



Resident Guidelines

BLB Family Housing

Dear Resident,

The Barksdale, Langley, Bolling Family Housing (BLBFH) staff is pleased you chose this community as your new home. We have established these Resident Guidelines with your comfort, convenience and safety in mind. Included among these guidelines are references to guide lines for amenities that may or may not be available at your community.

BLBFH serves as the managing agent for the owner. For the purpose of these guidelines, we will refer to you, the “Resident,” as being any person who is listed as a resident on a valid and current lease agreement, and entitled to occupy the home and a “suitable and responsible representative” as a person 18 years of age or older who is authorized by a parent, guardian, or legal custodian. It will be the responsibility of you, the Resident, to ensure all your occupants, guests, invitees and others present at the Community comply with all the Resident Guidelines.

From time to time, we may make reasonable guideline changes, which will be coordinated in advance with the local Air Force Housing Management Office and distributed on the Barksdalefamilyhousing.com, Langleyfamilyhousing.com or the Bollingfamilyhousing.com websites. In case of any inconsistency between your Lease Agreement and these Guidelines, the Lease Agreement will prevail.

Thank you,

Management staff of BLBFH

TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
1. LEASE PROVISIONS	3
1.1 Number of Occupants	3
1.2 Inter-Community Transfers	3
2. POLICIES FOR RECREATIONAL AREAS	3
2.1 Access By Minors	3
2.2 Pools	3
2.3 Sports and Recreational Areas/ Fitness Center	4
2.4 Policies for Common Areas	4
2.4.1. Motor Vehicles and Parking	4
2.4.2. Recreational Vehicle Parking	5
3. CARE OF HOMES	5
3.1 Access to Your Dwelling	5
3.2 Appliances and Fixtures	5
3.3 Decorating	5
3.4 Fences	6
3.5 Patios	6
3.6 Yards	6
3.7 Landscaping	6
4. GENERAL INFORMATION	6
4.1 Insurance	6
4.2 Guests	6
4.3 Safety/ Security	7
4.4 Children	7
4.5 Smoke/Carbon Monoxide Detectors	7
5. PROPERTY POLICIES	7
5.1 Satellite Dishes	7
5.2 Skateboarding	7
5.3 Holiday Decorations/ Outside Lighting	7
5.4 Pets	8
5.5 Televisions, Stereos, Radios	8
5.6 Weapons Policy	8
5.7 Keys/ Lock Out	8
5.8 Barbecue Grills/ Basketball Goals	9
5.9 Basketball Backboards/ Soccer and Hockey Goals	9
5.10 Storage Sheds	9
5.11 Trampolines	9
6. MAINTENACE	10
6.1 Emergency maintenance is provided 24 hours a day.	10
6.2 General Maintenance	10
6.3 Bathrooms	10
6.4 Heating Filters	10
6.5 Lighting	10
6.6 Power Failure	10
7. PROHIBITED ACTIVITES	11

1. LEASE PROVISIONS

Number of Occupants

To assure quality services and amenities, the number of occupants per home will be limited to two individuals per bedroom. A newborn under the age of 6 months is not included in occupancy limits. The occupancy limit will be waived for active duty military personnel who are heads of household and whose immediate family (spouse and declared family members) exceeds the two-persons-per-bedroom rule. The waiver of occupancy limit does not include extended families (i.e. grandparents, aunts, uncles, nieces, nephews, cousins, etc.) It is the responsibility of the Resident to inform management, if or when, the number of people residing in their home exceeds occupancy limits. Failure to do so will constitute a violation of the Lease Agreement.

Inter-Community Transfers

The Community Director may approve transfers from one home to another and in such instances a new Lease Agreement will be signed. The vacated home will be inspected and must be left in the condition described in your Move-Out Instructions. We will assess charges for damages beyond ordinary wear and tear as applicable and will require they be paid upon request, unless such damages would otherwise be repaired or replaced through a scheduled renovation or replacement prior to occupancy by another tenant.

2. POLICIES FOR RECREATIONAL AREAS

Access by Minors

While the following policies contain minimum provisions regarding the supervision of persons under the age of twelve (12) years old, Residents are advised to exercise their own prudent judgment with respect to the unsupervised use of the facilities by minors. Neither BLBFH or owner, by establishing the minimum requirements contained in these policies, are in any manner representing, guaranteeing or ensuring the safety of any persons when participating in the activities or utilizing the facilities of the community with or without supervision.

Pools:

Swimming Pools: We ask that all Residents and their guests observe the posted pool regulations as established by the City/County. For health and safety reasons, we require all persons under the age of fourteen (14) years old be accompanied and supervised by a parent, guardian or legal custodian, or a suitable and responsible representative, at all times.

A Resident must accompany their guests at all times. For the comfort and pleasure of all Residents, radio and CD players may only be used with earphones. All Residents and their guests are asked to refrain from loud or profane language and to conduct themselves in a manner which is not offensive to those around them.

Wading Pools: Wading pools are authorized. A wading pool is defined as less than 14 inches in depth, 8 feet in diameter, or 8 feet in its longest dimension. Pools should be emptied and properly stored when not being used and under constant supervision when in use. Lawns will be restored to original condition when a wading pool is removed. Remember a child can drown in one inch of water. Children depend on us for their safety and well being. It is suggested you contact the base legal office regarding liability.

Sports and Recreational Areas/ Fitness Center

While all Residents and occupants may use the sports and recreational areas, persons under the age of 12 must be accompanied and supervised by a parent, guardian, or legal custodian, or a

suitable and responsible authorized representative, at all times. Residents may check out equipment from the BLBFH Management Office during office hours and may require proof of residency. We require a valid driver's license or other identification be left at the BLBFH Management Office and all equipment be returned before closing. Use of sport and recreational areas are at your own risk and all Residents must expressly understand Management is to be held harmless for any and all injuries, accidents, or losses suffered while using facilities. The BLBFH Management Office will make no warranties concerning the equipment or facilities and Residents agree no representations are being made as to the safety, desirability or quality of equipment or facilities. Resident and their guests or occupants will be responsible for the cost of any repair or service on equipment or facilities. To ensure space for all Residents, we ask you do not invite more than two guests to accompany you while using these facilities.

Policies for Common Areas

All common areas, including but not limited to parking lots, stairwells, jogging trails, the grounds surrounding 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 all items left unattended in common areas may be removed and disposed of by management personnel without notification, Common areas are for the use and enjoyment of all Residents at the Community. Any Resident, occupant and/ or guest(s) behaving in an unreasonable, illegal and/ or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease Agreement.

Motor Vehicles and Parking

When entering or leaving the community, we ask you to operate your vehicle at the posted speed limit. All parking is unassigned, unless otherwise specified in your Lease Agreement

The parking lots are for the parking of personal automobiles, motorcycles, vans or pickup trucks belonging to or used by the Residents and occupants of the community. Cars without valid license plates will be subject to towing. The use of parking lots for any other purpose, such as parking or storage of commercial vehicles, taxi cabs, limousines, boats, trailers, large trucks, buses, large motor homes, friends' vehicles or repair of motor vehicles (including oil changes), is expressly prohibited anywhere in the community (including private garages).

Local fire codes prohibit the parking of motorcycles on sidewalks, patios or inside your home. Please do not park in designated fire lanes, handicapped spaces (unless authorized to do so), vacant home driveways, or block trash receptacles. Such action is a violation of local ordinances and vehicle will be towed at the owner's expense. Any vehicle towed may be subject to additional fines. All abandoned, inoperable vehicles and/or vehicles with expired registration are subject to being towed. In addition, any vehicle with an alarm system which malfunctions and/or sounds continuously for one hour, or intermittently for a period of three hours, is subject to being towed.

Recreational Vehicle Parking

Residents should contact the Recreational Parking facility to reserved parking spot in the RV parking lot on the main base for an administration fee. Recreational vehicles are allowed in BLBFH Housing only up to 24 hours before and after use for prep and clean up time. See the list of Helpful Numbers provided by your Management Staff.

3. CARE OF HOMES

Please refer to your Lease Agreement for provisions and restrictions regarding in-home businesses.

Access to your Dwelling

We require the Management Office to approve any change of home locks. It is imperative we

have access to your home in order to handle emergency situations; therefore, it is necessary for your manager to have a copy of any and all keys to your home. The landlord is required to give the Resident 48 hours notice of intent to enter the unit for any purpose other than to make repairs requested by the Resident or in case of an emergency. Whenever management personnel or exterminators enter your home to perform work, they will leave a copy of the service request to let you know what work was performed.

We require written permission be supplied from Residents listed on the Lease Agreement, in order to give access to a home. This includes delivery companies, moving van representatives, out-of-town guest and relatives.

Appliance and Fixtures

Your dwelling is equipped with appliances and we require written permission be obtained before any Resident installs a privately owned appliance. We will require any personal appliance be stored within your home such as an additional refrigerator. We ask you to not overload your dishwasher and only use detergents made for automatic dishwashers. To keep your disposal in good working order, please turn on cold water before starting your disposal and do not grind bones, rinds, or stringy foods. If your disposal should stop, press the reset button on the outside of the disposal.

Decorating

BLBFH requires Residents to refrain from modifying the walls, shelves or closets without prior approval, except as allowed by any applicable District of Columbia, Federal State, Parish or Municipal Statute, Law or Ordinance relating to persons with disabilities. You may hang pictures, mirrors, etc. on the walls, but ask you to use appropriate picture-hanger devices. If you choose to change the paint colors in your home you must obtain permission from your Welcome Center first and all costs to return it back to its original color will be your responsibility. In addition, we ask you to please use a cutting board rather than chopping and cutting on the kitchen countertops. Residents are allowed to use waterbeds on the ground level, but only with proof of private insurance to cover any possible damages from waterbeds.

In order to keep our neighborhoods uniform, we also require any window treatment be approved by the BLBFH Management Staff. All windows must show white to the outside—aluminum foil or colored window treatments will not be allowed. Residents shall dispose of garbage in designated receptacles only. Please utilize telephone outlets already installed in your home. Additional wiring is prohibited. Requests for wiring for additional telephone lines will be handled on a case-by-case basis; please contact the management office.

Fences

Residents desiring to install fences must obtain written approval from BLBFH, in advance, and all fences must be of the type approved by BLBFH and installed in a location approved by BLBFH. Digging Permits are required. All resident-installed fencing will be maintained by the resident. Residents are not allowed to paint, attach, or alter fencing in any way, without written authorization by BLBFH. Residents are required to properly maintain backyard fencing, i.e. removal of weeds, grass and debris.

Patios

You should keep your sliding doors, patio doors, and windows closed and locked during your absence to protect against rain damage. Patios or entryways should be kept uncluttered and free of trash. In addition, please do not leave pets unattended on patios at any time.

Yards

Yards should be kept free of signage, excessive decorations, trash and debris. Playground

equipment and doghouses are permitted provided they are placed in back yard of the premises. You are responsible for the area around your home; typically this area is about 50 feet from the home but can vary in each residence. Structures such as dog runs, storage sheds, or personal whirlpools/spas are not allowed, they cannot be left over night or unattended at any time while there is water in the pool.

Landscaping

Landscape maintenance will be provided in the family housing common areas and in the yards of all residences excluding fenced in areas in order to keep consistency throughout the family housing areas. The lawn inside the fence area and your flowerbeds are your responsibility and should be kept neat in appearance. Residents are encouraged to make additions to their gardens for their own gardening pleasure.

Lawn maintenance services, including mowing, edging and leaf removal, will be provided by BLBFH on a designated schedule. Lawn maintenance will include all areas outside the boundary of any housing area fences. However, the areas must be fully accessible to receive services. Residents will be responsible for maintaining all inaccessible areas inside of fences in accordance with these Guidelines. Fencing will be removed in the event that lawn maintenance is not performed to required standards.

4. GENERAL INFORMATION

4.1 Guests

Immediate relatives of Resident and Resident's spouse as defined in the lease agreement may be considered normal Residents of household are not "Social Visitors," regardless of period of stay. Social visits by military members assigned to the Installation and civilians employed at the Installation but who permanently reside outside the commuting area are limited to 30 days. The Resident agrees that the duration of social visits by anyone residing within the sixty-minute commuting area of the Installation is limited to no more that two days. Visitation period for all other guests is limited to two weeks per visit. Special situations, such a temporary custody, should be referred to management and will be dealt with on an individual basis. The owner reserves the right to control the entry into the community by Resident's guest, agents, licensees or invitees, furniture movers, delivery persons, solicitors, and/or salespeople and may prohibit from the dwelling or community guests or invitees who, in Owner's reasonable judgment, have been disturbing the peace, disturbing other Residents or violation community policies.

4.2 Safety/Security

Please report immediately to the Barksdale, Langley or Bolling AFBs law enforcement agency and then to the BLBFH Management Office or 24-hour answering service any suspicious persons, strange vehicles or unusual or suspicious activity.

4.3 Children

Children under 12 years of age may not be left alone without adult supervision.

4.4 Smoke/Carbon Monoxide Detectors

Resident, occupants and visitors present with Resident's consent shall not disable, disconnect or remove batteries from smoke detectors. Resident shall replace smoke detector batteries and immediately report any malfunctions to their management office. Resident will be responsible for any loss or damage from fire, smoke, or water if that condition arises from the Resident disconnecting, damaging, failing to replace a battery or failing to report malfunctions to their management office.

BLBFH has provided carbon monoxide detectors (when natural gas is provided to the home) and

smoke detectors. The resident agrees that they are safe and acceptable, subject to BLBFH's duty to make needed repairs of same upon written request of Resident. Any additional smoke detectors desired by Resident may be installed at Resident's expense only after prior written approval from BLBFH. When installed, any such additional items shall become the property of BLBFH.

5. PROPERTY POLICIES

5.1 Satellite Dishes

If allowed by applicable telephone, cable television and internet service contracts, the installation of satellite dish systems must be approved, in writing, by BLBFH prior to installation. Dig Permits are required. The satellite dish should be located behind or to the side of the housing unit on a freestanding pole. Satellite dishes will not be attached to any housing structures such as homes, garages, utility poles, fences or trees. No satellite dishes will be installed in the front yard. BLBFH reserves the right to use landscaping or other screening materials in the event that satellite equipment is visible from the street. Any lines/cables from the satellite dish to the house must be underground. A digging permit will be required before any holes or trenches are dug.

5.2 Skateboarding

For the safety of both residents and users, skateboarding is not authorized on roads and streets in the family housing area. Skateboarding is only allowed on sidewalks in residential areas. Skateboard ramps are not allowed. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of skateboarding. The use of appropriate safety and protective equipment is required.

5.3 Holiday Decorations / Outside Lighting

Outside lighting must be Underwriters Laboratories (UL) approved and factory listed for outside use. Running electric cords through windows and doors, or across heating ducts or vent systems is prohibited, as this causes a fire safety hazard. All exterior lighting must be "GFI" protected. Residents are reminded that homes have limited amp circuits and care must be taken to prevent overloading.

Holiday decorations and outside lighting are prohibited from being placed higher than the edge of the roof gutter. The use of staples, nails, screws, or other mechanical fasteners to attach decorations or lighting to the homes and associated structures is prohibited. Plastic clip-on hooks may be commercially obtained and used to attach decorative lighting, garlands etc. Attachment of anything to vinyl siding is prohibited. Additionally, electrical decorations must be unplugged when Residents are away from the home.

Holiday lighting may not be erected before Thanksgiving and must be removed no later than January 10th. Outside decorative lights are to be turned off no later than midnight, except on Christmas Eve and New Year's Eve, when they are allowed to remain on overnight. Outside lights are not authorized during daylight hours.

Decorative lighting for other occasions such as Halloween is authorized but cannot be put up earlier than one month prior to the occasion and must be removed NLT one week after the occasion.

5.4 Pets

If you wish to have a pet in your home, you must sign a Pet Agreement. Breed restrictions may pertain to your installation.

5.5 Televisions, Stereos, Radios

Please respect your neighbor's right to the quiet enjoyment of their home by controlling the volume of your televisions, stereos, radios, and parties. "Quiet Time" will be observed from 10:00 p.m. to 8:00 a.m. Sunday through Thursday, and midnight to 8:00 a.m. on Friday and Saturday. Citizen Band (CB) and other wireless base stations or radio/television aerials and wires are not permitted

on any part of the premises. Satellite dishes may be installed, under the guidelines provided by BLBFH and only with the proper insurance.

5.6 Weapons

Resident may not possess weapons in the BLBFH area in violation of state or federal or District of Columbia law. Each Resident owning a weapon must comply with local installation regulations. In any BLBFH Housing areas located within a military reservation, the military policy for storing firearms will apply. Actions taken by Residents involving weapons, which are prohibited by state/local municipal law and military policy are strictly prohibited and will be grounds for eviction.

5.7 Keys / Lock Out

Please ensure children returning from school or other activities have access to their home and please know the failure to provide such access and supervision shall constitute a breach of the Lease Agreement. In case of emergency, it is necessary for the BLBFH Management staff to have access to a key to any additional or replacement lock which was not originally provided to you upon move in. In the event you are locked out of your home, please call your Neighborhood office during business hours or contact maintenance for assistance. Residents will be charged a lock out fee of \$25.00 for all lock outs that occur after normal Welcome Center business hours. A number will be provided in your Welcome Package. Depending upon the circumstances, we may replace any lock and provide additional keys for a small fee.

5.8 Barbecue Grills

The use of charcoal barbecue grills and gas fired grills on decks, balconies, covered parking areas or patios and under any building overhang are prohibited. All grills must be used a minimum of fifteen (15) feet from any building structure. The storage of fuel bottles from the gas fired grills (attached or unattached) inside any structure or on balconies is prohibited. Charcoal grills may be stored on porches; decks, balconies and patios provided the charcoal is completely extinguished.

5.9 Basketball Backboards / Soccer and Hockey Goals

Only portable basketball backboards, hockey and soccer goals and other recreation equipment are authorized in the family housing areas.

Basketball backboards will not be attached to any housing structures such as homes, garages, utility poles, fences or trees; nor will backboards be affixed to permanent or semi-permanent freestanding poles. Portable units must be used in approved areas, areas that are safe, that do not threaten to damage houses, ancillary structures or grounds, and that do not create a nuisance or affect the quiet enjoyment of neighbors.

All recreation equipment, including basketball, hockey and soccer goals and related equipment, must be returned to a proper storage area after use. No court markings are to be painted on to the ground or playing surface. The portable basketball goal and all associated equipment must be maintained in good condition at all times.

Residents are encouraged to use the basketball courts and playing fields that are provided throughout the housing areas and in the community recreation centers. Basketball goals are not allowed to be stored in the common areas.

5.10 Storage Sheds

Requests for storage sheds should be addressed to the management office. Sufficient storage will be provided as the new homes are constructed. However, until new homes are available, BLBFH may allow standard storage sheds for the resident's temporary use. Only sheds approved by BLBFH are allowed, and all sheds must be purchased by the resident. Sheds may only be placed in an approved location and must not be visible from the front of the home. Residents shall not store food of any type, including pet food, bird seed etc., or any other material that may attract animals, rodents or pests in the storage sheds.

5.11 Trampolines

Personally owned trampolines are limited to 16 feet in width and must have side-netting. They are

required to be located within a fenced in yard. Trampolines should be compatible in size to the homes rear yard, only on a flat surface and can not be located where there will be an adverse visual impact from the street or from neighbor's homes. A written request to erect a trampoline must be submitted to BLBFH and approval must be granted prior to installation. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage.

6. MAINTENANCE

6.1 Emergency maintenance is provided 24 hours a day.

An emergency is defined as any occurrence which endangers life or property or which eliminates an essential service. These include, but are not limited to: fire, flood, power outage, gas leak, violent criminal activity and burglary. If the ONLY bathroom is not functioning, it is considered an emergency.

6.2 General Maintenance

Please report any and all needed repairs to the BLBFH Management Office by phone, or email, if possible. In the event your service request is not completed to your satisfaction and your Management staff seems unable to provide a solution, please do not hesitate to contact your Neighborhood Manager.

6.3. Bathrooms

Please do not put paper towels, disposable diapers or Q-tips in the toilets and notify us immediately, preferably in writing, of any necessary repairs to your home or the fixture within your home. Please note the cost for any repair or service on appliances and/or fixtures due to Resident, occupant and or guest misuse will be charged to Resident.

6.4. Heating Filters

The heating filter(s) in your home should be changed on a regular schedule to insure proper performance of heating and heating units. We will provide this service at no cost and will send you notice in advance.

6.5 Lighting

Please notify the Management of any burned-out common area exterior or hallway lights.

6.6. Power Failure

In the case of power failure, check your circuit breaker inside your home before reporting to the office.

7. PROHIBITED ACTIVITIES

The management office will issue Lease Violations for such items as excessive noise, littered yards, illegal parking, unauthorized pets, unauthorized repair of vehicles and failure to observe speed limits or stop signs within the community. An accumulation of three Lease Violation Notices may subject you to possible Lease termination proceedings. The following items are typical prohibited activities.

- Disrupting our business operations.
- Disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the Community.
- Engaging in threatening or fighting behavior, making excessively loud utterances or using

offensive language which is disruptive to others within the Community.

- Harassing or discriminating behavior towards others in or near the Community (including Owner's representatives and employees).
- Possessing, selling or manufacturing illegal drugs or possessing drug paraphernalia.
- Storing anything in a utility closet which houses gas appliances.
- Tampering with utilities or telecommunications lines.
- Handling, storing, using, or disposing of hazardous chemicals (including motor oil) in a manner contrary to local ordinance and EPA guidelines is not allowed. Burning Sterno logs in fireplaces is prohibited.