

# Resident Handbook



# THE PROPERTIES AT WRIGHT FIELD

A decorative graphic consisting of a circle containing a five-pointed star, positioned between two sets of three horizontal lines.

## **INTRODUCTION**

Welcome to Wright-Patterson Air Force Base Privatized Housing by The Properties at Wright Field, LLC. We are pleased to have you with us and hope your stay is pleasant. While it is impossible to itemize every small detail of our responsibilities and yours, the following pages explain our responsibility toward your home as well as what we expect from you.

We hope your stay at The Properties at Wright Field will be the pleasurable and memorable. Let us know how we can assist you. For your information and quick reference, we have included a list of frequently used phone numbers on the last page of this booklet.

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## **SECTION A – “THE PROPERTIES AT WRIGHT FIELD” RESPONSIBILITIES**

The following services are provided by The Properties at Wright Field, LLC and performed by Miller Valentine Residential Property Management, Inc. (“PWF,” the Managing Agent), or other contractors, in support of your home: maintenance and repair, refuse collection and disposal, snow removal from streets, and major pest control to protect the property. Wright-Patterson AFB provides police protection and fire protection.

**APPLIANCES:** Ranges, refrigerators, dishwashers, and garbage disposals are furnished and serviced by PWF. Appliances are assigned by serial number and recorded in the residence facility jacket on file at PWF. For service-related issues, contact PWF by telephone or through our website (contact information found on page 29). Do not attempt repairs. Privately owned washers, dryers, and refrigerators may be used if space allows and hook-ups are compatible. Any furnished appliances may be removed at the resident’s request. For scheduling appliance removal, contact PWF.

**INITIAL HOME INSPECTION:** At the time you receive your keys, PWF will provide an orientation on responsibilities for maintaining your housing. You should perform an initial inspection to identify and document any flaws in the home (Housing Conditions Checklist). If numerous maintenance or cleaning items are noted during the self-inspection, the Manager may require an inspection to remedy the noted items. Failure to return the Housing Conditions Checklist within 15 days will constitute your acceptance with no flaws.

**LOCKOUTS/KEYS:** An emergency key for each unit is retained at PWF. Emergency keys will not be issued to anyone without proper authorization. Additional unit keys or replacement of lost unit keys may be obtained without cost at the PWF Self-Help Store. There will be no charge for lockouts during normal business hours. Lockouts may be charged \$25.00 each, if deemed excessive.

**MAINTENANCE AND REPAIRS:** PWF has the primary responsibility for residential maintenance. This and other work in Privatized Family Housing is provided through civilian contracts. Routine service requests may be called into PWF between the hours of 0800 - 1700 Monday through Friday or e-mailed through the website 24 hours a day. Emergency requests, including power outages, may be called in 24 hours a day, seven days a week. PLEASE DO NOT E-MAIL EMERGENCY REQUESTS. The service-call scheduler will ask for permission to enter your home to complete your request. If you do not grant permission to enter, please be present for the scheduled appointment as missed appointments are frustrating for everyone.

**MAINTENANCE PRIORITIES:** Service requests are prioritized in order to take care of the most important work first. When the maintenance service technician receives your call, he/she will assess the problem and assign a priority for response from predetermined guidelines. The three categories of service are:

- **Emergency:** Response time is within one hour. Completion time is 24 hours. Emergency service calls are work requirements that constitute an immediate danger, a health hazard to residents, or a threat of damage to property. No heat during winter months is an example of an emergency service request.
- **Urgent:** Response time is 24 hours. Completion time is five working days. Urgent service requests consist of correcting failures or deficiencies that do not pose life or safety issues, or threaten to damage property, but may do so if not corrected promptly.
- **Routine:** Response time is four days. Completion time is within 15 days. Routine service requests are for work requirements that do not qualify as an emergency. An example of routine service request is a non-operating dishwasher.
- **NOTE:** Air conditioning is considered routine unless the night time low temperature remains above 75°F.

**REFUSE COLLECTION AND RECYCLING DISPOSAL:** Rumpke Waste and Recycling will handle Refuse and Recycling collection and disposal. Refuse must be secured in garbage bags and contained in issued waste wheelers. Additional refuse must be properly secured in heavy-duty, black garbage bags. Waste wheelers and recycling bins should be taken to designated areas the evening prior to pick-up (schedule is found below) and must be removed from the designated areas within 24 hours after pick-up. For further information, contact PWF at 937.253.3488, option 3.

The Prairies, WEST of Spinning Road - Refuse and recycling picked up on Tuesdays.

The Prairies, EAST of Spinning Road (excluding Single Family Homes and Gladecress and Nogoso Circles) - Refuse and recycling picked up on Wednesdays.

The Woods and The Prairies Single Family Homes, Gladecress and Nogoso Circles – Refuse and recycling picked up on Thursdays.

**Trash may be set out not more than 24 hours prior to pickup with waste wheelers and recycle bins collected by the resident within 24 hours of pickup. Should waste wheelers and recycle bins be set out early or not picked up within the allotted time, they will be taken to the Self-Help store and the resident will be responsible to pick them up and take them home.**

**NOTE:** ALL WASTE WHEELERS, RECYCLE BINS, AND OTHER REFUSE MUST BE STORED IN GARAGE/BACK PATIO OR STORAGE SHED UNTIL REFUSE COLLECTION DAY. RESIDENTS ARE NOT AUTHORIZED TO STORE REFUSE OR STORAGE CONTAINERS ON FRONT PORCHES OR IN FRONT OF GARAGE DOORS.

- Landscape Material: Landscape material includes fall leaves, shrubbery trimmings and plant debris.
- Animal Disposal: Contact the Veterinarian Office at 937.257.6853 for instructions on proper disposal of animals. Dead pets may not be disposed of in dumpsters.
- Bulk Refuse Pickup: Mattresses and upholstered furniture must be wrapped in plastic before being placed at the curb. Large items, such as mattresses and furniture may require special handling and scheduling. Contact PWF at 937.253.3488, option 3 with questions.

**RECYCLING:** Please contact PWF for assistance on recycling household materials. We provide the following sorting and handling guidelines for recyclable materials. Please follow these guidelines:

| <b><u>PRODUCTS</u></b> | <b><u>TYPES</u></b>        | <b><u>HOW TO PREPARE</u></b>    |
|------------------------|----------------------------|---------------------------------|
| Aluminum Cans          | Soda, Beer, Juice          | Empty liquid and rinse          |
| Aluminum Foil          | Aluminum Foil              | Wash food from aluminum trays   |
| Corrugated             | Cardboard Boxes            | Remove tape, string             |
| Cardboard              | Brown Paper Bags           | Plastic or Styrofoam packaging, |
|                        | Bags                       | Flatten                         |
| News Print             | Newspapers and Inserts     | Remove plastic                  |
| Glass                  | Food & Beverage Containers | Rinse out food residue          |
| Clear Brown and Green  | No light bulbs, Window     | No need to separate colors      |
|                        | Ceramics                   |                                 |

\*Items unacceptable for recycling include plastic bags, metal hangers and medical sharps.

**SELF-HELP STORE:** PWF will maintain the Self-Help Store for use by Privatized Family Housing residents.

Numerous items for maintaining your home may be issued from the PWF Self-Help Store. Seasonal items include topsoil and mulch. In addition to maintenance supplies, the Self-Help Store provides a list of equipment checkout items. Yard-sale signs are also available for 72-hour checkout. This product is available at the Self-Help Store at no charge. Contact the Self-Help the Self-Help Store for information at 937.253.3488, option 4.

NOTE: All items that are maintained in Parts Inventory are available to the customer, with the following exceptions:

1. **No hardwired or electrical components will be issued.**
2. **No poisonous material will be issued.**
3. **No potentially explosive material or any item that could be used as explosive material will be issued.**
4. **Nothing that, by its nature, is hazardous, toxic or flammable will be issued.**

Available items include:

1. Light bulbs –
  - a. 60W incandescent
  - b. T-Series Fluorescent
  - c. Fluorescent
  - d. Appliance

Due to the variety of light bulbs we stock, you will need to bring the old bulb with you for the replacement.

2. Electrical wall outlets and switch plates.
3. Mini-blinds (you must return old blinds)
4. Toilet Seat
5. Drain stopper and strainer
6. Range hood filters (please bring the old one for sizing)
7. Appliance knobs
8. HVAC filter (please have filter size with you)
9. Privacy/passage door knobs
10. House keys (maximum of 4 (four) keys per household)
11. Paint – interior
12. Painting materials, excluding tape and tarps
13. Lawn care equipment
14. Mulch
15. Grass seed
16. Carpet cleaning machine and supplies
17. Appliance dolly
18. Toilet plunger
19. Closet door knobs
20. Closet rods, racks and braces
21. Lawn faucet covers

This is the complete list of items offered. Items are subject to change. Any request for additional items not included above must be submitted to the Self-Help Office. The feasibility of supplying a requested item will be investigated and you will be notified if the product will be carried.

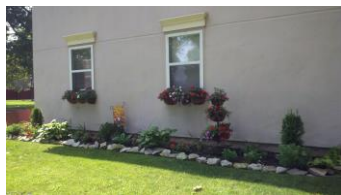
NOTE: If you are moving and have completed your preliminary inspection, you may only receive paint, painting supplies, spackling, grass seed and topsoil. Any post-inspection repairs and the materials for such repairs will be your responsibility.

## **SECTION B - RESIDENT RESPONSIBILITIES**

The following information will assist you in maintaining your home in accordance with PWF's standards and ensure that your home and neighborhood remain a pleasant and desirable place to live.

### **CARE OF EXTERIOR:**

- **Yards:** Following are guidelines for maintaining lawns:
  - Residents must maintain yard areas within 50 feet of housing, in a clean and uncluttered condition.
    - Litter must be removed from yard areas immediately.
    - Toys, bicycles, and outdoor play equipment (swimming pools, trampolines, plastic play houses, etc.) **must** be neatly stored when not in use.
    - Outdoor play equipment must be limited to three (3) pieces and must be maintained free of common areas as not to detract from community appearance and tranquility.
- **Lawn Care:** Mow as necessary to maintain a neat appearance. Grass should not exceed three inches in height or be cut to less than two inches. Trim grass / weeds around foundation of house, base of trees, and doorsteps as necessary. Weeding around fence lines is necessary to prevent pooling of water from rains and to maintain a neat appearance. Edge sidewalks, curbs, and driveways to maintain a pristine appearance. Do not dig a trench when edging.
- **NOTE:** Property inspections are performed on a weekly basis and Violation Notices issued accordingly. If corrections are not rectified in the time frame allowed, the lawn maintenance will be performed and the resident will be charged \$50.00. Copies of violations will be forwarded to respective First Sergeants and/or Commander if necessary.
- **Bushes:** Trim bushes and low-hanging tree branches. Notify PWF for removal of dead trees. New branches at base of trees must be cut back to permit tree growth and maintain a slightly appearance.
- **Debris Removal:** Keep yards free of debris such as paper, cans, candy wrappers, animal excrement, etc. Items such as tires, plywood, or other miscellaneous items must be stored in personal garage or storage shed.
- **Leaves:** In the fall, leaves are to be properly bagged and placed at the refuse pick-up areas for the waste contractor to pick-up (NOTE: See Page 5, BULK WASTE). Please rake leaves regularly to prevent damage to grass.



Flower beds maintained



Lawn mowed and weeded



Landscape maintained



Lawn needs mowed and weeded



Needs weeded at fence line



Excessive violation



**NOTE:** Recreation areas are the responsibilities of all residents. Do not leave trash or refuse at the recreation areas. To minimize blowing trash, use trash bags at all times. PLEASE DO YOUR SHARE.

- Clothes Lines: Clotheslines are not permitted in family housing.
- Gardens: Vegetable and fruit gardens are not allowed in family housing areas, unless grown in pots. However, flowers and other decorative landscape are permitted around your home.
- Porches & Patios: Porches and patios must be neatly maintained. Although storage is limited, porches and patios must not be cluttered or otherwise detract from the home's appearance. Waste wheelers and recycle bins must be stored in designated areas and not stored on porches or in front of garages.
- Screens: Screens must be kept in good repair. Take screens to the Self-Help Store to repair rips and other damage.
- Siding: House siding must be kept clean at all times. Do not allow children to bounce balls against siding or otherwise deface the sides of the buildings. Duct tape and other residue must be removed to avoid damage charges.
- Vehicles: Repairs or work that render vehicles inoperable for 24 hours or longer are not authorized in driveways and parking spaces. Do not park boats, trailers, snow machines, or all-terrain vehicles in the Housing Area. Military residents may park these vehicles in the Recreational Vehicle Parking Area that is found in Area B on base. Please contact the PWF Office for information on the Recreational Vehicle Parking area, point of contact and phone number. (NOTE: See page 19, RECREATIONAL VEHICLE POLICY.)
- Windows: Residents are responsible for cleaning all windows. The exterior glass surface need not be washed in temperatures below 32° F. Make every effort to clean windows safely.

#### **CARE OF INTERIOR:**

- Bathrooms: Walls in tub and shower areas have a tendency to mildew and should be cleaned periodically with a product to combat this problem. Clean fiberglass tubs and showers with non-abrasive cleaners only. Avoid flushing tampons, sanitary napkins, disposable diapers, and other similar materials down the commode. In case of a plumbing stop-up, try using a plumber's helper (plunger); and if this fails, contact PWF Maintenance for assistance. Clean commodes frequently to prevent calcium deposit buildup. (NOTE: See page 10, DAMAGE COST LIST for charges associated for resident caused damages.)
  - Vanity/Sink Tops: Placing hot items, such as curling or flat irons on vanity/sink tops will cause permanent damage.
- Carpets: Residents with partial or whole-house carpeting are expected to vacuum carpet and baseboard edging frequently and dry-clean or shampoo carpet as necessary to prevent excessive soil buildup or staining of the carpet. **The replacement of carpet due to pet damage or permanent stains and/or abuse is the responsibility of the resident.** All homes are inspected using black lights and urine/moisture detection probes prior to occupants moving in (upon request) and at the final inspection. A limited number of portable carpet cleaners and cleaning solutions are provided through the Self-Help Store.
- Floors: Clean floors with cleaning products intended for such use. Avoid bleaches and other products that could damage the floor. Do not allow excessive water to soak into or between the tiles on tile floors. Keep bathroom floors clean at all times. Use quality wax removers in accordance with the manufacturer's instructions to prevent excessive wax buildup on tile floors. Use furniture pads to keep from scratching or damaging hard surface flooring.
- Garages: **Garage doors must be closed when the garage is not in use.** This policy enhances the aesthetics of the housing areas, minimizes the potential for theft of personal property, and reduces energy consumption. Garage floors and driveways must be cleaned periodically to remove gas, oil, and grease. Immediate treatment and removal of gas, oil, and/or grease stains is essential to prevent permanent

damage to concrete and asphalt. PWF reserves the right to assess and charge for damages upon final inspection.

- **Kitchen:** Your home's kitchen is the most demanding area to keep clean. The following should be frequently cleaned to minimize problems:
  - **Cooking Range:** Clean the stove (oven and hood), broiler units, and top burners to prevent grease buildup. Do not use chemicals inside a self-cleaning oven. Do not leave items in the oven when utilizing the self-cleaning feature. To operate the self-cleaning oven, consult the owner's manual. It is useful to keep your hood fan on to prevent smoke detectors from sounding off. The broiler portion of the stove is not a storage area. Do not store anything in the broiler due to potential damage or fire.
  - **Counter tops:** Placing hot utensils on counter tops or using counter tops as a cutting board will cause permanent damage.
  - **Refrigerator:** Clean the interior with water and a baking soda solution. Clean the coils periodically to prevent the excessive buildup of dust and lint. Clean the door gasket and exterior frequently to remove oil and grease. Do not use sharp instruments or use other gritty cleaning solutions to remove ice when defrosting.
  - **Dishwasher:** Keep the dishwasher free of food residue and clean the door gasket area frequently.
  - **Garbage Disposal:** Avoid overloading the garbage disposal with cooked pasta or similar foods. Always run cold water while operating your disposal. Once a month, run the disposal while loading a tray of ice cubes in it to keep the cutting blades in top condition. FIBROUS MATERIAL, SUCH AS ONIONS AND CELERY, WILL CAUSE THE CUTTING MECHANISM TO JAM. MOST IMPORTANTLY, DO NOT PUT GREASE IN THE GARBAGE DISPOSAL. COOKING GREASE IN THE SEWER LINES IS THE MOST COMMON CAUSE OF SEWAGE BACKUPS.
- **Shelf Paper:** Use only regular shelf paper in drawers and cupboards. The use of adhesive-backed paper, such as contact paper, damages surfaces when removed and is not permitted.
- **Walls:** Use mild soap and warm water to keep your walls clean. Use small nails or picture-type hangers only. Do not apply adhesive-backed materials, wallpaper, or decals to walls as these cause damage during removal. Accent wall colors and pre-pasted wallpaper borders are permitted yet must be removed and walls restored to original condition prior to the final inspection.
- **Windows:** Residents are responsible for cleaning all interior and exterior windows.
- **Crawl Spaces:** Crawl spaces and attics are not to be used for the storage of personal items. Do not allow pets in crawl spaces under any circumstances.

NOTE: All damages will be assessed and charged for upon final inspection.

**DAMAGE LIABILITY TO HOMES:** As the resident, you are responsible for any loss or damage. You will be held liable and accountable for loss or damage to equipment or furnishings caused by the abuse or negligence on the part of yourself, your family members, pets or guests. You will be billed for damage or loss.

**DAMAGE TO HOMES:** Damage to homes, beyond reasonable wear and tear is your responsibility. There are a few options for making repairs. You may elect to make a repair yourself, at your expense, or you may have PWF make repairs at your expense. All repairs and replacements are required to be of workman like standard and meet PWF and Air Force standards. PWF can fully explain your options to repair or replace damaged items and the method of payment.

**REPAIR COSTS:** Following is a representative list of most commonly damaged or destroyed items. The list is not all-inclusive, but shows typical costs. Actual costs may vary and will apply.

## DAMAGE COST LIST

### **Cleaning:**

|                      |                          |
|----------------------|--------------------------|
| Apartment            | \$200.00 basic cleaning  |
| Trash Removal        | \$75.00 per truckload    |
| Carpet Deodorize     | \$80.00                  |
| Carpet Dry Clean     | \$125.00                 |
| Carpet Stain Removal | \$50.00 each             |
| Pet Stains           | *May warrant replacement |

### **Maintenance Repairs:**

|                          |                                  |
|--------------------------|----------------------------------|
| Carpet Replacement       | \$11.00 per sq yard              |
| Carpet Pad Replacement   | \$5.00 per sq yard               |
| Carpet Patch             | \$85.00                          |
| Vinyl Replacement        | \$14.00 per sq yard              |
| Drain Repair             | \$48.00 per hour                 |
| Smoke Detector Reinstall | \$48.00 per hour                 |
| Wall Hole Repair         | \$40.00 and up depending on size |
| Maintenance Repair       | \$48.00/man hr + materials       |

### **Maintenance Replacement:**

|                         |  |
|-------------------------|--|
| Counter Top             | Time and Materials   |
| Door:                   |  |
| Bi-fold                 | \$44.00  |
| Exterior                | \$160.00 – 600.00  |
| Interior                | \$40.00 – 100.00   |
| Door Jambs:             |  |
| Interior                | \$30.00 each + labor   |
| Exterior                | \$35.00 each + labor   |
| Garbage Disposal        | \$75.00 + labor  |
| Fire Extinguisher       | \$25.00 each   |
| Light Bulb Replacement  | \$2.50 each  |
| Fluorescent Light Cover | \$20.00 each   |
| Light Globe:            |  |
| Interior                | \$8.00 each  |
| Exterior                | \$16.00 each   |
| Lock                    | \$50.00 each   |
| Mirror:                 |  |
| Small                   | \$45.00 each   |
| Large                   | \$60.00 each   |
| Stove:                  |  |
| Vent Screen             | \$10.00 - \$20.00 each                                       |
| Drip Pans               | \$7.00 each (small), \$9.00 each (large)                     |
| Rings                   | \$5.00 each  |
| Switch plate Cover      | \$2.50 each  |
| Toilet                  | \$150.00   |
| Toilet Seat             | \$12.00  |
| Towel Rods              | \$15.00 each   |
| Trim                    | \$2.00–\$5.00 /per ft + labor                                |
| Tub Enclosure           | \$315.00   |
| Window Replacement      | \$100.00 - \$300.00 (depending on size and type of window)   |
| Window Crank            | \$5.00 each  |
| Window Screen:          |  |
| Bedroom                 | \$25.00 each, re-screen \$6.00 each                          |
| Patio                   | \$43.00 each, re-screen \$12.00 each                         |
| Mini Blinds             | \$10.00 - \$30.00 each depending on size, (faux-wood higher) |

**NOTE:** You are also responsible for damage to yards, damage caused by pets, damage resulting from water beds, damage resulting from open windows when temperatures are below freezing, improper usage of HVAC system, and damage to commodes or sewers resulting from attempting to flush inappropriate items down commodes or drains.

**ENERGY CONSERVATION:** Military residents paying BAH are provided a utility allowance for gas and electric utilities. The allowance is based on the monthly actual average by floor plan style. The rental amount paid to The Properties at Wright Field (your monthly BAH) is reduced by the amount of the actual average use based upon the unit type you occupy plus a 10% "cushion". This amount will remain in your paycheck for you to pay the monthly bill directly.

It is the resident's responsibility to pay your gas/electric utility bill directly to Guardian Water & Power. Utilities accounts must remain current. Following is the contact information for Guardian Water & Power:

Guardian Water & Power  
Call: 800.444.9283  
8:30 AM to 8:00 PM (EST)  
<http://www.guardianwp.com/>  
Email: [support@guardianwp.com](mailto:support@guardianwp.com)

- **Electricity:** You can help by minimizing the use of electrical appliances and lights, especially during the peak demand periods of 0600 - 0800 and 1700 - 2100. Do not leave outside exterior lights on during daylight hours. When buying Christmas lights, buy only Underwriter Laboratories (UL)-approved, energy-efficient lights.
- **Heat:** The standards for home temperature settings are 68° to 72° F during the day and 65°F at night. Turning the thermostat up to the maximum temperature setting does not decrease the amount of time to warm up the room. Setting the thermostat to the desired temperature will warm the home up just as fast and save energy in the process. Water heaters are normally set to a maximum of 140° F. If your water appears to be too hot or cold, call PWF Maintenance to adjust the setting. Conservation efforts result in large monetary and heating fuel savings without jeopardizing the health of any individual. Remember, saving fuel saves you money.
- **Water:** Excessive water usage results in increased costs to everyone and depletion of the supply. Our policy is to reduce or eliminate unnecessary waste. Water should not be allowed to puddle in yards or run down streets when watering lawns.

**ENVIRONMENTAL:** Protection of our environment requires the cooperation of all housing residents. Special care must be taken to ensure hazardous products are properly disposed of and not allowed into sewer or street drainage systems.

**GROUNDS CARE:** As a resident, you are responsible for the yard area extending out to a point midway between adjoining units or, if fronting on a street, out to the street. Strips of grass between the street and sidewalks, bike paths intersecting yards and small landscaped areas also fall within your responsibility. The rule of thumb for determining the limit of residents' responsibility is 50 feet from the permanent foundation of the structure; however, this figure will vary depending on the housing area. When the boundary is not clear, PWF will establish a boundary line upon request. The following areas will require your attention:

- **Yards:** Following are guidelines for maintaining lawns:
  - Residents must maintain yard areas within 50 feet of housing, in a clean and uncluttered condition.
  - Litter must be removed from yard areas immediately.

- Toys, bicycles, and outdoor play equipment (swimming pools, trampolines, plastic play houses, etc.) must be neatly stored when not in use.
  - Outdoor play equipment must be limited to three (3) pieces and must be maintained free of common areas as not to detract from community appearance and tranquility.
- **Lawn Care:** Mow as necessary to maintain a neat appearance. Grass should not exceed three inches in height or be cut to less than two inches. Trim grass / weeds around foundation of house, base of trees, and doorsteps as necessary. Weeding around fence lines is necessary to prevent pooling of water from rains and to maintain a neat appearance. Edge sidewalks, curbs, and driveways to maintain a pristine appearance. Do not dig a trench when edging.
- **NOTE: Property inspections are performed on a weekly basis and Violation Notices issued accordingly. If corrections are not rectified in the time frame allowed, the lawn maintenance will be performed and the resident will be charged \$50.00. Copies of violations will be forwarded to respective First Sergeants and/or Commander if necessary.**
- **Bushes:** Trim bushes and low-hanging tree branches. Notify PWF for removal of dead trees. New branches at base of trees must be cut back to permit tree growth and maintain a slight appearance.
- **Debris Removal:** Keep yards free of debris such as paper, cans, candy wrappers, animal excrement, etc. Items such as tires, plywood, or other miscellaneous items must be stored in personal garage or storage shed.
- **Leaves:** In the fall, leaves are to be properly bagged and placed at the refuse pick-up areas for the waste contractor to pick-up (NOTE: See Page 5, BULK WASTE). Please rake leaves regularly to prevent damage to grass.



Flower beds maintained



Lawn mowed and weeded



Lawn/landscape maintained



Lawn needs mowed and weeded



Needs weeded at fence line



Excessive violation

- **Doghouses/Fences:** These must meet pre-approved specifications and be approved on a completed Service Request Form prior to installation, and be maintained in good repair. Fences become property of PWF upon move-out. For specific details and guidance contact PWF Maintenance at 937.253.3488, option 3.
- **Faucets/Hoses:** Make sure faucets and hoses are in good repair. Regularly check hose washers and replace as needed. When not in use, hoses must be neatly stored on a hose hanger. Prior to the first hard freeze, remove and drain hoses thoroughly before storing them for the winter. During winter months, faucet covers must be used and are available from the Self-Help Store. These covers provide additional protection to help keep pipes from freezing.

### **GROUNDS CARE-HELPFUL HINTS:**

- **Soil Preparation:** When building or rebuilding a flower garden, prepare the soil by turning it over with a spade or shovel, breaking up large clods of soil, and removing sticks and stones. Lime fertilizer and compost can be applied to the surface before the soil is raked smooth. To determine the appropriate amount of lime to apply, take a soil sample to a commercial greenhouse. Most greenhouses will do a pH test as a public service for their customers. A pH between 6.0 and 7.0 is appropriate for most flowers.
- **Recycling Yard and Garden Waste:** Recycle your yard and garden waste. Try a mulching lawn mower to recycle grass clippings. Other plant material may be turned into the soil to provide extra nutrients.

**GROUNDS INSPECTIONS:** PWF conducts weekly inspections of all housing areas and Violation Notices issued accordingly. If corrections are not rectified in the time frame allowed, the lawn maintenance will be performed and the resident will be charged \$50.00. Copies of violations will be forwarded to respective First Sergeants and/or Commander if necessary.

**HANDICAP DISABILITY LIST:** Notify the Fire Protection Office at 937.257.3033 of any family members with handicap disabilities. The type of disability, facility number, address, telephone number, and rotation date are required. In the event special accommodations to the house are required, submit a completed Service Request Form to PWF.

**HAZARDOUS WASTE:** PWF requires residents to properly dispose of household hazardous waste. Products labeled WARNING, CAUTION, POISONOUS, TOXIC, FLAMMABLE, CORROSIVE, COMBUSTIBLE, REACTIVE, or EXPLOSIVE may be classified as hazardous waste. Common household hazardous materials include pesticides, herbicides, paints, fluorescent tubes, solvents, preservatives, household cleaners, photographic chemicals, automotive waste, i.e., oil, antifreeze, batteries, or fuels. Hazardous waste may be taken to the regional landfill. UNSERVICEABLE FLUORESCENT TUBES MAY BE EXCHANGED AT THE SELF-HELP STORE FOR NEW TUBES. HAZARDOUS WASTE MAY NOT BE PLACED IN DUMPSTERS. UNLAWFUL DISPOSAL OF HAZARDOUS WASTE ON BASE WILL BE REPORTED TO THE SECURITY FORCES AND MAY RESULT IN ADMINISTRATIVE ACTION OR CRIMINAL PROSECUTION.

**INSURANCE:** Although renters insurance is not required for active duty military members, it is required for all Other Eligible Tenants to provide at move-in and highly recommended that all residents obtain a renters insurance policy. A copy of your Declaration page from your insurance must be provided to management for your resident file. As a resident, you should purchase commercial renter's insurance to protect yourself in case of a major loss. PWF is not responsible or liable for personal property loss. Such insurance should specify clearly that personal liability coverage for loss or damage involving The Properties at Wright Field's (PWF) homes, furnishings, and equipment is included. A common policy for this coverage would be a renter's policy, which would cover your personal property as well as personal liability for PWF property. You may be able to obtain only liability coverage for PWF property without insuring your personal property, if you do not desire to insure the latter. **PWF strongly recommends purchasing renter's insurance.** The replacement values based on maximum net square footage and grade authorized by public law are available from PWF. Questions may be directed to PWF.

**ASBESTOS:** Asbestos is a family of minerals that forms harmful fibers when broken. Asbestos minerals were used for many years in fireproofing, acoustical, and thermal insulator processes. Asbestos is typically found on furnaces, ducts, boilers, hot water pipes, surfacing materials on ceilings and walls, resilient asphalt flooring, vinyl flooring, suspended ceiling tiles, fireproof drywall, siding, roofing tiles, and many other applications too numerous to count. Asbestos is not an inherent health hazard in facilities. It becomes a hazard only when fibers are released into the air, usually through destruction of the matrix holding the asbestos in place. Exposure potential is dependent on several factors, including location and degree of friability. A friable material is one that can be crumbled with hand pressure and is likely to emit fibers when disturbed. Once released into the environment, asbestos can be ingested or inhaled. Inhalation of asbestos fibers is the major exposure route of concern.

Wright-Patterson AFB housing, with exception of the contemporary construction was constructed in an era when asbestos-containing materials were routinely used in construction. As used, asbestos does not present a significant health concern to housing residents; however, to facilitate maintenance such as repairing heating systems or replacing flooring, the asbestos-containing materials will normally be removed or encapsulated. Asbestos removal is an important part of base-wide renovation projects. If you are a resident of an older home, chances are it contains asbestos materials. Some simple precautions to observe are not to hang plants from insulated pipes or insulation, not to drill holes in walls or ceilings, and not to scrape floor tiles, walls, or ductwork when moving furniture. If you suspect you are being exposed to asbestos-containing materials, please contact the PWF Management Office immediately.

**LEAD-BASED PAINT:** For many years, lead was used in many types of paint. Although it is no longer used in most paints, it may be found in some areas of older homes. Exposure to paint chips or dust may cause lead poisoning in young children. Because of the potential for young children to ingest paint chips or dust, their lower body weight and developing nervous systems, they are at greater risk than adults for developing lead poisoning.

Lead-based paint has been found in family housing units in window trim and similar areas. In most cases, the old lead paint is well covered, and the potential hazard is very small. There are several things you can do to reduce exposure to lead. A major route of exposure to children is dust from deteriorating paint. Keep paint in good repair and avoid abrasive activities to areas not known to be lead free. Painted surfaces that are not chipped or peeling should be checked and cleaned regularly to maintain serviceability. Wash or paint as needed, but only with a mild detergent and water solution. DO NOT use solvents or industrial strength cleaners as they may harm the paint. For further information contact PWF maintenance at 937.253.3488, option 3.

**LEAVE OR EXTENDED TDY:** When you are going to be absent from your home for more than five days, you must make arrangements for security, prudent care, and periodic inspection of your home. This is most important in the winter when a heat failure and broken water pipe can cause catastrophic damage to the home and personal belongings. Submit written notification to PWF of your intended absence and the contact information of the person you have designated to have access and perform normal resident maintenance. Also, notify the security forces at Law Enforcement Desk, or call them at 937.257.6516.

From October through April, unattended vehicles must be moved to long-term parking or you must provide to PWF the name, phone number, and address of a responsible contact person who can move your vehicle. This is necessary to facilitate snow removal or street cleaning. Vehicles or conveyances obstructing the cleaning or snow removal from housing areas will be reported to the Law Enforcement Desk and towed at the owner's expense.

**PERSONAL PROTECTIVE EQUIPMENT:** Persons who ride bicycles or roller-blade on Wright-Patterson AFB must wear a helmet approved by the American National Standards Institute.

**PEST CONTROL:** It is the resident's responsibility to perform pest control in their homes for minor pest problems. The resident is expected to take measures to prevent and control insects and other household pests by using over the counter pest control products. This includes, but is not limited to mice, cockroaches, ants, flies, spiders, bees, and silverfish. In the event of major infestations or issues with bed bugs, please contact PWF at 937.253.3488, option 3, for assistance.

**SEWAGE BACKUPS:** Sewage backups can be minimized by taking precautions against flushing foreign objects down toilets. When they do happen, however, there are some health precautions to observe when handling sewage-damaged items. PWF is not responsible or liable for personal property loss. Following these suggestions will help prevent the spread of any potential bacteria:

Wear rubber gloves, rubber boots, and clothing that can be washed immediately. Immediately after handling contaminated materials, clean gloves and boots with a cloth or towel saturated in a liquid bleach and water solution (two capfuls per gallon of water). Wash contaminated clothing separately from other items. Wash hands with soap and water immediately after handling contaminated items and again before eating or drinking. Bathe before going to bed. Keep children and pets away from the contaminated area. Call PWF Maintenance for assistance in sanitizing the contaminated area.



## **SECTION C - FIRE PROTECTION AND SAFETY**

The Fire Protection Flight is responsible for instructing family housing residents on procedures to follow in case of fire. All residents moving into privatized military housing are required to attend training within 30 days of move-in. Contact the Fire Protection Section at 937.257.4075 to schedule training. While the training is not mandatory for family members, it is highly encouraged since most fires involve other family members.

**BARBECUE GRILLS/FISH SMOKERS/FIRE PITS:** WHEN IN USE, BARBECUE GRILLS, FISH SMOKERS AND FIRE PITS MUST BE SUPERVISED BY ADULTS ONLY. Do not use them under building overhangs or on porches or decks. They must be kept a minimum of ten feet distance from combustible structures at all times. Residents interested in fire pits must obtain a Burn Permit. Contact WPAFB Fire Protection Section at 937.257.4075 for more information.

**CARBON MONOXIDE:** Carbon monoxide (CO) is the most common cause of unintentional poisoning death in the United States. A colorless, odorless, and tasteless gas, it is slightly lighter than air. Insufficient air circulation in a home can allow toxic amounts to accumulate. It is lethal in minutes and will asphyxiate long before it poses an explosion danger. A mild exposure to carbon monoxide may mimic the flu, causing a slight headache, nausea, vomiting, and fatigue. Extreme exposure can result in death. All combustion devices in the home can generate carbon monoxide. Malfunctioning appliances, furnaces, fireplaces, and automobile exhaust are the most common sources of carbon monoxide. A way to distinguish between the symptoms of carbon monoxide poisoning and the flu is to determine whether all the family members or residents of a building are experiencing the symptoms at the same time. Suspect carbon monoxide poisoning if everyone has the symptoms, as the flu usually does not affect all residents at the same time. If carbon monoxide is suspected, immediately leave the house and call 911 for assistance.

All units are equipped with a CO detector. If the detector activates with an alarm, call 911 and evacuate the facility. Do not open windows or attempt to air out the quarters. Doing so prevents the appropriate agency from measuring levels of carbon monoxide.

**CLOTHES DRYERS:** Clean the lint trap after each load. Periodically, remove the 4-inch hose from the back of the dryer and remove any accumulated lint or residue. Never place plastic articles in dryer.

**COOKING FIRES:** Never leave cooking food unattended on the stove especially when using grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the burner, and use a fire extinguisher if necessary. Immediately call 911. NEVER USE WATER TO EXTINGUISH A GREASE FIRE. MOST IMPORTANTLY, DO NOT ATTEMPT TO MOVE THE PAN. Ovens and broilers must not be used for storage of plastics.

**EXTENSION CORD - ELECTRICAL:** Extension cords may be used in certain situations. When used, they must be rated for the capacity of the equipment being served and be UL approved. Cords may not be hooked in series to extend the length nor may multiple loads be served by one cord with more than one outlet. Do not nail or staple cords to interior building surfaces, run cords through doorways, windows, and holes in walls, under rugs, or carpets. Cords used for the exterior installation of items such as Christmas lights or vehicle plug-in heaters must be weatherproof and attached, using devices specifically designed for that purpose. Do not run cords across driveways or across sidewalks where damage to the cords or trip hazards could occur.

**FIRE EVACUATION PLAN:** Establish a home fire evacuation plan with primary and alternate routes of escape for use in the event of a fire. Practicing your established escape plan as a family activity can save the life of your loved ones. During your initial fire briefing, make sure the Fire Protection Section is notified of any handicapped family members in the home. Always keep fire escape routes free of trip hazards such as debris, litter, snow, ice and other obstructions.

**FIRE HYDRANTS:** Fire hydrants servicing family housing areas must be snow free at all times. It is the resident's responsibility to ensure their children does not play on or around fire hydrants.

**FIRE PREVENTION:** Fire prevention is one of the most important topics affecting you and your family during your stay in family housing. The way you enforce good fire prevention procedures will determine the extent to which your family will learn and enforce these same procedures.

The following topics are specific areas of concern on the base. While not all-inclusive, they represent a cross section of the many items affecting the safety of your home and your neighbors.

- **FIRE REPORTING:** IF A FIRE OCCURS IN YOUR HOME, GET EVERYONE OUT AND IMMEDIATELY CALL 911 (FIRE PROTECTION FLIGHT). GIVE THE OPERATOR YOUR NAME, HOUSE NUMBER, AND STREET ADDRESS. DO NOT HANG UP UNTIL YOU ARE SURE THE INFORMATION HAS BEEN RECEIVED CORRECTLY. REPORT ALL FIRES REGARDLESS OF SIZE. MAKE SURE EVERYONE IN YOUR HOUSEHOLD IS FAMILIAR WITH THESE PROCEDURES. THE DAYTON OPERATOR ANSWERS EMERGENCY CALLS MADE WITH A CELL PHONE. GIVE ALL INFORMATION MENTIONED ABOVE, PLUS MAKE SURE YOU TELL THE OPERATOR YOU ARE CALLING FROM WRIGHT-PATTERSON AFB.
- **GASOLINE STORAGE:** Gasoline and other flammable liquids must be stored in approved containers and is limited to three gallons per dwelling. Flammables may not be stored within living areas or in areas frequented by playing children.
- **GUNPOWDER/PRIMERS:** Before you store gunpowder and primers in family housing, contact the Fire Protection Section at 937.257.4075 for specific instructions. A maximum of seven pounds of smokeless propellant gunpowder and 1,000 primers may be kept in family quarters. Store the powder and primers in their original Department of Transportation-approved containers. When not in use, containers must be stored in a locked box or cabinet to prevent access by unauthorized personnel. The storage location shall be as far as possible from furnaces, water heaters, heat outlet ducts, flammable liquids, and other heat-producing equipment. Factory and hand-loaded ammunition must be stored separate from powder and primers to minimize the damage and danger should a fire occur. Smoking is not permitted in the immediate area of the powder. Place a dry-chemical fire extinguisher (minimum 2 ½ pounds) close to the powder storage area.
- **HOODS AND EXHAUST FANS:** Clean a minimum of every six months or as needed to remove grease. Excessive grease buildup must be kept to a minimum to decrease the potential for cooking fires.
- **HOUSEKEEPING:** Keep trash from accumulating in closets, storage areas, near wall heaters, and hot water heaters. Do not discard cigarette butts in waste containers unless they have been soaked thoroughly in water.
- **MECHANICAL ROOMS:** The use of mechanical rooms for any type of storage is prohibited. Keep access areas and storage rooms clear at all times.
- **POWER EQUIPMENT:** Do not refuel lawn mowers, edgers, snow blowers, and other motor driven types of equipment while the motor is running. Turn motor off and allow sufficient time to cool before refueling.
- **SMOKE DETECTORS:** The resident is responsible for performing a serviceability check at least monthly on each detector in the residence. Report any malfunction to PWF.

- **SPACE HEATERS**: The use of space heaters in housing units or garages at PWF and on Wright-Patterson AFB is prohibited.

## **SECTION D - SECURITY POLICY**

The Commander, 88<sup>th</sup> ABW, is responsible for the control and safeguard of base property. The security forces routinely patrol housing areas on a recurring 24-hour basis. The policies provided here are extracted from pertinent directives for the benefit of housing residents. When notified, the security forces will investigate incidents occurring in family housing. Inquiries regarding security forces' policies may be directed to the Law Enforcement Desk at 937.257.6516. To report a crime in progress, call 911 or 937.257.6516.

**FIREARMS AND FIREWORKS:** Fireworks on Wright-Patterson AFB are prohibited. For information on firearms in family housing, contact the 88th Security Forces Squadron Law Enforcement Superintendent, 937.257.6516.

**MOTOR VEHICLE TRAFFIC POLICY:** The following traffic policies are extracted from Base Traffic Code:

- **Abandoned/non-operational vehicles:** Any vehicle partially dismantled, non-operational, wrecked, junked, or in a derelict condition, parked on a public street or public parking lot, will be impounded at the owner's expense.
- **Maintenance In-Parking/Family Housing Areas:** Changing engine oil, transmission oil, antifreeze, or performing major maintenance such as removal/disassembly of the transmission, rear end, motor, or body repair is prohibited in the parking lots of family housing.
- **Parking:** Privately owned vehicles must be in authorized parking areas only. You must remain aware of snow removal during and after snowfall. In the event of your absence, you must arrange to have your vehicle(s) moved from normal parking areas to facilitate snow removal operations. Vehicles parked in active snow removal areas may be removed at the owner's expense. Specific "no parking" areas are:
  - Within fire lanes
  - Within 15 feet of a crosswalk or fire hydrant
  - On grass, seeded, or dirt areas
  - Within 10 feet of any building or structure except in designated parking spaces
  - Within 15 feet of trash containers (dumpsters) except in designated parking spaces
  - In drive-through areas where the traveled road surface is less than 15 feet
- **Prohibited Areas:** The driver of a motor vehicle will not drive through an area that is posted, marked, or barricaded by means of barriers or cones.

**NOTE:** Garages must be utilized for vehicle parking. **Parking in common driveways, in front of resident garages is prohibited as it impedes traffic flow and neighbors' access to their garages.** Violators will be referred to the Security Forces Law Enforcement Desk.

**RECREATIONAL VEHICLE (RV) POLICY:** RVs are vehicles designed for recreational purposes to include motor homes, travel trailers, tent campers, boats, canoes, and trailers. RVs may not be parked in the housing areas. WPAFB maintains an RV lot for the storage of RVs. Please call ALMI for the current point of contact and other details. RV parking is at the RV owner's risk. The Properties at Wright Field, LLC, MV Communities, and the Air Force assume no liability for theft or damage to vehicles.

- **Boats:** Boats are not permitted in the housing areas except for loading and unloading before or after a trip. All repair work on boats, with the exception of canoes, is prohibited in family housing areas. Canoes stored on storage racks are permitted.
- **All-Terrain Vehicles (ATV):** ATVs may be kept in the housing areas provided they are parked in the resident's designated parking spot and are not kept on any unpaved areas or patio areas. No more than two ATVs per quarters are permitted. ATVs may not be ridden in family housing areas, as they are not street legal.

- Camper Units, Slide-In: Slide-in pickup camper units may not be left unmounted in housing areas at any time.
- Motor Homes: The designated area for motor-home parking is the RV storage lot in Area B. When parked in housing areas, motor homes may not block driveways or other egress areas where emergency vehicles must pass.
- Pickup Shells: Shells for pickups may not be left unmounted in housing areas at any time.
- Trailers: Trailers may not be parked in family housing areas. Active loading and unloading is limited to no more than 24 hours.

**UNATTENDED VEHICLES:** Vehicles left parked or standing must have the engine stopped, the ignition locked, and the key removed. Vehicles may not be left unattended on jacks, regardless of the time involved.

## **SECTION E - GOOD NEIGHBORS**

Family housing and close neighbors are synonymous. Full support and cooperation in the following areas are necessary:

**PETS:** The following are pet owners' responsibilities:

- **Cleanliness/Sanitation:** If you own a pet, you must clean pet areas daily, or more often if necessary, to prevent the areas from becoming a public nuisance. This must be done year-round. If outside the animal's domicile, you must immediately clean up feces left by the pet.
- **Control:** Effective control of pets must be maintained when they are indoors or outdoors to prevent excessive barking or biting of visitors. The security forces may remove unattended pets that create a public nuisance, such as barking and whining.
- **Doghouses:** Doghouses are permitted in family housing. Dog houses must be maintained in good condition and be located five feet from any structure. Portable containers used for transporting pets may not be used. Use of bright contrasting colors must be avoided. Doghouses should be moved periodically to avoid damaging the yard.
- **Kennels:** Kennels and dog runs are not permitted in family housing.
- **Multiple Pets:** Residents may possess or maintain two pets without paying a deposit. Additional pets require a deposit equal to one-half of one month's rent be paid to the Leasing/Management Office. Excesses caused by pets giving birth must be disposed of within eight weeks.
- **Nuisance/Vicious Pets:** Pets that cause a public nuisance or are vicious will not be allowed to remain on Wright-Patterson AFB. Continued howling, barking, and other nuisance behavior will result in the pet's removal from Wright-Patterson AFB.
- **Prohibited Pets:** The following animals as pets are specifically prohibited: farm, ranch, or wild animals, rodents, primates (monkeys and apes), skunks, reptiles, snakes, raccoons, exotic felines, marsupials, spiders, and any animal requiring a permit from the Fish and Wildlife Service. Excluded are guinea pigs, hamsters, gerbils, ferrets, rabbits, pet birds, and fish.
- **Restraints:** Pets must be on a leash when outside the animal's domicile and under control of a responsible person capable of controlling the pet under any circumstances. Pets may not be walked in other residents' yards. Pet restraining devices may not be connected to any fixtures such as trees, downspouts, porches, or buildings. Pet quiet hours are 2200 – 0800.
- **Registration:** Prior to being kept on Wright-Patterson AFB, all privately owned pets over four months of age must be micro-chipped, registered with the Veterinarian and have certificates showing they have received the required vaccinations. Registered animals are required to wear a registration tag showing they have had a rabies vaccination. You must provide copies of all such registration to PWF.
- **Shelter:** Leaving pets outside for unreasonable periods of time or without proper food or sufficient water is considered inhumane and cruel. Pets left outside are required to have adequate shelter from the elements. Animals may only be contained in private patio area and/or back yard. Do not leave pets unattended in vehicles.
- **Abuse/Abandonment:** Abuse and abandonment of pets is inhumane and cruel. Person known to be involved will be referred to the security forces Law Enforcement Desk. Should you need to find your pet a new home, please contact SISCA at 937.294.6505.

**NOISE:** Excessive noise is typically the greatest source of complaints received by property managers. Many Air Force personnel work shifts and are sleeping during the day. Please be considerate. Quiet hours are 2200 - 0600 Sunday through Thursday and 2300 - 0600 Friday and Saturday. Make direct complaints of excessive noise to the Security Forces at 937.257.6516.

- **Barking Dogs:** Barking dogs can be very annoying to other residents. Be considerate of neighbors by keeping dogs under control and control excessive barking during non-quiet hours. Pet quiet hours are 2200 – 0800 daily.
- **Excessive stereo and television volumes:** Do not assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume down.
- **Parties:** Many complaints can be avoided by informing your neighbors before having a party.

**PARKING:** Parking within the family housing areas is often limited. There are no assigned parking spaces with the exception of unit specified garages and private driveways. Be reasonable and considerate. Talk to your neighbor when problems or misunderstandings occur. If necessary, contact PWF to assist with the resolution.

**PLAYGROUNDS/COMMUNITY POND:** There are more than 40 playgrounds at PWF. Do not use your neighbor's yard or the streets as your child's playground.

- **PLAYGROUNDS:** Following are guidelines for playground equipment use:
  - Adult supervision is REQUIRED.
  - Adult should inspect play area before allowing children to play.
  - For safety, please always wear shoes when playing on the equipment.
  - Please do not run on the equipment.
  - Be respectful of others. Please do not push or shove others using playground equipment.
  - Please do not ride the slides in a “head first” fashion.
  - Please do not use the playground equipment when it is wet.
  - Please do not ride bicycles, roller blade or skate board on the playground equipment.
  - Please be mindful that metal slides and/or metal playground equipment can become hot during the summer months. Please use caution when using this playground equipment.
- **COMMUNITY POND:** Following are guidelines for the community pond:
  - The fishing pond located behind the Community Center is catch and release only. Residents do not need a fishing license to fish. Please be mindful of others when using the pond.
  - Do not throw rocks in the pond. The rocks around the pond are to prevent erosion and must not be taken or thrown into the water.
  - No swimming
  - No boating
  - No skating on the ice during winter months

## **SECTION F - COMMUNITY/RESIDENTIAL ACTIVITIES**

**ANTENNAS/SATELLITE DISHES:** Exterior television antennas and satellite dishes are permitted in family housing. Subject to approval, requests for citizen band antennas may be submitted on a completed Service Request Form to PWF. Antennas may not be attached to any structure nor can any holes be drilled for access. Connectors that work through glass or pre-approved special wiring must be reviewed by PWF. Contact the Maintenance/Management Office for approved methods of mounting you antenna or dish.

**CABLE INSTALLATION:** Requests to run new cable and/or add outlets must be submitted on a completed Service Request Form, to PWF prior to performing modifications. Modification to pre-wired housing units is not permitted. For units without existing wired systems, PWF and the performing contractor may perform limited modifications subject to approval. Drilling through floors, walls, and other areas with potential for lead-based paint or asbestos is not permitted in un-renovated housing areas. A Service Request Form is not required to activate a cable outlet.

**CARPET INSTALLATION:** If you wish to install additional carpeting, you may use only loose-laid carpeting. No additional permanent carpeting installations are allowed unless prior approval by PWF. Loose-laid carpeting does not require an approved Service Request Form. It is the resident's responsibility to remove loose-laid carpeting from the home for the final inspection. Carpet must be rolled-up to verify the condition of flooring at the final inspection. Carpeting that remains in the home is at the sole discretion of PWF and must be professionally cleaned, by the resident, prior to the final inspection. Carpeting becomes property of PWF at the final inspection.

**CHRISTMAS LIGHTS:** Christmas lights may be put up after 1 December. They must be removed no later than 10 January following the Christmas holiday. Lights may not be illuminated during daytime hours.

**HOLIDAY DECORATIONS:** Non-offensive holiday decorations may be displayed; however, must be timely with the holiday and removed within fourteen (14) days of the respective holiday.

**DOGHOUSE:** An approved Service Request Form is required prior to the installation or conveyance of a doghouse in the housing area.

- Doghouses must be constructed of wood or of a pre-manufactured igloo style. They will be painted tan or dark brown and clearly display the house number.
- Wooden doghouses must be square or rectangular in shape with either sloping or gable roof.
- No kennels or dug runs are permitted in Family Housing.

**HOME ENTERPRISES:** PWF's policy promotes and encourages limited commercial activities, which may be properly carried out from family housing. Activities may involve direct sales of products, small-item repair service, limited manufacture of items, and tutoring services. In-home day care is permitted with approval of WPAFB. The policy allows enterprises that do not compromise community tranquility, safety of the base mission, or compete with name brands in the military exchange. For purposes of in-home day care, all WPAFB regulations must be followed.

**LAWN/GARAGE SALES:** Two sales per family housing residence are permitted per year. A yard-sale authorization and signs may be obtained from the Self-Help Store. Signs advertising the sale are limited to two per yard sale, one for your yard and one at the street. The signs are available for periods up to 72 hours and may be posted between 0700 – 2000 only. Use only approved signs.

**TARPS:** Tarps may be used in family housing. They must be maintained in good repair and be securely fastened when used.



**TELEPHONE INSTALLATION:** Local telephone service is available through the following company. Please expect a minimum of 14 days for installation.

**Vendor: AT&T, 1.866.636.6683**

**Vendor: Spectrum Cable, 1.800.866.9767**

Resident must contact PWF maintenance department at 937.257.3488, option 3, should repairs need to be completed on the telephone wiring inside the home. Repayment for invoicing from the telephone company will not be issued for unauthorized repairs.

**TRAMPOLINE:** Trampolines are authorized in family housing areas; however, compliance with the following rules is required:

- A parent must supervise children under the age of 10 who are playing on a trampoline.
- Trampolines must be located a minimum of 10 feet from any structure or appurtenance, i.e., fences or sheds.
- The tops of all trampolines must be fully caged and encased in protective padding, including the springs.

**SWIMMING POOLS:** Swimming pools are permitted in family housing provided the following guidelines are followed:

- Swimming pools must be designed for children with the size not to exceed 7' in diameter.
- Pool must be properly covered or drained when not in use.
- Pools with filtration systems and/or pumps are permitted; however must be kept within fenced areas and covered when not in use.
- Pools must be moved periodically, as not to damage the grass. Damaged grass must be restored by resident at the end of the pool season.
- Pools are restricted to privately enclosed patio area or back yard. Pools may not be used in common areas, driveways or garages.

**PERSONAL PLAY EQUIPMENT:**

- Swing sets and other play equipment may only be utilized in private patios and back yard areas.
- For safety purposes, swings may not be attached to trees in family housing. This includes tire swings and baby swings.
- No more than three (3) pieces of outdoor play equipment may be used at any time. Play equipment must not be placed in common areas. Excess play equipment must be stored in enclosed patio areas or garages when not in use.

**BASKETBALL HOOPS:** Portable basketball hoops may be used in family housing areas subject to the following controls: The name and address of the owner must appear legibly on the frame; the hoop must be located a minimum of 15 feet from any structure or vehicle parking space; and it must not be placed in any street or driveway where moving vehicles may pose a danger to the users.

**WATERBEDS:** Waterbeds are authorized for use in family housing. Underwriters Laboratories (UL) must approve waterbed heaters, and the owner is liable for damage to property in the event the bed leaks.

## **SECTION G - SELF-HELP WORK**

Self-help work in family housing may be authorized if the proposed work is relatively simple and is primarily for resident benefit. Normally, a self-help project is to improve living conditions for the resident. Self-help work must not generate additional maintenance costs or increase the size of the living area of the home. Drilling holes, installing nails, bolts, or other similar devices in the siding of your home for your self-help project is not allowed. Your point of contact for self-help projects is PWF Self-Help Inventory Manager at 937.253.3488, option 4.

**REQUESTING SELF-HELP WORK:** Family housing self-help work, whether personally funded or through the Self-Help Store, requires completion of a completed Service Request Form. If approved, a work order number will be assigned and additional guidance for accomplishing your project will be provided. Self-help projects constructed with PWF's materials are the property of PWF when completed.

**BORDER PROTECTORS:** Small border protectors, which are designed to be decorative in nature and are not exceeding 20 inches in height, may be installed around flowerbeds, and provided that they are neat and properly maintained. The decorative protectors cannot penetrate the ground more than four inches. Under no circumstances will they be made with pointed pickets. A completed Service Request Form is not required for border protectors.

**CONVEYANCE OF PERSONAL PROPERTY:** Certain types of occupant-owned property might be conveyed during change of occupancy to new residents. Contact PWF to obtain a conveyance authorization letter.

**ELECTRICAL WORK:** Performance of electrical work in family housing by residents is prohibited. Only licensed/authorized persons may perform electrical work. Disturbing possible lead-based paint, the potential for asbestos, and condition of existing electrical wiring will be considered prior to approval of a completed Service Request Form for electrical projects. Contact PWF at 937.253.3488, option 3 for further information.

**PLUMBING WORK:** Performance of self-help plumbing work in family housing is prohibited. Only licensed/authorized persons may perform plumbing work. The potential for disturbing lead-based paint and asbestos will be considered prior to approval or disapproval of the Service Request Form for plumbing projects.

**PORTABLE STORAGE SHEDS:** Portable storage sheds may be permitted in The Woods and the contemporary homes in The Prairies with prior written approval by PWF. Required guidelines and specifications regarding approved model types and locations must be followed. Please contact 937.253.3488, option 3 for details.

**FENCES:** Residents of The Woods and the contemporary homes in The Prairies may be authorized to construct chain-link fencing, provided request is submitted on a Service Request Form prior to installation and pre-approved guidelines and specifications are followed. Please contact PWF maintenance office at 937.253.3488, option 3 for specifics.

## **SECTION H - TERMINATION OF FAMILY HOUSING**

**GIVING NOTICE:** A notice, in writing, of at least 30 days prior to your vacating (short notice PCS accepted on a case by case basis, with proper documentation) is required when terminating family housing. At the time you notify us, we will schedule your preliminary and final inspections. In preparing for your preliminary and final inspections, it is the resident's financial responsibility to repair and/or replace items resulting from abuse and/or neglect. PWF can be of great assistance in your upcoming move. Contact PWF for giving notice and questions.

**IMPROVEMENTS:** Self-help work must be removed before final inspection, unless accepted in writing, by the incoming resident or PWF. When removing self-help work, your home or area must be restored to its original condition. During your preliminary inspection, the Quality Control Specialist can answer many of your questions.

### **INSPECTIONS:**

- **Preliminary:** The preliminary inspection will assist you in preparing for your final inspection and includes an inspection-procedure review designed to answer your questions. The quality control specialist also identifies normal maintenance to be accomplished and damages above normal wear and tear. The quality control specialist will discuss your individual cleaning needs.
- **Final:** THE RESPONSIBILITY FOR FINAL CLEARANCE OF FAMILY HOUSING RESTS SOLELY WITH YOU, THE RESIDENT. The final inspection ensures that the standards of cleanliness are met and identifies additional maintenance needs. If you fail your final inspection, contact PWF and schedule a re-inspection for the next working day or as soon as the housing inspection schedule permits. Being properly prepared for your inspection is very important. A timeline has already been prepared to put your house into maintenance so it will be ready for a new resident on time. For your information, we have provided cleaning standards for all moves on the following pages.

### **PWF's CLEANING STANDARDS:**

1. Replace all burned-out or missing light bulbs. All broken light globes must be replaced. Light globes may be obtained from the Self-Help Store for a nominal fee.
2. Storage/laundry areas must be broom cleaned. This includes being dusted down, free from any accumulated trash and swept out, including walls, ceilings, floors, windows, and stairs.
3. Any excessive build-up of dirt, wax, stains, (other than discoloration due to hanging pictures), or calcium deposits are not considered normal wear and tear and must be removed by the resident. This also includes crayon marks; heavy smudges on the walls, or excessive dirt. Please note that walls must be clean, regardless of projected painting. The quality control specialist will advise you during the preliminary inspection as to the nails that must be removed and the holes that must be patched. Painted walls must be properly restored prior to final inspection.
4. If you have used stickers, wallpaper borders, and contact paper on your cabinets, drawers, or walls, you must remove them as well as all adhesive film residues. You must clean the interiors of all cabinets, drawers, and closets, and the tops of any exposed cabinets.
5. The refrigerator must be defrosted and any accumulated dried food particles removed. Pull out the refrigerator to clean behind and under it. If you feel you are not capable of moving the appliance out to clean, or might tear the vinyl flooring, please contact PWF and arrange a service call for them to move the appliance for you. Remove all grease, stains, and dirt sediments from the range hood both inside and out. Clean and replace filters. The range top, oven, and exhaust hood must be free of heavy grease and burned-on residues. The exterior of the stove and range must be free of grease and food particles. Clean all appliances thoroughly on the inside and outside to include applicable doors, sides, tops, seals, and gaskets, racks, broiler pans, drip pans, control surfaces and knobs, storage areas, and refrigerator condenser coils. Move appliances away from wall for cleaning and move back after cleaning. Wall surfaces

surrounding the range areas and sides of cabinets adjacent to the range must be free of grease and food residues.

6. Clean and disinfect bathrooms including toilets, bathtubs, washbasins, shower mirrors and shelves, towel rails, sinks, and related hardware. Bathrooms need to have any excessive buildup of calcium deposits and soap scum around fixtures, caps, or on walls removed. Toilet bowls must be cleaned both inside and out. Tiles and mirrors must be free of soap build-up or streaks.
7. Vacuum carpets, remove stains, and then deep clean. Remove dirt and wax sediments from floor areas. Damp mop floors and apply a light coat of wax on tile floors. Vinyl floorings are no wax. Remove dirt, dust, and smudges from cove base, baseboards, walls, and ceilings. Clean doors, both interior and exterior, including frames and thresholds. Doors should be free of dirt and stains on both sides. Carpet shampoo machines are available, on a first come/first serve basis, at the Self-Help Store. During the final inspection, carpeted areas will be tested for animal/human urine.
8. Balconies, patios, and garages must be broom cleaned. This includes removal of accumulated debris and sweeping of the area. Excessive accumulations of dirt, gummy materials, oil, and grease stains must be removed. Areas must be free of dirt, stains, and grease. Remove trash from crawl spaces, storage areas, and trashcans. Garage floors and driveways must be cleaned removing gas, oil, and grease stains to prevent permanent damage to concrete and asphalt. PWF reserves the right to assess and charge for damages upon final inspection.
9. Perform yard maintenance including any snow removal or lawn mowing. Repair pet damage to yards, decks, sheds, and fences. Ensure that all pets' feces have been removed from the yard.
10. Remove personal items from all areas of the residence, including utility sheds, and garages. Have all keys, garage door openers, and any approved conveyance letters on hand for the final inspection. Conveyance items require pre-approval by PWF.
11. Remove television/internet satellite dish from yard or fence. This includes all poles and wiring.
12. Clean windows inside and out so that they are free of spots, streaks, or film. Clean all windowsills, blinds, screens and baseboards. Curtain rods must be removed and nail holes filled prior to final inspection.
13. Cabinets, closets, drawers, shelves, and all woodwork must be free of dirt, oil stains, shelf paper, adhesive residue, staples, tacks, etc. Clean registers and cold air returns, making certain they are free of dirt, sediments, and stains.
14. All trash must be properly bagged, secured, and placed in the dumpster area at Self-Help if your move-out date occurs after the scheduled trash pick up date. Trash cans may only be set out 24 hours prior to the scheduled pick up day.
15. This list of standards is not all-inclusive and is to be used as a guide. For items not specifically addressed, contact PWF for clarification. The purpose of these cleaning standards is to create basic criteria for all residents.
16. For specific questions or concerns, please contact The Properties at Wright Field at 937.253.6009.

## Useful Telephone Numbers

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| PWF – Service Request line   | 937.253.3488, option 3 |
| PWF – After Hours Maintenance Service Request  | 1.800.364.5999         |
| PWF Housing Information<br>e-mail: <a href="http://www.wpafbhomes.com">http://www.wpafbhomes.com</a> | 937.253.6009           |
| Airman's Attic/Family Services Bldg. 1044  | 937.257.6934           |
| Ambulance  | 911                    |
| Base Exchange, Customer Service  | 937.879.5730, ext. 115 |
| Child Care Center (Reservations)   | 937.257.2644           |
| Commissary   | 937.257.7474           |
| Crime in Progress  | 911                    |
| Directory Assistance Wright-Patterson  | 937.257.1110           |
| Family Support Services  | 937.257.2910           |
| Fire Protection Section  | 937.257.4075           |
| Fire Reporting   | 911                    |
| Firearms Information   | 937.257.4075           |
| Hospital Appointments  | 937.522.2778           |
| KAS Cable Company  | 937.256.5057           |
| Outdoor Recreation Center  | 937.257.9889           |
| Pest Control   | 937.253.3488           |
| Postal Service Center  | 937.257.6523           |
| Refuse Collection & Recycling  | 937.253.3488           |
| Regional Landfill  | 937.898.5459           |
| Rumpke Waste & Recycling   | 800.828.8171           |
| Security Flight, non-emergency   | 937.257.6516           |
| Self Help Store for Self-Help Supplies   | 937.253.3488, option 4 |
| SISCA  | 937.294.6505           |
| Spectrum Cable   | 937.405.6373           |
| Veterinarian Office  | 937.257.6853           |

TO REPORT AN EMERGENCY FROM A CELLULAR PHONE, DIAL 937.257.9111 TO CONNECT TO WPAFB OPERATOR. CALLING 911 WILL TAKE YOU TO THE DAYTON CITY OPERATOR TO ANSWER YOUR CALL. PLEASE ASK TO BE TRANSFERRED TO THE WPAFB OPERATOR.

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