring are provided in each home. Cable television is the responsibility of the resident.

### **4.3 Satellite Dish**

Residents are not permitted to install satellite dish service, as the apartments do not have balconies, patios or designated exterior space for residents.

### **4.4 Window Coverings**

Only window coverings with white or beige backing may be used to cover windows. Items such as flags, sheets and blankets shall not be used to cover windows.

### **4.5 Installation of Privately Owned Equipment**

Resident-owned air conditioners are not permitted at The Timbers. The Timbers are equipped with central heat and air. All homes come fully

equipped with a stove and range-hood, refrigerator, dishwasher, washer, dryer and air conditioning. The appliances may not be removed or replaced with privately owned appliances or moved in any way as to alter the current layout of the homes. Waterbeds are not permitted.

#### **4.6 Laundry**

All apartments are equipped with washer and dryer. Washer/dryer operations should be followed in accordance with the owner's manual. If one was not provided with the apartment, contact the Timbers Management Office. In order to maintain the aesthetics of the community, hanging or placing laundry on the exterior of any building or lawn is not permitted.

One of the leading causes of fires in a home is dryer fires from overflowing lint traps. After every dry cycle, clean and remove lint from the lint trap in the dryer.

#### **4.7 Housekeeping**

Each resident has a responsibility to ensure that their home is maintained in a clean, safe and sanitary condition. Instances of poor housekeeping resulting in unsafe and unsanitary conditions are investigated by The Timbers. Depending on the severity of the condition and the impact on the residents, the case may be referred to various agencies to assist in correcting these conditions. Persistent poor housekeeping may result in termination of the ROA and eviction from the Timbers.

#### **4.8 Curb Appeal**

All residents are responsible for maintaining curb appeal which includes not impairing the general look and feel of the community by placing all trash inside the dumpster provided outside the buildings and removing all personal litter.

#### **4.9 Common Hallways**

The hallways are a shared responsibility between the resident and The Timbers. Common hallways are not to be used for storage of any kind. Residents shall keep all hallways and stairwells free of clutter and personal belongings to ensure unobstructed access for emergency response services. The residents and The Timbers are responsible for maintaining and cleaning hallways and stairwells on a regular basis. If the resident becomes aware of any damage or inoperable light fixtures they should contact The Timbers immediately. No personal items or decorations are permitted on the doors or in the public hallway.

#### **4.10 Smoking in Common Areas**

The Timbers is a smoke-free environment which means that residents may not smoke anywhere in the building, including their apartments. Smoking is permitted 50 feet away from any building.

#### **4.11 Landscaping**

All common areas, including turf areas immediately bordering buildings, are maintained by The Timbers.

## **4.12 Parking**

Each apartment is provided one parking space per bedroom. To facilitate snow removal, long term parking areas are provided. Residents are required to notify the Timbers Management Office if planning to leave a vehicle for more than one week and to park the vehicle in the designated area.

Please consider the following items:

- Parking on lawns, planted areas and sidewalks is prohibited.
- Recreational vehicles, trailers and associated equipment may not be permanently parked, stored on the streets, grounds or parking lots.
- All vehicles must be registered and insured. Parking areas are to be used only for passenger vehicles and are not to be used for storage of unregistered, uninsured vehicles.

The Fort Drum Recreation Vehicle (RV) Storage Lot is designated as the appropriate storage location for all such vehicles and equipment. Arrangements for storage are to be coordinated by residents with Fort Drum Directorate of Family Morale, Welfare and Recreation.

**Parking fines, ticketing and towing may occur for failure to adhere to these guidelines.**

## **4.13 Vehicle Repairs & Car Washing**

Automobile repairs are not authorized on The Timbers property. Residents may use the Fort Drum Auto Crafts Center for do-it-yourself automotive repairs. We encourage residents to utilize the Fort Drum car wash for self washing services.

# **Chapter 5 – Move-out**

## **5.1 Notice to Vacate**

A minimum 30 day written notice to vacate is required from Soldiers moving out of privatized housing.

### **Partial Lease Termination**

Should one of the residents choose to vacate the apartment, they may do so by providing 30 days notice. The Timbers requires that the apartment be assessed for damages, charges paid (if applicable) and a revised lease signed. The remaining resident may retain the terms of the original lease. The Timbers reserves the right to refuse renewal of the lease. The remaining resident is responsible for the full monthly rent, unless another roommate is added to the lease.

## **5.2 Abandonment**

If during the term of residency a Soldier abandons a home, The Timbers will be free to retake the premises without the need for an eviction proceeding. Any belongings left on the premises shall be considered trash and the Timbers will have no obligation to safeguard the property. Abandonment shall include but not be limited to the following:

- Non payment of rent or security deposit along with one of the following:
  - A. Renting or residing at other premises.
  - B. Removing the majority of the belongings.

C. Failing to maintain premises.

D. Being AWOL from the military.

- Nothing herein shall limit the obligations of the lease.

If any or all of the above conditions are met, The Timbers will send a letter to the Soldier's emergency contact stating that unless a reply is received from them within 7 days, The Timbers shall consider the premises abandoned and may re-rent the premises.

### **5.3 Move-Out Procedures**

When a Soldier provides notice that they intend to vacate, the Timbers Management works with the Soldier to schedule a final assessment and move-out date.

A pre move-out assessment is optional and offered for the convenience of the departing Soldier. A member of the Timbers staff conducts the assessment which may identify potential damages or cleaning items that require corrective action prior to the move-out in order to avoid damage charges.

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of guests. For a current list of damage costs, please visit the Timbers website at [www.fortdrumtimbers.com](http://www.fortdrumtimbers.com). Normal wear and tear is anticipated and acceptable. Normal wear and tear is the expected deterioration which occurs in the normal use of homes. Homes should be used as intended without negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, invitees or guests. For example, small nail holes are expected; large holes are not. Residents should return all keys and provide a forwarding address. Timbers staff will:

- Clear the Soldier if the home is properly cleaned and no payment is due.
- Provide a list of damage costs to residents if applicable.
- Determine the need for additional estimates for repairs and replacements.
- Collect any money due for damages.

### **5.4 Move-out Expectations**

The Timbers designed a simple move-out process for Soldiers. The Timbers expects that a home is kept clean throughout including the kitchen, bathroom(s) and garage (when applicable). When a home is cleaned regularly, it should only require a wipe down and sweep / vacuum at move-out. The home is thoroughly cleaned after move-out during the Change of Occupancy Maintenance (COM) turnover process by professional cleaners. For a current list of damage costs, please visit the Timbers website at [www.fortdrumtimbers.com](http://www.fortdrumtimbers.com).

### **5.5 Conflict Resolution**

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

## APPENDIX A

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

#### Garbage Disposal Unit

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

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

- Turn off switch and water and allow garbage disposal unit to cool.
- Push reset button located on bottom or side until it clicks.
- Turn on switch and water.
- If not operational, call the Maintenance Office to report a service request.

#### Stoves

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

#### Dishwasher

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

#### Instructions for Testing Ground Fault Interrupters

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

- Push the “test” button and the “reset” button should pop up, showing a red line, indicating that power to the protected circuit has been discontinued.
- If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use. Call in a service request.
- To restore power, push the “reset” button on all ground faults.

#### Smoke Detectors

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

If the smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow a prepared fire escape plan and evacuate the home until it has been checked. If in doubt, call 911.

If a detector malfunctions, contact the Maintenance Office. Please do not attempt to repair it. The Fort Drum Fire Department is available to assist with any fire prevention information or questions. Don't hesitate to contact the Fire Prevention Office, (315) 772-4702.

## APPENDIX B

### HOUSEHOLD TIPS

#### Carpet Care

Place doormats at all entrances. Large mats, covering two or three strides, will help keep dirt, pesticides and other pollutants from getting on carpets.

Remove shoes upon entrance into the home. If going shoeless is not acceptable, individuals may wear house shoes (that don't go outside), slippers or socks. Bare feet can deposit natural skin oils on carpet which attract dirt.

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

Clean up spills on carpets immediately to prevent stains

- Soak up liquid spills by covering them with clean white (or light-colored) towels or paper towels.
- Scrape sticky substances off carpets with a spatula or spoon. Don't rub the spill. This will damage carpet fibers and make the stain spread.
- To clean the stain, mix 1 cup warm water and 1/2 teaspoon mild liquid soap, such as dishwashing liquid or fine fabric detergent. Apply a small amount. Blot by pressing a clean white towel into the carpet and lift. Repeat the process until the stain is removed. Don't scrub. Be patient.

- After stain is removed, rinse the area with a solution of a few teaspoons of white vinegar to one cup water. Blot with another clean towel.

Use household ingredients to clean carpet stains

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

Use baking soda to remove odor from carpets. Carpet deodorizers and fresheners often contain fragrances that merely mask the smell. Baking soda soaks up the odor. Sprinkle baking soda over the surface of the carpet. Let it stand for 15 – 30 minutes. Then vacuum. Keep kids away to prevent accidental inhalation.

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

If soap or detergent must be used, prepare a mixture of no more than 3-4 tablespoons of mild liquid soap or detergent and at least one gallon of water. Do not mix vigorously as suds may clog the machine. Safe carpet cleaners are also available.

## Energy Conservation

Conserving energy is a win-win for everyone! Saving energy helps to make our environment a longer lasting, cleaner place to live. Saving energy allows more dollars to be kept in resident's pockets. Saving energy makes the home a more comfortable and efficient place to live.

### Heating

- Maintain the temperature between 65-70oF.
- Keep blinds open on sunny days and closed at night.
- Keep all windows (including storm) and outside doors firmly closed, especially those near the thermostat.

### Cooling

- Keep electric lights and lamps on low or off. They generate heat.
- Draw drapes and blinds during the hottest part of the day.
- Open a window(s) before turning on a fan. Draw cool night air into the house with a whole house fan.
- Open windows at night to bring in cool night air; close them during the day.

### Cooking

- Match the size of the pan to the heating element. To avoid inefficient use of energy, the element should cover the bottom of the pan.
- When using the oven, make the most of heat by cooking as many foods as possible.
- Boil water in a closed kettle or covered pan; it saves time and prevents heat loss.
- Cook on the range top instead of using oven whenever possible.

### Lighting

- Install compact florescent light bulbs (CFLs) in all light fixtures.
- Turn off interior lights in rooms when not in use.
- Keep lamps and light fixtures clean. Dirt absorbs light.

### Water

- Reduce water usage when washing vehicles and driveways.
- Reduce the hot water temperature to 115oF.
- Run dishwashers only when full to save energy.
- Report any leaking faucets and running toilets immediately.

### Washer/Dryer Usage

- Operate special features on your washing machine, to avoid using more energy (water) than necessary.
- Use the cold water feature on your washing machine whenever possible.
- Make sure dryers are fully loaded before running.
- Clean dryer lint filter before and after each use for efficiency.

### Safety

- Lock all doors and windows. Do not leave the unlocked, even for a quick errand.
- Immediately report any needed repairs of locks, latches, doors or windows to maintenance.
- Do not hide key under the doormat.
- Arrange to stop newspaper delivery when on vacation.
- Never answer the door to a stranger. Mountain Community Homes employees wear uniforms or have proper identification.
- If keys are lost or misplaced, make arrangements with maintenance to have locks changed. There may be a charge for this service.
- Keep emergency numbers posted next to every phone.
- Mark or engrave personal possessions for identification.

Although The Timbers cannot guarantee anyone's safety, we strive to do everything we can to provide residents with the means to take responsibility for your personal safety. Please see Chapter 1 of the Resident Guide for more safety information.

