

# THE PROPERTIES AT WRIGHT FIELD



## Reference Notes

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The information contained here is only provided as a quick reference or starting point. You should consult the Resident Handbook and your lease for the official word on questionable items. If there are still questions or clarification needed, please contact the leasing office at 253-6009. Please update your e-mail address and mobile number to receive up-to-date information and important announcements about The Properties at Wright Field.

**Tornado:** Plan To Survive: Tornadoes are frightening realities. With the spring season upon us, severe weather is bound to strike. We can't prevent tornadoes or even predict where or when they will strike. A tornado "Watch" means that conditions are favorable for tornadoes to develop. When a watch is in effect you can take certain precautions to lessen danger. Move vehicles inside your garage to avoid damage from hail that often accompanies severe storms. Move lawn furniture and toys inside if time permits. Keep your radio or TV tuned to weather reports. Account for family members at home. A "Warning" means that a tornado has actually been sighted. When a tornado WARNING has been issued on the radio or siren, seek shelter immediately! Take cover in a small room in the interior of the house — a bathroom or closet is best. The more walls that are between you and the outside the better. Stay away from outside windows.

**Renter's Insurance:** Renter's Insurance is very affordable with policies ranging between \$10.00 and \$25.00 per month. For your peace of mind, this is a small price to pay to make sure your possessions are replaced in the event of an accident. Renter's insurance is required for all lease holders. Contact the leasing office for more information.

**Fire Safety:** All military members are required to receive a fire safety briefing within 30 days of moving in to privatized housing. Family members are also encouraged to attend. This briefing will be given upon moving in and accepting keys to your new home. Please contact the Fire Protection Section at 257.4075 for any questions about fire safety.

**Vacation/Deployment/TDY:** Please notify the office of extended absences. We will work with the family and member's squadron to ensure community policies, such as mowing, are met without penalty. Additionally, provide the name(s) and contact information of the person who will be maintaining and checking your home.

**Good Neighbors Do Their Part:** What does it mean to be a good neighbor? Are you a good neighbor? It is more than just saying hello, or keeping your stereo down in the evenings. It is much more than that. Good neighbors take pride in their home & community. As stated in our Resident Handbook, a good neighbor will give full support and cooperation.

**The Clubhouse:** The use of the clubhouse has been an exciting amenity for our residents. Below are a few policies to remember when reserving: The clubroom can be reserved up to 60 days prior to your function. You will have full access to the great room, kitchen and outdoor amenities. Resident account balances must be current in order to reserve the clubhouse. Children under the age of 10 should be supervised at all times around playgrounds and the pond area.

**Tot-Lots:** Children under the age of 10 should be supervised at all times around playgrounds and the pond area. Trash receptacles are meant for maintaining the cleanliness of the area. Please do not use them for normal household trash. Equipment needing repair should be called into the maintenance office.

**Playgrounds:** Swing sets and other play equipment may only be utilized in private patios and back yard areas. Swings may not be attached to trees in family housing. No more than 3 pieces of outdoor play equipment may be used at any time. Equipment should not be placed in common areas and be stored when not in use.

**Pets:** 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. If outside the animal's domicile, you must immediately clean up feces left by the pet. Pets must also be effectively controlled while indoors and outdoors to prevent excessive barking, or biting of visitors. Security Forces may remove unattended pets that create a public nuisance, such as barking and whining. Pets may not be walked in other residents' yards and must be leashed and under control at all times. Cats must not be allowed to play in and around common playgrounds and sand areas.

**Grounds Care:** You should take care of the landscape within a 50 foot area of your home's exterior. This includes mowing and edging the lawn and trimming the bushes. Toys, bicycles, and outdoor play equipment must be neatly stored when not in use. Keeping yards free of debris such as paper, cans, animal excrement, etc. will also add to community appearance and tranquility.

**How to Plant a Lawn from Seed:** Planting grass from seed is an inexpensive way to grow a beautiful new lawn, but you need to prepare the soil carefully and watch over the sprouting seeds. Here are the basics: STEP 1: Go to Self-Help for seed and straw, STEP 2: Prepare and work up about an inch or two of soil and level the soil, STEP 3: Walking at a steady pace, sow the seed over the planting area to ensure the seed is sown evenly, STEP 4: Spread a thin layer of straw over the area seeded, STEP 5: Walk over area to tamp it down, STEP 6: Water the seedbed thoroughly so the soil is moist. Apply the water slowly so that the seeds do not wash away, STEP 7: Keep the seedbed moist (not soggy) until the seed germinates and the new grass is a few inches high. Once you have thoroughly wet the seedbed after planting, you only need to water enough to keep an inch moist. When the grass is 1 to 2 inches high, you can begin to water less often. Avoid letting the planting area go completely dry. Heavy watering may wash away the seeds, and watering too frequently may rot the seedlings.

**Refuse Collection:** All waste containers and refuse must be stored in garage or storage shed until refuse collection day. Trash must be properly secured in bags and contained in totes. Totes may be set out no earlier than 24 hours prior to pickup. Containers should be collected by the resident within 24 hours after pickup. If not, they may be picked up and will not be re-delivered to your home - you can stop by the Self-Help store to pick them up.

**Warmer Weather:** Many residents will begin using their air conditioners. Following are a few tips to ensure your comfort on even the warmest of days: Keep the thermostat set at a constant temperature. The air conditioning unit works harder when the thermostat is constantly being changed. Keep blinds closed during the day. This will help keep the sun from naturally heating your home. In the event that you notice a problem, please call the Maintenance Department. Waiting to report a problem may cause a delay in timely repairs. If you notice ICE on the A/C lines, turn the A/C off. Repairs cannot be completed if the A/C is frozen & it can take up to 6 to 8 hours to completely thaw. Check your furnace filter even in the summer - Nice weather creates frequent trips in/out of the house. This allows dust and other particles into the home that will be caught by the furnace filter. Replacement filters are available at Self-Help - please bring the old filter with you for correct sizing! If you remove your filter, please replace it. The temperature at which you set your thermostat will affect your energy savings.

**Pest Control:** It is the resident's responsibility to perform pest control in their homes for minor pest problems. This includes, but is not limited to mice, cockroaches, ants, flies, spiders, bees, silverfish, etc. Contact the maintenance office if it would be unsafe to treat (example would be a bee or wasps hive near a second floor window) or after you have attempted treatment of a major infestation.



**Dig Clearances:** Clearance is required before digging to install a fence or satellite. Unfortunately, this process can take up to 30 days and is not within our control to expedite. All you need to do is draw a bird's eye (looking down) view of your residence, indicating distances, gate or satellite location, utility boxes, trees, etc. It does not have to be fancy or done on a computer. Bring it by the maintenance office for submission. The maintenance office will complete all paperwork and submit it to the appropriate agencies. After the clearances are complete, you will be contacted to pick up your clearance paperwork. Unfortunately, we cannot accept submission until you have signed your lease and have your keys.

**Maintenance Priorities:** 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 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 service requests are for work requirements that do not qualify as an emergency. Example of routine service request is a nonoperating dishwasher, running toilet, or a door bell that doesn't work.

**Holidays:** The following are days our offices are normally not open for business: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. We will always have 24-hour emergency maintenance available.

**When The Fire Department Test Hydrants:** Wright-Patterson firefighters performing flow tests and inspection of all fire hydrants in the housing areas. Testing normally takes place during the hours of 0900 -1700 and is mandated by fire protection guidelines. Some slight water discoloration and pressure fluctuations can be expected during the test period. The inspections and tests are required to determine the water flow available for firefighting at various locations within the water distribution system. Another important reason for the annual tests is to allow fire crews to visually inspect and operate hydrants to determine whether they are fully functional or in need of maintenance. During the tests motorists should be on the lookout for fire department personnel operating hydrants and walking near the roadway. Another thing that drivers should be careful about is not to drive or park too close to any hydrants. Firefighters also use this experience to get reacquainted with the layout of the water distribution system and conduct pre-fire planning surveys during the tests. Residents should take some comfort in knowing that fire department personnel are updating plans and methods. During the hours of the tests, residents are asked to refrain from using washing machines. Discoloration caused by the natural sediment being stirred up in the water mains may appear, presenting a cloudiness or rusty appearance. This sediment is not harmful, but may be minimized by running your water faucets, especially after periods of decreased use. Residents may also want to run their washing machines for approximately half a cycle without clothes after flushing is complete to keep clothes from becoming stained. Bioenvironmental Engineering personnel perform random sampling to ensure that the water meets acceptable drinking standards. Low water pressure can also be expected occur due to increased demand on the water distribution system. For more information call a Fire Prevention Specialist at 257-4075 during normal duty hours.

### **To submit maintenance requests:**

Call 937.253.3488, option 3

Online at <https://www.wpafbhomes.com/> - Resident Services - Maintenance Request Portal

After-hours emergency service call 937.253.3488, option 0