



RESIDENT RESPONSIBILITY GUIDE

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INTRODUCTION

Scope: The policies and procedures in this Resident Responsibility Guide (the “RRG”) are a supplement to and incorporated into the MHPI Military Member Tenant Lease Agreement (the “Tenant Lease”) signed by the Resident. This RRG provides information and guidance that applies to residents of privatized housing on the Installation and their families, occupants and guests. The Resident, as defined in the Tenant Lease, has acknowledged and accepted the policies and procedures of this RRG by signing the Tenant Lease. Privatized housing on the Installation is managed by, Corvias Management – Army, LLC (the “Community Manager”). Corvias Management – Army, LLC is the Owner’s representative as defined in the Tenant Lease and community manager for the Installation’s privatized housing. For ease of reference throughout this RRG, both entities may be referred to as “Corvias”. However, nothing in this RRG shall change the rights and responsibilities of each company pursuant to the Tenant Lease.

Organization: The Corvias team on the Installation is in central community offices (the “Community Office”). The Operations Director has overall responsibility for the housing at the Installation. Corvias team members are available to assist residents in the Community Offices to assist five days a week except for some holidays. A maintenance team led by the Maintenance Manager is in the Maintenance Facility and takes care of repairs and maintenance on the homes and in the neighborhoods. Emergency maintenance is available to residents 24 hours a day seven days a week. Corvias will post a community newsletter online with additional information for Residents monthly.

Goal: The Community Manager’s goal is to improve the quality of life for military families by providing exceptional housing at the best value. Corvias will interpret and apply all policies with this goal in mind.

Questions: At times, a topic or issue may need further clarification. The onsite Corvias team is the first, and best, stop for questions and concerns. However, should this not bring about resolution, Corvias may need to refer you to the Army Housing Manager.

Changes: From time to time, it may be necessary to change this RRG. A 30-day written notice of any changes will be sent to residents. Such notice may be in the form of email communications, newsletters or other means.

Terminology: All capitalized terms used in this RRG but not defined herein shall have the meaning given to them in the Tenant Lease.

Important Contacts: Installation specific: <http://corviaspm.com/>

More information about Corvias:

<https://www.corvias.com/propertymanagement/>

Army Housing: <https://www.housing.army.mil>

CHAPTER 1: GENERAL INFORMATION

AUTHORIZED OCCUPANTS

Authorized occupants of the Home (“**Occupants**”), as defined in the Tenant Lease, are those individuals listed on the Tenant Lease. Residents must notify the Community Manager if a family increases in size due to an event such as the birth of a child, adoption of a child or, for military members, the addition of any government recognized dependent as listed in DEERs. The Community Manager will update its records to reflect the correct family size. Only dependents of the Resident may become permanent occupants of the Home and these members must be listed on the Tenant Lease.

GUESTS

A Resident may submit a request for a guest to the Community Manager for any person not listed on the Tenant Lease that will be visiting or residing in the Home. In family housing, a resident may have guests visit for a period not to exceed 30 days in a 12-month period or calendar year. Single and/ or unaccompanied Residents at Randolph Point and Reece Crossings may have up to 2 guests visit for a period not to exceed 15 continuous days in a month. Request forms are available at the Community Office.

RENTERS INSURANCE

Renters Insurance is not provided by Owner or Community Manager. We recommend and highly encourage Residents obtain adequate insurance coverage of their personal property for protection against possible damage or loss to such items as furniture, food, clothing, jewelry, vehicles and recreational equipment. Opting to not obtain proper insurance coverage could have a devastating impact on you and your family.

Subject to certain conditions and exclusions, renter’s insurance policies pay to repair or replace personal property that is stolen, damaged or destroyed due to fire, weather events, power outages, and other causes. It can also protect financial assets if found liable for property damage.

VIRTUAL ASSISTANCE

If it becomes necessary to minimize in person contact, Corvias will implement virtual protocols for all processes outlined in this RRG. If preferred, virtual assistance can be requested by Resident.

CHAPTER 2: MOVE-IN

TENANT LEASE AGREEMENT

Prior to move-in, Resident must have signed a Tenant Lease, which is a binding contract between the Resident and the Owner.

DISPUTE RESOLUTION

If the Resident has a dispute pertaining to the Home that has not been resolved by discussion with the Community Manager team, then the Resident will submit a written request (a **“Request”**) with adequate documentation (i.e., complete description of the issue, photos, etc.) for resolution to Owner through the Community Manager. The Resident should cooperate with Owner at each stage of the Dispute Resolution process, including, but not limited to, granting requested access to the Premises and responding to requests for information. The Resident and the Military Housing Office (MHO) will receive an acknowledgement of the Request within one business day of receipt. The Request will be reviewed in accordance with the Tenant Lease and the Community Manager will advise the Resident within five (5) business days whether Owner agrees to resolve the dispute per the Resident’s request.

If Owner and Resident cannot reach a mutually agreeable resolution, then the Resident may request further review in writing. The Community Manager will consult with MHO and/or Resident Advocate (RA). MHO and/or RA, along with the Community Manager, will provide Resident with a joint recommended path forward within seven (7) business days of the Resident’s notification that their complaint was not resolved. It is important to note that the MHO or designated representative are only facilitating on behalf of the Resident and Community Manager and they do not represent a decision-making body.

If the Resident feels that the issue has not been adequately resolved after this First Level Review with MHO and/or RA involvement, the Resident may request further review in writing.

The Community Manager will then elevate the complaint to the Second Level of Operations and notify the persons previously involved at the MHO and/or RA that the Resident did not feel the issue was resolved. The Second Level of Operations will evaluate and respond to the Resident’s written request within ten (10) business days after the Reviewer’s receipt of the complaint.

If Resident feels that the request has not been adequately resolved at the Second Level Review, the Resident may request further review in writing, triggering the MHO directed informal dispute resolution process. The process and procedures for MHO directed informal dispute resolution are available from each installation MHO.

RENT AND BASIC ALLOWANCE FOR HOUSING (BAH) (MILITARY MEMBERS ONLY)

By signing the Tenant Lease, a Resident who is in the military has given authorization to the Owner to initiate and maintain an allotment payable to the Owner for monthly rent during the term of occupancy. Allotments will change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both spouses of a married couple are active duty military members, the BAH allotment to the Owner will equal the senior grade member's BAH at the "with-dependent" rate. Residents are encouraged to contact the Community Office for assistance in understanding the housing allowance on the Leave and Earnings Statement (LES).

If Corvias is unable to initiate and maintain an automatic allotment for monthly rent, the Resident is responsible for establishing timely payments as outlined in the Resident Occupancy Agreement through the Resident Portal which is accessible on the Corvias website.

Rent for Foreign Service Members is charged at a rate equivalent to their corresponding rank in the United States Military. Allotments cannot be established for Foreign Service Members. Rental payments should be made through the Resident Portal unless an alternate agreement has been made with Corvias.

If the Resident moves in after the first day of a calendar month, the partial month rent ("Move-In Pro-Rate") cannot be paid by allotment. The payment for that month must be made directly by the Resident to the Owner by certified check, cashier's check, electronic funds transfer (EFT), money order, credit card, or debit card (cash will not be accepted). The Move-In Pro-Rate is due immediately upon taking possession of the home, or in terms established in a Prorate Promissory Note.

If homes are available for occupancy by single service members with a military roommate, each member will pay their share of the total rent by allotment. The total rent for the Home and each service member's share will be determined prior to move-in and reflected on the Roommate Addendum and Tenant Lease.

The Resident is required to notify the Community Manager and provide a copy of the orders within 30 days for promotions, demotions or other actions that effect their BAH. If the third-party allotment processor transfers an amount less than the Resident's current, rank appropriate BAH as itemized on the LES, the Resident is then fully responsible for the deficiency and has the obligation to pay the deficiency from personal funds upon notification. The Owner will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from the Home and adverse credit consequences may result from continued non-payment.

Notwithstanding the foregoing, if Owner does not receive a Monthly Rent payment due to an error or delay caused by the Defense Finance and Accounting Service (DFAS) or the third party allotment processor and the payment is subsequently received within thirty (30) days (or later if approved by Owner), then Resident will not be in default of the Tenant Lease due to the lateness of the payment. If the service member is deployed, the spouse must possess a valid Special Power of Attorney for purposes of signing the Tenant Lease and/or authorizing the initiation of the BAH allotment.

MOVE-IN INSPECTION

Corvias will thoroughly inspect each home for quality before a resident moves in. The Community Manager team will provide homes that consistently meet Corvias standards.

Every resident will be offered a personalized home orientation whether virtual or in person to familiarize their family with the Home and provide them with a thorough demonstration of the Home's appliances, equipment and features. In most instances, this orientation will occur during the move-in inspection.

During the move-in inspection, the Resident and a Corvias representative (and at times, also Military Housing Office representative) will note existing wear and tear on the Move-In/Move-Out Unit Inspection Report (the "**Inspection Report**"). Resident will be provided 5 business days to notify the Community Manager in writing of any existing wear and tear not noted on the Move in/Move Out Inspection Report during the move-in inspection. A copy of the Inspection Report will be provided to the Resident and the original Inspection Report will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs, if any. The Resident assumes liability for damages beyond normal wear and tear.

The Move-In Inspection Report should not be used to indicate requested work orders or service repair requests. For service requests, please utilize the online Resident Portal or call your Community Office.

REQUEST FOR ACCOMMODATION.

Request for Accommodation transfer on site must follow the Community Manager's guidelines, which can be provided by your Community Office. The Request for Accommodation to transfer is a request to transfer for reasons other than for change in rank (i.e. promotion) or change in family size. Request for Accommodations for on-site transfers must follow the same approval processes as any other Request for Accommodation. Submission of a Request for Accommodation does not guarantee a TOS and can be subject to a 30-45 day waiting period for approval.

TRANSFER ON SITE (TOS)

Applications for Transfer (Transfer On-Site – TOS) are to be used for "traditional military transfers," which are typically classified as Change in Rank (Promotion) or Change in Family Size.

Procedures for Submitting TOS:

The Community Manager will determine if the resident qualifies for a transfer and will explain the transfer process and documentation that will be required. This documentation can include, but is not limited to:

- Army – DEERS form
- Navy – Page 2

- Air Force – On orders or DEERS form
- Marine Corp. – DD1751 form
- Coast Guard – CG4170
- Marriage Certificate
- Birth Certificate
- Doctor’s statement for proof of pregnancy (must indicate due date and gestation period). While transfer request can be placed early and added to the wait list, home will not be offered until pregnancy is within 28 weeks of due date.
- Promotion Transfer Request – A copy of the actual promotion orders must be provided to show that the resident is now at a different rank. (If a resident is going to be promoted in the future, they can provide a copy of their line number and can be placed on a wait list and request a transfer. They will not be offered a move until they are promoted and can provide the promotion orders.)
 2. The Resident will complete an **Application to Transfer Form** and attach any required documentation. Other than pregnancy documentation, no medical documents can be accepted.
 3. The Resident will need to schedule a pre-inspection of their current Home with the Community Manager. Once the inspection is completed, it will be noted on the Application to Transfer Form.
 4. Once the Resident has completed the application, it will be sent to the Community Manager for approval. The approval process can take up to 30 days. Once a determination has been made, the Resident will be notified.
 5. The Resident will need to schedule a pre-inspection of their current Home with the Community Manager. Once the inspection is completed, it will be noted on the Application to Transfer Form.
 6. Once the Resident has completed the application, it will be sent to the Community Manager for approval. The approval process can take up to 30 days. Once a determination has been made, the Resident will be notified.
 7. The Resident will need to schedule a pre-inspection of their current Home with the Community Manager. Once the inspection is completed, it will be noted on the Application to Transfer Form.
 8. Once the Resident has completed the application, it will be sent to the Community Manager for approval. The approval process can take up to 30 days. Once a determination has been made, the Resident will be notified.

9. If the application for transfer is approved, the Resident will be notified by the Community Manager. The Community Manager will inform the Resident of their current waitlist position and projected wait time, if possible. The Resident can check their waitlist status at any time by visiting our website and selecting the appropriate Installation. All rules for housing assignment and priority placement apply to the application for transfer process.

All moving costs for Transfers on Site that are requested and approved in accordance with this Appendix B are the responsibility of the resident.

CHAPTER 3: MOVE OUT

MOVE-OUT PROCEDURES

1. Contact the Community Office **at least thirty (30) days** prior to move out.
2. Complete a **Notice to Vacate Form at least thirty (30) days** prior to move out and submit to Community Manager. Resident's signature is required on the Notice to Vacate Form. Exceptions to the thirty (30) day notice are contained in the Tenant Lease.
3. Typically, a move out inspection appointment will be scheduled at the time a Notice to Vacate is submitted. If an appointment cannot be scheduled when a notice is submitted, please contact the Community Office at least three (3) days prior to your move out date to schedule your inspection.
4. All personal items must be removed from the Home, interior and exterior. to include trash, satellite dish, cigarette butts and pet feces.
5. All debt must be paid, including all amounts owed for damage to the Home, or payment arrangements must be made with the Community Manager, prior to vacating the Home and all Tenant Lease terms must be fulfilled.
6. When moving, bulk items or trash of any kind must be properly disposed of prior to departure. Removal of trash and pet waste left behind will be at the Resident's expense.
7. A forwarding address must be provided to the Community Manager.
8. All keys, garage remotes, pool passes, and key fobs issued at move-in must be returned to the Community Manager.

DISPOSAL OF ITEMS AT MOVE OUT

In order to facilitate a seamless clearing of housing, please keep in mind your Community trash pick-up schedule and plan accordingly. If you are unable to coordinate your departure date with your scheduled trash pick-up date, you will be required to dispose of unwanted items. Items left behind will be removed at the Resident's expense.

Items left behind, such as fences, sheds, etc., (unless rented through a 3rd party) shall become the property of the Owner in the Owner's sole discretion without compensation to the Resident. These items may not be relocated to another home by other residents. If Owner chooses to dispose of any and all such items, disposal will be made only after the final inspection and the cost of the disposal will be billed to the Resident.

MOVE OUT CLEAN CONDITION

Corvias requires homes to be returned in clean conditions at move-out. While it is not necessary to hire a professional cleaning team to achieve the level of cleanliness considered acceptable for move-out, clean condition implies that a home is left in a similar clean condition as provided on move-in day. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require minimal cleaning prior to move-out. Please note that wear and tear will play a factor in the determination of acceptability. Contact your Community Office if there are any questions.

A damage cost sheet outlining costs for homes left dirty and damages beyond normal wear and tear may be obtained at your Community Office.

GENERAL

- All personal items must be completely removed from the Home, storage areas and garage.
- Any items requiring disposal must be disposed of in an appropriate, proper and approved manner.
- Any equipment or feature delivered as part of the Home (including appliances, appliance parts, fixtures, hardware, etc.) must be returned intact and in proper working order.
- Wall color has not been altered or changed, unless approved by the Community Manager. Any walls that have been painted/alterd must be properly primed.
 - If wall color altered, it is required that the Resident restore the wall or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. Resident should remove wallpaper and use white primer on dark wall paints.
- Carpeted surfaces are vacuumed and free of spots or stains (normal traffic/wear patterns on carpeted surfaces will not result in a charge to Resident).
- All windows are closed and locked with window covering left in the "closed" position.
- Garbage cans cleaned and placed in designated area (i.e.-garage or storage area).
- Holes larger than ½" diameter are not permitted without an approved Request for Alteration Form. Wall holes should not be filled or repaired by Resident. Holes less than ½" diameter will not result in additional charges. Please contact the Community Office for more information.

KITCHEN

- All kitchen work surfaces are wiped down and free of excessive grease build-up.
- Refrigerator is wiped down inside and out, empty, and free of mold/mildew.
- Range hood, stovetop, oven, drip pans and inside oven are wiped down and free of burned-on food and excessive grease.
- Dishwasher, interior and exterior, is cleaned.
- Floors swept and cleaned.
- Fire extinguishers left in their intended areas.

BATH

- All bathroom surfaces. Including floor surfaces, are wiped down. All surfaces are to be free of soap scum, mold, mildew, and dirt build-up.

- Tub/shower are free of mold/mildew and soap scum buildup, with the shower curtain removed.
- Toilet cleaned inside and out.
- Vanity, sink and tiled surfaces are wiped down and free of mold/mildew.

BEDROOMS, LIVING ROOM AND DINING ROOM

- Flooring surfaces are swept or vacuumed as appropriate for the type of surface.

GARAGE, CARPORT, DRIVEWAYS AND/OR SHED

- Floors should be free of debris and excessive oil stains. All resident-installed shelving must be removed upon move-out.

MOVE-OUT INSPECTIONS

A family preparing to move out may request a Pre-Move Out Inspection at any time. This inspection is offered for the convenience of the departing family. A member of the Corvias team will conduct the inspection which may identify potential damages or cleaning items that require remedying prior to move-out to avoid charges being assessed.

The Corvias team will only require one Final Move-Out Inspection to be conducted after all personal belongings have been fully removed from the Home. The Inspection Report will be used at move-out to document the condition of the Home upon departure. The Final Move-Out Inspection and the Move-In Inspections will be compared and differences in conditions will be noted. After allowing for

normal wear and tear, Corvias will evaluate any remaining differences or discrepancies and assess appropriate charges, if warranted.

The Resident is encouraged to be present at the final move-out inspection to facilitate the “check-out” process. If charges are necessary, and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present. If Resident or a Resident representative with a power of attorney does not schedule and attend a move-out inspection of the Home, Resident will accept Community Manager’s assessment of damages.

If the Home is not cleaned to an acceptable condition, the Resident will be charged a cleaning fee. Resident will also be assessed charges for any damages to the Home, except ordinary wear and tear. All such fees or charges must be paid at or before the time of move-out.

All amounts owed must be remitted to the Corvias team (made payable to Corvias) prior to move-out, unless other payment arrangements have been made with Community Manager. The Community Manager will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances.

MOVE-OUT PRO-RATE RENT

If the Resident moves out any time prior to the last day of the month, the partial month Rent due (“Move-Out Pro-Rate”) will be calculated based on a thirty (30) day calendar month.

For military residents, the full Allotment amount will be drawn and the Move-Out Pro-Rate, as well as any other outstanding amounts, will be deducted from the Allotment. The remaining amount will be refunded to Resident within ten (10) business days after Owner's receipt of the Allotment, or less if required by Applicable Law. For example, if the Resident moves out on July 17th, any monies owed to resident will be issued and mailed no later than August 10th.

For non-military residents, the Move-Out Pro-Rate is due at or before the time of move-out.

DISCRETIONARY EXPULSIONS

Serious offenses or acts of misconduct, which are contrary to the safety and welfare of other residents or which may result in damage to property, may result in termination of residency.

CHAPTER 4: MAINTENANCE

WORK ORDER PROCEDURES

Corvias is committed to providing excellent maintenance service to our residents. In order to resolve maintenance requests as efficiently as possible, the Resident agrees to notify the Community Manager immediately when maintenance is required. Maintenance work orders may be placed via the resident portal, telephone call, email, or personal visit to the Community Office.

Corvias will provide 24-hour a day emergency maintenance service seven (7) days per week. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines and priorities were created with resident safety in mind and to provide a clearer understanding of the work order process.

Entry into the home by Community Manager, its employees, agents, representatives or contractors will be handled in accordance with the Tenant Lease. If Resident is not present at the time of entry, work order details will be accessible via the resident portal. Corvias and/or vendors contracted by Corvias will not enter a home when a minor under 18 years of age is present unless a legal adult is also present. In addition, maintenance technicians will not enter a Home unless all pets are restrained or locked away from the area that requires maintenance.

WORK ORDER PRIORITIES

In the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components, residents should immediately call 911 and, only after calling 911, contact the Community Manager as soon as it is safe to do so.

Emergency Work Orders: Emergency work orders are defined as conditions that may constitute an immediate threat to life, health, mission, security or property. The response time for each work order emergency may differ depending on the type of emergency.

The following situations are examples of some, but not all, emergency conditions:

- No heat when outside temperature is below 55 degrees Fahrenheit
- No air conditioning when outside temperature is above 85 degrees Fahrenheit
- Natural gas leak
- Electrical short or fire
- Electrical fixtures shorting or sparking
- Broken electrical components which may cause fire or shock
- Electrical power outage
- Sewer back-up
- Inoperable toilets (when only one toilet is available for use)
- Frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain or faucet
- Stove, oven or refrigerator inoperative
- Lock-ins of small children

- Hot water supply outage
- Broken window(s)
- Resident locked out
- Exterior door lock broken/unable to secure residence
- Roof leaks

Urgent Work Orders: Urgent work orders are defined as conditions that could become an emergency, seriously affect morale or has command emphasis. One example of an urgent response time item is heating or air conditioning system malfunctions or failures when more moderate temperatures exist. The following work may be classified as urgent:

- No heat when outside temperature is 55 degrees Fahrenheit or greater
- No air conditioning when outside temperature is 85 degrees Fahrenheit or less
- Cracked window
- Garbage disposal jammed or inoperable
- Tub, sink or exterior faucet drip
- Light fixtures, switches, receptacles not working
- Inoperable toilet where other operable toilets exist

Routine Work Orders: Routine work orders are all other types of work orders not defined as emergency or urgent. Residents are encouraged to contact their Community Office if there are questions concerning any maintenance issues.

Response and completion times for Emergency, Urgent and Routine Work Orders may vary depending on the type of emergency and installation you reside at. Refer to the below chart for further information or contact your community office.

Priority	Response	Completion
Emergency 1	1 hour	*see below
Emergency 2	4 hours	*see below
Emergency 3	8 hours	*see below
Urgent - Forts Bragg, Meade & Polk	2 working days	2 working days
Urgent – Aberdeen Proving Ground, Reece Crossing, Forts Riley, Rucker & Sill	3 working days	3 working days
Routine - Forts Bragg & Polk, Randolph Pointe	3 working days	6 working days
Routine - Aberdeen Proving Ground, Forts Meade, Rucker, Sill, Riley & Reece Crossing	3 working days	10 working days
<i>*Following response and relief of the emergency, the work order will be closed. If any additional work is necessary, it will be re-designated as Urgent or Routine.</i>		

SELF-HELP

While maintenance service is provided in response to a resident work order request, or as a preventive maintenance initiative, Community Manager offers a self-help option for those residents who wish to perform the most minor home improvements on their own. The self-help option is available at Community Office, where residents can obtain items such as small parts and HVAC filters. Community Manager will replace HVAC filters during preventative maintenance; however, Residents are encouraged to replace HVAC filters monthly and may obtain them from the self-help option at the Community Office. Residents may come to the Community Office during regular business hours to obtain self-help items.

GARBAGE DISPOSALS

- **Do** keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
- **Do** grind food waste with a strong flow of cold water.
- **Do flush** disposal for self-cleaning by running the disposal for a few minutes after grinding waste or draining dishwasher.
- **Don't** use lye or other chemicals for cleaning.
- **Don't** turn off water while grinding.
- **Don't grind** fibrous food waste, i.e., cornhusks, pasta, rice, pea pods, lettuce, celery, artichoke leaves, chicken skin, etc.

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

- 1 . Check the circuit breaker.
- 2 . Turn off switch and water and allow garbage disposal unit to cool.
- 3 . Push reset button located on bottom or side until a click is heard.
- 4 . Turn on switch and water.
- 5 . If not operation, call your Community Office or enter a work order on the Resident Portal.

STOVES

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

DISHWASHERS

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

INSTRUCTIONS FOR TESTING GROUND FAULT INTERRUPTERS

The ground fault interrupter receptacles (GFI) installed in your Home is designed to protect people from the hazards of line to ground electric faults.

Do not overload the circuit.

Should your receptacle or the outlet in your adjacent bathroom fail to work, perform the following steps to test the receptacle before calling in a work order:

- a. Push the “test” button – the “reset” button should pop up, showing a red line, which indicates that power to the protected circuit has been discontinued.
- b. If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use the outlet and call in a work order.
- c. To restore power, push the “reset” button.

SMOKE DETECTORS:

Each home is equipped with at least one electrically powered smoke detector. Some homes may also include a carbon monoxide detector. These units have been installed for your safety and are very sensitive.

Smoke detector alarms sound when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

1. If your smoke detector has been accidentally activated, make sure that the area around the detector has been cleared of steam, smoke from cooking, etc.
2. If your smoke detector activates during the night, assume a fire situation exists until you know for certain what has occurred. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.

If the carbon monoxide detector goes off:

1. Turn off appliances (furnaces and water heaters) and vehicles if in the garage, or other sources of combustion at once.
2. Immediately get fresh air into the home by opening doors and windows.
3. If anyone is experiencing symptoms of carbon monoxide poisoning (headaches, dizziness, vomiting), call the fire department and immediately move to a location that has fresh air.
4. Do not re-enter the home until it has been aired out and the problem corrected.
5. If your smoke detector or carbon monoxide detector malfunctions, contact your Community Office. **Do not attempt to repair it yourself.**

The Fire Department is available to assist with any fire prevention information or questions.

FIRE PREVENTION

Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for preventing fires are:

- Residents should have a home fire evacuation plan with primary and alternate escape routes in the event of a fire. Residents should practice the escape plan with their family.
- Never leave children unattended.
- Do not smoke inside the home.
- Never empty an ashtray into a trash can without first running it under water, and never do so before going to sleep.
- Never leave food cooking unattended. If a fire occurs in a pan, cover the burning pan with a lid or larger pan and switch off the heat source. **Do not attempt to move the burning pan and never put water on a grease fire.**
- Kitchen stove exhaust hoods should be regularly cleaned to avoid the buildup of grease in the filter.
- Always use the lint filters in the clothes dryer for each use; always clean the lint filters in the clothes dryer before and after each use.
- Never use flammable liquids for cleaning purposes; only use nonflammable solvents.
- A portable, multi-purpose fire extinguisher is in the kitchen area of each home. If the fire extinguisher is discharged for any reason or if a resident finds the device is not charged according to the gauge, the Resident should notify their Community Office.
- All propane grills and stoves, charcoal grills, and patio heaters are only permitted to be used outdoors and away from building structures. These items must be placed at least 15 feet from the home. Please review local ordinances for exact distance or contact your community office for this information. Never store propane gas cylinders in buildings or garages. If you store a gas grill inside during the winter, disconnect the cylinder and leave it outside.
- Additional electronics, etc. (such as computers) must be plugged into an UL approved power strip and/or extension cord rated for the intended use. Please ensure the power strip is in good condition with no cracked casings or frayed wires as this can cause electrical shorts and fire.
- Additional appliances must be plugged directly into the wall outlet.
- Most important, familiarize your family, all Occupants and guests with your household fire plan.

The Resident will be held liable for damages to their Home caused by a violation (whether by the Resident or their family members, Occupants or guests) of the above-listed precautionary measures. Residents found liable for fire damage to their Home or the surrounding areas will be required to reimburse Owner for the repair cost. In addition, for minor offenses, a warning letter will be sent to the

Resident with a copy to the Resident's commander. If any type of fire violation continues, action may be taken to terminate the Tenant Lease.

If a **fire occurs, or there is a suspected gas leak**, the Resident must call the Fire Department FIRST at 911 and then contact the Community Manager immediately.

The Installation's Fire Chief may conduct safety inspections in the Home at his/her discretion. For routine inspections, the Resident will be given 48-hour advance notice. If there is a perceived fire safety emergency issue, the Fire Chief, after advanced notice to Community Manager (when possible), has authority to conduct an immediate, unaccompanied inspection.

ELECTRICAL

At the time of move-in, each light fixture installed in the home will have functioning light bulbs (this will not apply to resident-supplied light fixtures). The Resident agrees to furnish replacement bulbs of the same type or style including compact fluorescent light bulbs (CFL's) and install them thereafter, except for specialty bulbs or bulbs in difficult to reach locations as identified for the Resident during the move-in inspection. Specialty bulbs are defined as any bulb that does not have a screw base. Hard to reach areas are defined as any area that cannot be accessed by utilizing a 4-foot ladder.

If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off, if it is safe to do so. The electrical breaker(s) will be identified for the Resident during the move-in inspection. After shutting off the breaker, the Community Manager should be notified.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC) FILTERS

Residents can obtain HVAC filters from the self-help function in the Community Office or Maintenance Facility and are encouraged to replace these filters on a monthly basis. A member of the maintenance team will be available to assist the Resident with HVAC filter replacement at the Resident's request.

PLUMBING

Toilets and waste pipes should not be used for any purpose other than those for which they were intended. Please do not dispose of the following in the toilets or waste pipes:

- Sweepings
- Rubbish
- Toys
- Swiffer wipes, flushable wipes or baby wipes
- Diapers
- Feminine products
- Paper towels
- Cleaning rags or washcloths
- Grease and/or cooking oils

If the Resident identifies a water leak, he or she should shut off the water supply, if it is safe to do so. It is the responsibility of the Resident not to cover the sewer clean-outs, which are in different areas of the yard. The clean-outs must be easily accessible to service staff in the event of an emergency.

The Resident is responsible for any damage to the Home or other areas caused by the misuse of plumbing. If a toilet backs up in the Home due to neglect or improper disposal of items such as those listed above, the Resident will be responsible for paying all costs to repair the damage. A list of cleaning and damage charges is included in the Move-In/Move-Out Inspection and Inventory Report. Residents may obtain a copy of this report at the Community Office.

YARD AND LANDSCAPE MAINTENANCE

Community Manager will maintain the streets and common areas in all neighborhoods and preserve the attractiveness of the community. Community Manager will provide basic, commercial mowing service outside of fenced areas. Community Manager will also provide basic, commercial mowing service inside of fenced areas, provided the following conditions are met:

- The fenced area is accessible (i.e. gates are unlocked);
- Pets are confined to a location outside the maintenance area at the time of service;
- Personal belongings including toys, play equipment and other items are picked up and removed from the service area; and
- Maintenance area is free of pet waste.

If the above conditions are not met, the Resident will be responsible for maintaining the landscaping inside fenced areas to Community Manager's specifications and schedule, and failure to do so may result in the loss of pet privileges, charges, and/or termination of the Tenant Lease.

On the scheduled lawn care day, all personal belongings must be picked up in order to receive lawn services. If personal belongings are not removed, including trampolines, the Resident will be responsible for maintaining landscaping (including mowing underneath of trampolines or any other play equipment) inside of all fenced areas.

Residents can obtain a copy of the yard maintenance schedule from the Community Office.

The Resident is responsible for any beautification lawn services desired outside of a basic, commercial mowing service.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS

Smoke detectors and carbon monoxide detectors have been provided to comply with local safety ordinances and must not be deactivated or removed. Resident is responsible for testing smoke detectors and carbon monoxide detectors on a monthly basis. Any questions about operation or performance can be directed to the Community Manager. Residents agree to report immediately a malfunctioning smoke or carbon monoxide detector to the Community Manager. Residents must not tamper with, adjust or disconnect any smoke detector or carbon monoxide detector. See Appendix A for more information on the use of smoke detectors.

TRASH REMOVAL AND RECYCLING (WHERE AVAILABLE)

Community Manager provides suitable trash removal containers for the Resident's use and/or a central trash collection area. Trash and recyclables will be collected on a weekly basis. Please refer to the Community online newsletter for your neighborhood's pick-up day. The Resident agrees to dispose of trash in the manner prescribed below. Resident further agrees not to place trash or recyclable materials on patios, porches or any common areas, interior or exterior.

Residents may only use the trash and recycling containers provided by Community Manager. Trash containers should be placed out on the curb after 5 p.m. on the evening before the regularly scheduled pickup day. Containers must be cleared from the curb area by the end of the day on the day of pick-up. ***Trash containers must be emptied and stored in designated trash container storage areas or in the rear yard or garage when no such container storage area is available with the Home***

Recycling will be picked up on a regular schedule. Recycling containers should be placed out on the curb after 5 p.m. on the evening before the regularly scheduled pickup day and containers must be cleared from the curb area by the end of the day on the day of pick-up. Items to be included in the recycling program are as follows:

- Glass
- Plastic
- Paper/Cardboard
- Aluminum/Steel

Bulk items may be placed curbside by 6:00 a.m. on the regularly scheduled bulk trash day. Please contact your Community Manager team for special instructions concerning bulk pick up.

Please contact your Community Manager team if you have any household hazardous materials (Fluorescent bulbs, etc.) that need to be picked up.

The cleaning/processing of fish and game is prohibited in privatized housing; therefore, animal carcasses shall not be disposed of in household trash or recycling receptacles.

Reece Crossings offers valet trash services. Contact your community office for more information.

PEST CONTROL

The Resident acknowledges that good housekeeping prevents pest infestation and always agrees to keep the Home in a clean and sanitary condition. Residents shall immediately notify the Community Manager of the presence of any pests or vermin in the Home or common areas. The Community Manager will keep documentation and log all services rendered to ensure routine and satisfactory service.

Preventive treatments to the interior or exterior of all homes are performed on an as-needed basis to inhibit crawling insect activity. If interior treatment is required, notification will be sent to a resident prior to treatment, along with a minimal preparation checklist. Access to the Home and Resident's compliance with the preparation checklist are critical for maximum effectiveness of treatments. Additional treatment may be requested as needed by submitting a work order.

In the event an occupied home becomes infested with fleas or bed bugs, the Community Manager must be immediately notified. Preparation of the home and personal items is the responsibility of the Resident. Costs associated with treatment will be billed to the Resident. Following treatment, certain Resident responsibility protocols may be necessary to fully eradicate the infestation.

Wildlife inside a home will be addressed by the Community Manager. Wildlife outside will only be addressed if a threat to the safety of residents exists. Stray animals are typically controlled by contacting Animal Control.

POWER OUTAGES

Any power outage that occurs in the Home should be reported to the Community Manager immediately, as well as calling the utility provider.

Food lost as a result of a power outage will not be reimbursed by the Community Manager. Renters Insurance is highly encouraged.

GARAGES, GARAGE DOORS AND OPENERS

Homes may be furnished with garages. Garage doors must be left down, unless the garage is in use, to preserve the uniform and neat appearance of the Community.

Homes with garages may be equipped with an automatic garage door opener and remote controls. The remote controls are pre-programmed to work on the associated home's garage door only. Replacement of lost remote controls will be at the Resident's expense.

Garages are only to be used for the storage of Resident's vehicles and/or appropriate personal belongings. Garages are not to be used for any other purpose, including, but not limited to, as living quarters or pet kennels, under any circumstances.

Residents of Randolph Pointe should contact their Community Office for further information regarding garage rental.

MOLD AND MILDEW PREVENTION; WATER AND MOISTURE DAMAGE

Please note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your dwelling. That is why this addendum contains important information for you, and responsibilities for both you and us.

ABOUT MOLD. Mold is found virtually everywhere in our environment—both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed, practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter.

Mold breaks down organic matter in the environment and uses the product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes an enough accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

PREVENTING MOLD BEGINS WITH YOU. In order to minimize the potential for mold growth in your dwelling, you must do the following:

Keep your dwelling clean—particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.

Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines—especially if the leak is large enough for water to infiltrate nearby walls. Turn on exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up your towels and bath mats so they will completely dry out.

Promptly notify us about any air conditioning or heating system problems you discover.

Follow our rules, if any, regarding replacement of air filters. Also, it is recommended that you periodically open windows and doors on days when the outdoor weather is dry (i.e., humidity is below 50 percent) to help humid areas of your dwelling dry out.

Promptly notify us about any signs of water leaks, water infiltration, excessive moisture or mold. We will respond in accordance with state law and the Lease Contract to repair or remedy the situation, as necessary.

IN ORDER TO AVOID MOLD GROWTH, it is important to prevent excessive moisture buildup in your dwelling. Failure to promptly pay attention to leaks and moisture that might accumulate on dwelling surfaces or that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources such as:

- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood
- waters rising above floor level;
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines,
- dehumidifiers, refrigerator or A/C drip pans or clogged up A/C condensation lines;
- Leaks from plumbing lines or fixtures, and leaks into walls from bad or missing grouting /
- caulking around showers, tubs or sinks;
- Washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage
- spills and steam from excessive open-pot cooking;
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.

IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON- POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, or plastic), the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surfaces dry, and then within 24 hours apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant® (original pine-scented), Telex Mildew Remover®, or Clorox Cleanup®. (Note: Only a few of the common household cleaners will kill mold.) Telex® and Clorox® contain bleach, which can discolor or stain. **DO NOT USE BLEACH** to remove mold. Be sure to follow the instructions on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with high-efficiency particulate air (HEPA) filter can be used to help remove non- visible mold products from porous items, such as fibers in sofas, chairs, drapes and carpets—provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

DO NOT CLEAN OR APPLY BIOCIDES TO: (1) visible mold on porous surfaces, such as sheetrock walls or ceilings, or (2) large areas of visible mold on non-porous surfaces. Instead, notify us in writing, and we will take appropriate action subject to special exceptions for natural disasters.

COMPLIANCE. Complying will help prevent mold growth in your dwelling, and both you and we will be able to respond correctly if problems develop that could lead to mold growth. If you have any questions

regarding this addendum, please contact us at the management office or at the phone number shown on your Lease Contract.

If you fail to comply, you can be held responsible for property damage to the dwelling and any health problems that may result. We can't fix the problems in your dwelling unless we know about them.

LEAD-BASED PAINT

For homes built before 1978, Community Manager provides residents with the Environmental Protection Agency (EPA) pamphlet regarding Lead Based Paint, currently called "Protect Your Family from Lead in Your Home," along with a Lead Based Paint Disclosure. Resident agrees to abide by the Lead Based Paint Disclosure, EPA pamphlet and all relevant regulations for Homes with lead-based paint.

CHAPTER 5: UTILITIES

UTILITIES OVERVIEW

Electricity, gas, steam, trash, water and sewer services are all currently included in the Monthly Rent paid by the Resident. There will be no change in the Resident's or Owner's/Community Manager's respective responsibilities for payment of these utilities without Community Manager providing the Resident at least sixty (60) days prior written notice.

Following the implementation of an energy utility billing program, the Resident will be responsible for the payment of electric and/or gas consumption in excess of the established utility allowance for the Home. The utility allowance will be based upon a baseline average energy consumption for homes of similar type and size. Inquiries about the baseline or the calculation of the utility allowance for the Home should be made at the Community Office.

ENERGY CONSERVATION

The goal of energy conservation is to ensure that the essential needs of all residents are provided for without waste. Conservation is a key element in our effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for conservation and to reduce energy consumption without sacrificing comfort:

1. The thermostat should be set at a comfortable setting with minimal fluctuation to maintain consistent climate control.
2. Regularly change the home's filters to ensure proper air flow and heating and cooling of the home's living spaces.
3. Doors and windows should be kept closed whenever air conditioning or heat is in operation.
4. Check toilets for leaks, make sure faucets are shut off properly and run the dishwasher when fully loaded.
5. Take short showers instead of baths.
6. Do full loads of laundry and make sure the water level is right for the size of the load.
7. During daylight hours, turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

TELEPHONE, CABLE AND INTERNET SERVICE

Resident shall be directly responsible to its service provider for the payment of telephone, cable, internet, or any other services contracted by Resident with a service provider.

High speed internet access and standard level cable television access is provided by the Owner at Randolph Pointe and Reece Crossings. Randolph Pointe residents are responsible for picking up a cable box from the local Spectrum office with a copy of their lease agreement.

CHAPTER 6: POLICIES

ALTERATIONS

Prior to making any alterations to the Home, the Community Manager requires Residents to secure written authorization from the Community Manager in the form of a Request for Alteration Form. Alterations include any form of structural change or remodeling (i.e.-paint color change), including attaching or removing fixtures or appliances. The Request for Alteration Form will specify whether the Approved Alteration must be removed from the Home upon move-out or if it may be left in place.

Construction or installation of commercial-type patio covers, and window awnings is not authorized. Residents must have an approved alteration agreement to erect non-commercial type patio covers to include temporary gazebos, pergolas, canopies, and shade/screen tents, but they cannot be attached to the homes, carports, garages or fences and must be appropriately anchored when in use. Resident assumes responsibility for any damage caused by these structures. All structures must be removed, and the yard restored prior to move-out.

Residents are not authorized to obtain maintenance or repair services from a private contractor unless it is to service their privately-owned appliances (i.e. washer and dryer).

Residents may only hang pictures and other wall ornaments with hangers that are less than ½" diameter. Residents must notify the Community Manager through a Request for Alteration Form if there is need to mount an object to walls resulting in hole(s) larger than ½" diameter.

ANNUAL INSPECTIONS/PREVENTATIVE MAINTENANCE

Community Manager will perform an annual preventive maintenance and safety inspection of the Home to ensure housing maintenance quality standards. All major building systems, both interior and exterior, are covered by this inspection including mechanical systems, appliances, fire extinguishers, and smoke detectors and carbon monoxide detectors (when they are present in the home).

Community Manager will schedule the annual inspection with Resident at least five (5) business days in advance of the date of the inspection. The inspection will be conducted during normal business hours.

BBQ GRILLS, FIRE PITS AND BONFIRES

The use of resident owned fire pits is prohibited. The use of charcoal barbecue grills and gas grills is permitted. The following rules apply to charcoal barbecue grills and gas grills:

- They must be professionally manufactured. Home-made devices are prohibited.
- They may not be used under covered parking areas, covered patios or under any building overhang.
- They must always be kept at least 15 feet away from any building structure to include wooden decks. Please, review local ordinances for exact distance or contact your community office for this information.
- They may only be used in backyards.

- They may only be lit by adults.
- They must always be supervised by adults.
- After completion of use, you must water down hot coals/wood and allow them to cool completely (usually overnight) before leaving them unattended and/or discarding them.
- Open fires such as bonfires or the burning of rubbish are prohibited.

CHILD SUPERVISION GUIDELINES

Residents are required to comply with the applicable state, local, federal and Installation-specific youth supervision guidelines for the care of children.

Proper child supervision is a key factor in child safety. Childproofing your home can greatly reduce the risk of injury to children in the home. Though not all inclusive, a list of common considerations when childproofing your home is below.

- Furniture Stability and Decorations
 - Anchor furniture, move glass and breakable items to higher shelves
- Chemical burns and Poison
 - Keep household chemicals, insecticides, and medications in a locked cabinet out of a child's reach
- Sharp Edges
 - Keep sharp tools and kitchen utensils out of reach of children
 - Pad or remove furniture with sharp edges or corners
- Choking Hazards
 - Remove small toys, low hanging blind cords, plastic shopping bags, etc. from a child's reach
- Trip and Fall Hazards
 - Keep wires, toys, furniture, etc. from common area walkways and stairs.
- Gates and Safety Lock
 - Use baby gates, cabinet locks, door handle safety devices, and similar equipment in and around your home
- Window Safety
 - Limit window openings to four inches or less
 - Do not leave children unattended near open or unlocked windows
 - Window screens are not effective for preventing children from falling out of windows

Many other factors can pose risk of injury in the home such as burns from a stove or hot bath water. As many factors should be considered in childproofing the home, it is recommended that you seek more information on how to childproof your home and reduce risk of injury to all your family members. There are many websites, books, brochures, and public safety information available regarding home safety.

Individuals who provide childcare in privatized housing for more than 10 hours per week on a regular basis are required to become certified Family Child Care (FCC) providers. Both the "10-hour" and

“regular basis” conditions must be met for this requirement. Contact the Installation Family Child Care Office or your Community Office for more information.

Family Child Care (FCC) is regulated, home-based childcare provided by certified military family members operating as independent contractors from on-post or leased housing. FCC is a program subsidized, through Appropriated Funds, providing an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC homes usually require minor modifications and equipment, which are handled through the FCC coordinators. The Community Office must approve modifications that require permanent installation. Also, to assure proper installation, neighborhood maintenance staff will assist in the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Corvias will repair any health, safety and maintenance concerns discovered during the FCC pre-certification. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. The Army Risk Management Program (RIMP), a self-funded insurance program, provides liability coverage for FCC providers up to \$500,000 of liability coverage for registered FCC providers. To request to become an FCC provider, residents need to contact the FCC Coordinator.

Once residents receive FCC certification, they must provide a copy of the certificate to their Community Office.

COLLECTIONS POLICY

Corvias will pursue delinquent accounts to include rent, utilities, late charges, NSF fees, pet deposits and fees and damages aggressively, but in a courteous and respectful manner to residents. Collection methods include but are not limited to letters, phone calls, submission of delinquent accounts to the Garrison Commander and Army Housing Representatives, etc., up to and including eviction.

Failure to pay Rent on or before the due date constitutes a default of the Resident Occupancy Agreement. If any Rent payment is not received within five (5) days from the due date, Resident agrees to pay a late charge of five percent (5%) of monthly Rent for each month an amount is past due. Resident also agrees to pay an additional charge of thirty-five dollars (\$35.00) for each check returned or electronic draft refused, returned or unpaid. All such administrative and additional charges will be due by first day of the next calendar month, unless the Resident Occupancy Agreement has been terminated or expired, in which case such administrative charges will be due to Owner immediately upon move out. Owner has the right to require that all payments that are not paid by BAH allotment be made by money order, cashier’s check, or certified check. Notwithstanding anything to the contrary herein, Resident will not be in default if the failure to pay Rent results from an error or delay caused by the Defense Finance and Accounting Service with respect to the timing or amount of the BAH allotment, provided the failure to pay Rent is cured within thirty (30) days, unless such time period is extended by the Owner upon request of the Army. After the Home is vacated, any refund due to Resident will be made within ten (10) business days of the Community Manager’s receipt of the allotment applicable to the month of move-out.

- a. Owner may terminate the Resident Occupancy Agreement and proceed to the Garrison Commander with a recommendation to evict the Resident in accordance with Applicable State Law, or any applicable federal or local law in the event Resident fails to pay Rent when due, or for one or more violations by Resident, Occupants or guests of this Agreement or RRG.
- b. If the Resident remains in possession of the Home after expiration of the term of the Resident Occupancy Agreement without the Owner's consent, the Resident will be deemed to be in breach of this Agreement and Owner may commence an eviction action in accordance with Applicable State Law. Resident will be obligated to pay to the Owner's attorney fees, court costs, and ancillary damages due to the holdover by the Resident.
- c. Any eviction against a military member resident will be coordinated through the Garrison Commander. Soldier/ Army Family eviction actions will be provided to the Senior Commander in a Commander's Critical Information report (CCIR) format for final decision- no eviction will occur until the Senior Commander approves/disapproves the Garrison Commander's recommendation.

CONDUCT, BREACH OF TENANT LEASE, ILLEGAL DRUG AND OTHER UNLAWFUL ACTIVITY

The Resident is responsible for the conduct of Occupants, family members and guests. Any conduct that violates the Tenant Lease or RRG, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident advising that corrective action must be taken and/or referred to local law enforcement. If the Resident, Occupants, family members, or guests fail to comply with the written notice, the Resident's chain of command may be notified, and non-compliance fees may be charged and accrued daily until the violation is corrected. Repeated violations of the Tenant Lease or RRG, as well as behaviors that jeopardize the health, safety and welfare of residents, may result in the termination of the Tenant Lease and immediate eviction. Actions which could be considered as violations of good order and discipline can be grounds for a request to the Installation Commander for the Resident to be barred from housing on the Installation.

FENCES

Some homes may have a fence that was installed by the Community Manager or the Army. For all other homes where fences are permitted, the Community Manager must approve all fence installation requests via a Request for Alteration Form. Please, note that not all home types on every installation are allowed fencing due to State Historic Preservation and/or installation specific guidelines. Detailed fence installation specifications are available at the Community Office. Where fencing is permitted, no Resident-installed fencing shall be placed in the front or side yard; fences may only be installed at the rear of the Home. Fences cannot encroach into a shared backyard. A four-foot wide swinging gate must be provided. The Community Manager will not approve a fencing request that has an electrical device installed or that does not match other existing fences at the Installation.

Residents are responsible for the installation, maintenance and removal of fences that Residents install or have installed and any property damage due to the installation and/or removal of the fencing. Once a fence has been installed, the Resident should inspect it for damage periodically. Privacy slats, windscreens and/or similar attachments are not allowed on any fencing. Additionally, fencing cannot be used to support climbing plants and/or ivy.

Residents in homes with fences installed by the Community Manager or the Army are responsible for restraining their pets. If the existing fencing is not able to fully confine a Resident's pet, the fencing will not be modified. In these instances, Residents are advised to install regulation-size kennels or maintain pets on leashes while outside even within the fenced-in yard.

FLOWER GARDENING

While Community Manager will provide lawn mowing and general grounds maintenance services, Residents may beautify the area immediately adjoining their Homes with annuals and perennials. Vegetables and herbs may be grown only in pots or raised beds at the rear of the home. Fences and homes cannot be used as support for climbing plants and/or ivy. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves.

Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Community Manager in the form of a Request for Alteration Form. Upon move-out unless otherwise agreed upon in the Request for Alteration Form, Residents must restore any such areas to the condition that they were upon move-in. If the area is not restored, the Resident will be charged for the cost to have the area restored.

COMMUNITY GARDEN

For those who desire a full gardening experience, a limited number of community garden plots are available at certain Installations. Please, contact your Community Office for information. If assigned a plot, residents must adhere to the Garden Rules and Regulations provided by the installation and are always required to maintain their assigned plot to present a neat appearance, including winterizing at the end of the growing season. The planting of vegetables will only be permitted in these designated garden plot areas.

GUEST POLICY

All undocumented occupants are considered as guests. The number of guests and length of approved stay may be limited depending on your home/apartment type. Please, review your Tenant Lease for these limitations and/or contact your Community Office.

HOLIDAY DECORATIONS

Tasteful holiday decorations and holiday lighting may be placed outside the Home no more than thirty days prior or following the holiday.

The Community Manager, in conjunction with Army representatives, will determine the appropriateness of all decorations.

All tree ornaments and decorations must be noncombustible. Lights and lighting sets used for trees must bear the label of Underwriters Laboratories, Inc. (UL) and must be in good condition. Never use electric lights on a metallic tree.

If you buy a fresh Christmas tree please note that, for safety reasons, it is recommended that trees be removed from the Home when they become dry, which is a potential fire hazard. When buying natural trees, we encourage you to:

- Check for freshness. A fresh tree is less of a fire hazard. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break.
- Cut a few inches off the bottom of the trunk to expose fresh wood.
- Place it in a stable container that will hold at least one, and preferably two, gallons of water.
- Keep the trunk base covered with water and check the water level each day.
- Keep the tree away from heat sources such as hot air ducts and television sets. Remember, heat will dry your tree out.
- All holiday decorations must be removed within 15 days following the holiday.

If you use outdoor lights, make sure they have been certified for outdoor use. To hold them in place, string them through plastic holders. Nails, hooks, staples, tape or tacks cannot be used to secure holiday decorations as they may damage the Home. Lights must be turned off by 10 p.m. each night. Turn off all holiday lights when you leave the Home, as the lights could short and start a fire.

No decorations of any kind may be placed on the roofs of homes, as this can be a significant safety hazard, as well as potentially damaging to the roof and can result in a roof leak and damage to the structure of the home, as well as personal effects of the residents in that home.

Residents who place lawn decorations out for a holiday must remove the decorations on the scheduled day for the ground maintenance. If the Resident does not remove the decorations, he or she will be responsible for mowing and edging their yard while the holiday decorations are displayed.

If you have any questions or concerns regarding holiday decorations, contact your Community Office.

HOME/COMMERCIAL BUSINESSES

Home-based businesses and other commercial enterprises may only be conducted at the Home in accordance with the following:

The Resident must request, in writing, approval from the Community Manager to operate a home-based business. The approval will apply to any Resident or adult Occupant of the Home conducting a private business including, but not limited to, providing childcare (see Child Supervision Guidelines), selling or attempting to sell goods or services, cosmetics, household products, cleaning products, tailoring, tax preparations, or any computer-based businesses, dressmaking, etc. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). No businesses considered as competition for AAFES are permitted. Businesses wherein customers routinely conduct business at the Home are inappropriate and will not be approved.

- Home-based businesses must be appropriate to, and contribute to, the family environment of the community.
- Signage of any kind is explicitly prohibited.
- Any business that uses or produces hazardous materials is not permitted. Violation of this provision is cause for immediate eviction and recovery of damages by Owner.

- Uninvited solicitation, including charitable solicitations, is prohibited unless Community Manager has granted specific authorization in support of a request from the Installation Commander.
- The breeding or raising of animals, birds, fish, rabbits etc., is not permitted.
- Pyramid sales are prohibited.

All approved businesses must comply with federal, state and local laws regarding licensing, registration, taxes and insurance, as well as the terms in the Tenant Lease and this RRG. Once approved, the Resident will be required to bring appropriate licensing and insurance information to the Community Manager prior to operating the business from the Home. The Resident is responsible for any damages to the Home arising from the conduct of the home-based business.

HOT TUBS AND SPAS

Hot-Tubs pose a very serious safety and liability issue to residents and guests. Installation and use of hot tubs are prohibited. Residents who obtain written permission and install or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur.

USE OF HOME SECURITY SYSTEMS OR VIDEO RECORDING DEVICES

Residents are permitted to install a wireless commercial or personally monitored home security system for the interior of their home. Hard-wired installation into walls, door panels, windows or framing is not permitted. Ring Doorbells or similar items are allowed, but all other exterior security cameras are prohibited. Residents that opt to install security systems must immediately notify their Community Management office so proper record of installation can be notated.

When submitting maintenance requests, Residents with security systems are required to inform Corvias about the alarm system and will be responsible for turning off the systems if they request Corvias to utilize Permission to Enter (PTE). Corvias retains the right to enter a resident's home in an emergency or should emergency maintenance be needed regardless of the presence of a security system. In the event of a false alarm, the resident and monitoring company (if applicable) are responsible for disarming the system in a timely manner to ensure the alarm does not violate noise ordinance regulations or disturb another residents right to the peaceful enjoyment of the community.

Commercially monitored home security systems must be capable of dispatching through the installation's Department of Emergency Services. Residents are responsible for contacting the Department of Emergency Services prior to installation of a commercially monitored home security system to ensure proper dispatching of Emergency Services. If the security alarm monitoring company is unable to dispatch through the installation's Department of Emergency Services, residents are responsible for ensuring that the monitoring company and the local civilian police department are aware of the newly installed alarm system to ensure that the installation's Emergency Services are dispatched in the event of an emergency.

Upon vacating the home, residents must have the security system, and all facets, to include the operation panel removed prior to their final inspection. The resident assumes responsibility for any damage caused to the home by any installation, use or removal of a commercial or personally owned home security system.

KEYS & LOCKS

The Community Manager team will securely control keys to each Home in the Community Office. These keys are used to gain access to the Home for routine and emergency maintenance service, and to assist in the event of an accidental lockout.

The Resident will not change or add locks without prior permission from the Community Manager and will provide a copy of the key(s) for any new locks to the Community Manager, if such permission is granted. Charges may be incurred per key and/or lock if the Resident requests additional keys and/or a lock change from Corvias. Please, contact the Community Office for additional information.

LAUNDRY

Residents shall not hang or place laundry on the exterior of the Home, any building or on a lawn. Laundry room facilities will be available for your use in your designated Community Center. Resident will have access to the facility utilizing their electronic key pass during operational hours. (Please check with your Community Office for specific hours of operation). Residents can submit a Request for Alteration Form to their neighborhood office to seek permission to install clothes lines within the confines of their fenced in yards.

Residents may also utilize free standing drying rack on their patios or within the confines of their fenced in back yards. Free standing drying racks should be stored properly when not in use.

LOCKOUTS

During normal business hours, an Occupant who is accidentally locked out of their Home should notify their Community Manager in order to gain entry to the Home. Upon providing proper identification, the Occupant will be provided access to the Home, provided that their name is on the Tenant Lease or currently on a key release log maintained by Community Manager.

In the event an Occupant is locked out of a Home outside of normal business hours, the Occupant should call the maintenance line and request assistance from the 24-hour on-call service specialist. One of the management or maintenance team members will respond and confirm the Occupant's identity and key release log status. Once confirmed, the Occupant will be given access to the Home.

If proper identification cannot be provided, the Occupant and Community Manager's staff will have to use alternative means to determine the Occupant's identity, which for military members could include contacting the duty office of the Resident's chain of command.

Lockouts after normal working hours: Residents will be charged a \$50 lockout fee after the third occurrence in a calendar year.

NOISE/QUIET HOURS

The Resident and other Occupants may not disturb the peaceful enjoyment of the Community. Residents shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle at a reasonable volume always so as not to disturb other residents. Residents with pets will ensure that barking, whining or other nuisance noise does not disrupt the quiet enjoyment of the community. Please use extra discretion between the hours of 10 p.m. and 8 a.m. The Resident shall not

conduct or permit vocal or instrumental practice or instruction at the Home without prior written consent of the Community Manager.

The Installations' Department of Emergency Services has policing authority over all Installation housing areas.

OUTDOOR FURNITURE/STORAGE IN OUTDOOR AREAS

Only furniture intended for outdoor use can be used outdoors in family housing areas.

Indoor furniture may not be stored in carports, driveways, patios, walkways, stairwells, porches or around the exterior of the Home. Furthermore, items such as strollers, oil or gas containers, boxes, shoes or clothing, and other miscellaneous items should not be stored in the carports, patios, driveways, walkways, stairwells, porches or around the exterior of the Home. Items stored on the entrance walkway, patios, and stairwells or around the exterior of homes pose potential risks as obstacles in an emergency as well as a haven for pests to enter homes. All flammable materials stored on the exterior of homes pose a fire hazard and could jeopardize the safety of your Home and those that live around you. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in an approved container in a secure location outside of the living space of the home (i.e. the garage or shed) or disposed of promptly and properly.

OUTDOOR PLAY AND RECREATIONAL EQUIPMENT

Skateboards and in-line roller skates are permitted but may only be used on sidewalks or other approved locations and not on any roadways. Helmets are required for those using skateboards, skates, bikes, scooters and other similar equipment. All such users will always yield to pedestrians and vehicular traffic.

All-terrain vehicles (ATVs) and snowmobiles are also not permitted to be used in housing areas. Use of other unlicensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Community Manager.

Trampolines pose a very serious safety and liability issue to residents and guests. The installation and use of trampolines are strongly discouraged. Residents who choose to install and/or use such equipment do so at their own risk and assume all liability for personal and property damage that may result. Any trampoline installed by Resident must incorporate the manufacturer's recommended safety net and spring padding/skirting and must be used in accordance with the manufacturer's specifications. Trampolines must be installed in the back yard on a grassy area, and only within fenced backyards. Further, trampolines must be anchored. Resident will be responsible to repair any damages to the Home, including grassy areas, caused by the installation or use of a trampoline, at their sole cost and expense.

Swing sets and other similar types of children's outdoor recreational equipment manufactured to American Standards for Tests and Measurements ("ASTM") standards are permitted in housing communities. Such equipment must be whole and without defect so that it does not present a health and safety risk. The Resident is responsible for the safety, supervision, and upkeep of equipment, as well as for restoring all damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment.

Tree swings, hammocks and/or other play equipment that requires mounting to a tree or building are not permitted.

The use of commercial inflatables in family housing is restricted. Residents may do so only after obtaining permission from the community office.

Play equipment is restricted to a fenced backyard, unless approved by the Community Manager in advance. All portable play equipment, including basketball goals designed for any age group, must be stored in the rear of the Home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways.

On the scheduled lawn care day, all personal belongings must be picked up in order to receive lawn services. If personal belongings are not removed, including trampolines, the Resident will be responsible for maintaining landscaping (including mowing underneath of trampolines or any other play equipment) inside of all fenced areas.

Play equipment must be removed by the Resident when vacating the Home or it will be removed by the Community Manager at the Resident's expense.

PACKAGE DELIVERY AND ACCEPTANCE

A Corvias employee may accept and sign for the package of a resident who has given written permission utilizing the Package Delivery Waiver Form. This form must be completed prior to the package being received

PARKING

Parking by the Resident, family, Occupants and guests is authorized in the following areas:

- Resident's driveway and other designated parking spaces.
- On streets where the sidewalk exists on only one side of the street, residents may park on the side of the street where there is no sidewalk except for Ft. Bragg, Ft. Riley, Fort Rucker and Ft. Polk.
- On cul-de-sacs where sidewalks exist on both sides of the street, parking (with the flow of traffic) is authorized only on the right side of the street (as the driver enters the street). On streets where traffic lanes are marked and one lane is wider than the other, parking is permitted with the flow of traffic on the wider side of the street only.
- On all other streets, parking is authorized in designated parking areas only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- Inside a home
- On patios, decks, or porches, except for Ft. Rucker where residents may park motorcycles on the porch if their home is only assigned one parking space.
- On a sidewalk
- In front of a driveway other than the Resident's

- In a garage/carport/driveway of another resident
- Within an intersection
- Within 15 feet of a fire hydrant
- On a crosswalk or within 20 feet of a crosswalk at an intersection
- On lawns, grassy areas, or yards at any place where official signs prohibit parking

Any violations of the above policies may result in the vehicle being towed at the vehicle owner's expense as allowed by Applicable Law, which may be without notice.

Vehicles parked within the family housing areas are required to have a current Installation registration (if available) and a valid state license registration. A notice will be placed on vehicles that do not display proper registration. If proper registration is not displayed after notice has been given, the vehicle may be towed and impounded at the vehicle owner's expense.

A notice will be placed on vehicles parked in areas other than a garage that appear to be inoperable or otherwise disabled. If an inoperable or disabled car remains parked in an area other than a garage after notice has been given, the vehicle may be towed and impounded at the vehicle owner's expense.

A vehicle may be towed and impounded without prior notice and at the vehicle owner's expense if it is parked in a space assigned to another resident.

Assigned parking areas, carports and parking bays may be used for parking personally owned vehicles only; they may not be used for storage of recreational vehicles, household goods or other personal belongings unless otherwise approved by the Community Manager.

The following types of vehicles and equipment may not be permanently parked, left for more than 48 hours, stored on the streets, in garages, in driveways, -or parking lots in any housing area unless approved by the Community Manager:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial vehicles
- Tractor trailers
- Boats
- Boat trailers
- Horse trailers
- Any other non-traditional forms of motorized transportation

The Installation or Corvias may maintain a Recreation Vehicle (RV) Storage Lot which has been designated as the appropriate storage location for all such vehicles and equipment. Residents may contact the Installation RV storage lot or the Community Manager for more information.

Parking violations should be reported to your Community Office.

PET POLICY

Corvias is sensitive to the relations that exist between its residents and their pets.

1. Community Manager must approve all pets and all required documents are to be on file (including evidence that such pets are vaccinated, registered, licensed and micro-chipped in accordance with applicable State and local laws) **prior** to such pets entering the Community. No “visitor” pets are permitted without Community Manager approval.
2. No more than **two (2)** pets per household are allowed at any given time. Caged birds, fish and authorized rodents (hamsters, gerbils and guinea pigs) in cages may be boarded in the Home and do not require a Pet Addendum. These may be kept in addition to the two (2) authorized pets requiring a Pet Addendum. However, no fish aquariums or tanks over 30 gallons may be kept on the second floor of a home or in an apartment on the second story or higher of a building.
3. Tenant is fully responsible for the conduct and actions of their pets at all times and, among other things, the full restitution for damages to yards, homes, property, etc., and hospital bills or veterinary bills incurred as a result of injuries inflicted on people or other animals caused by their pet(s). Such damages are **not** covered by the pet fee.
4. Tenant is responsible for paying for any damages caused by their noncompliance with the provisions of this Addendum and the charges imposed by the Community to repair the damages associated therewith.
5. Tenant’s failure to permanently remove the pet as provided herein or failure to comply with all other terms of this Addendum shall constitute a default permitting termination of the Lease.
6. Tenant must notify the Community Office within five (5) days of acquiring a pet and shall re-execute or update their Pet Addendum accordingly.
7. All pets must be registered by Tenant at the base veterinarian treatment facility (if such a facility exists at the base) within five (5) working days of occupying a housing unit or acquiring a pet.
8. Tenant is responsible for keeping the grounds clean and sanitary. All yards and common areas must be kept clean of pet droppings. Tenant must pick up and properly dispose of animal waste and residents who walk their pet must carry a plastic bag to retrieve and dispose of any droppings. It is a violation for Tenant to simply “turn out” their pet and recall it at their convenience.
9. Pets must be “on leash” at all times when outside the fenced area of the housing unit. Pets shall not be tethered outside the home. Pets must be in the home or behind an approved fenced area in the backyard if unattended. Pet food shall not be kept outside, as it will attract vermin and pests.
10. Tenant must keep his or her pet(s) kenneled or contained upon the Community Manager’s access to the Premises for inspections, maintenance and showings.
11. Tenant is required to (a) provide care, feeding, and supervision of their pets, (b) control their pets at all times, (c) pay for damages caused by their pets, (d) maintain the good health of their pets and (e)

maintain flea and odor control of their pets.

12. Pets are not allowed in the pool, pool areas, playgrounds or tot lots at any time.
13. Pets of vicious or dangerous disposition shall **not be permitted** within the Community for any reason whatsoever. No pets with a history of aggressive, threatening or violent behavior will be allowed.
14. The breeding of animals or operation of a commercial kennel within the Premises or anywhere else within the Community is strictly prohibited.
15. Tenant shall insure that Tenant's pets do not at any time disturb any other resident of the Community (or animal of any other resident) nor damage any property located in the Community.
16. If, in Community Manager's sole and reasonable discretion, that Tenant's pet constitutes a threat to the health or safety of other residents or animals of other residents or otherwise creates a nuisance, which disturbs the rights, comforts or quiet enjoyment of other residents, has caused or is causing damage to the property in the Community, or has shown or is showing aggressive behavior towards any other resident or animals of other residents, Tenant shall permanently remove such pet from the Community within five (5) days after written request by Community Manager. Should Tenant feel that such request is unreasonable or without basis, Tenant may request a meeting with the Community Manager to discuss the removal request. Tenant is entitled to be accompanied at the meeting by a person of his or her choice. The final determination to remove the offending animal shall be made by the Community Manager (in good faith) after reasonable discussion with Tenant and evaluation of all of the pertinent evidence. Tenant's failure to correct the situation as required by Community Manager, timely request a meeting, or appear at a scheduled meeting may result in the removal of the offending animal, waiver of Tenant's right to dispute such removal or termination of Tenant's tenancy at the Community.
17. The following animals are **not** allowed in the Community or to be kept by residents in their individual unit/housing in the Community at any time:

<p>Dogs of the following "restricted breeds" (to include any dog with a mix of any such breeds)*:</p>	<p>Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Presa Canarios, Doberman Pinscher, Chow Chow, Akitas, Mastiffs, Great Danes, Alaskan Malamutes, and wolf hybrids.</p>
<p>Any dog (of any breed) that demonstrates a propensity for dominance or aggressive behavior as indicated by any of the following types of conduct:</p>	<p>Unprovoked barking, growling or snarling when people approach; aggressively running along fence lines (if applicable) when people are present; biting or scratching people or other animals; or escaping confinement or</p>

	restrictions to chase people.
Reptiles and fish:	Ex: Snake, lizard, turtle, tortoise, crocodile, alligator, iguana, komodo dragon, newt, gecko, gila monster, electric eels, piranhas, pufferfish, and sharks.
Arachnids:	Ex: Spider, scorpion.
Rodents (other than hamsters and guinea pigs):	Ex: Mice, rat, gerbil, mole, beaver, squirrel, porcupine, chipmunk, prairie dog, groundhog, gopher, shrew, bat, hedgehog, raccoon, and skunk.
Wild or exotic animals:	Ex: Fisher cat, fox, weasel, raccoon, monkey, Ferret, chinchilla, jackal, coyote, wolf, skunks.
Farm animals:	Ex: Pig, horse, cow, chicken, sheep, goat, and geese.
Birds of prey:	Ex: Hawk, eagle, buzzard, vulture, owl, falcon, harrier, kite.

****Notwithstanding anything contained herein to the contrary, the “restricted breed” restriction above shall not apply to a (i) certified military working dog that is being boarded by its handler/trainer and approval is obtained by the Installation Commander in writing or (ii) service animal or assistance animal that is registered with the Community Manager. In addition, whether a pet is a “restricted breed” or mix of any of the “restricted breeds” shall be determined in the reasonable discretion of the Community Manager. In the case of a dispute concerning the Community Manager’s determination of whether a pet is a “restricted breed” or mix thereof, a local qualified veterinarian selected by the Community Manager shall make such determination, which determination shall be final and conclusive. Any costs associated with the veterinarian’s determination shall be borne by the disputing resident.***

18. The privilege of keeping a pet in the Community may be revoked and/or a warning issued if a pet is determined to be a nuisance. A nuisance is any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency or obstructs reasonable or comfortable use of property. An animal may be considered a nuisance if it, among other things, (a) habitually or repeatedly barks in a manner that disturbs others, (b) interferes or obstructs persons engaging in exercise or physical activity, (c) defecates on the lawn of a home not occupied by its Community Manager, or (d) habitually violates the leash requirement.
19. If Tenant witnesses or has actual knowledge of any incident involving the aggressive behavior (or any other behavior or actions that would constitute a violation of the Community rules and regulations or

a nuisance) of any animal(s), permitted pet(s) or service or assistance animal(s) in the Community, Tenant shall promptly report such incident to Community Manager by contacting the Community Office. Tenant shall provide Community Manager with all reasonably requested information including, without limitation, the date, time, and location of the reported behavior, essential facts of the incident (including any potential provocation and the specific behaviors exhibited), the breed and type of the offending animal, any witnesses and their corresponding contact information, and Tenant's contact information.

RELOCATION REQUESTS

The Community Manager will work with any Resident that wishes to transfer due to promotion, change in family size, medical and other reasons a Resident may need to transfer to another Home. In cases such as these, the Resident will be solely responsible for the relocation and will pay for any relocation expenses. Please see a member of your Community Office if you qualify for an on-site relocation.

REPORTING INJURIES IN THE HOME

If any person using the Home suffers an injury, the Resident will report to the Community Manager the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given not later than the next business day after the event has occurred, unless special circumstances exist.

SMOKING IN THE HOME AND COMMON AREAS

The use of smoking tobacco products is prohibited inside houses, apartments and common areas. Prohibited tobacco products are defined as both "waterpipes (hookahs)" and "items that involve the ignition and burning of tobacco leaves, such as (but not limited to) cigarettes, cigars and pipes."

SATELLITE DISH/ANTENNA POLICY

If allowed at the Installation, Residents may install a satellite dish per applicable Federal regulations. Residents living in Homes that can receive satellite signals who wish to install a satellite dish must follow the guidelines set forth. In addition, if required, residents must also obtain Installation approval prior to installing any satellite and antenna. Resident and/or the person installing such equipment are required to comply with these restrictions as a condition of installing such equipment, and the restrictions are as follows:

1. Number and size. Resident may be allowed to install one (1) satellite dish or antenna per dwelling. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by 47 CFR §1.4000 are prohibited.
2. Location. Resident's satellite dish or antenna must be located: (1) inside the Home; or (2) in an area outside of the Home such as a balcony, patio, yard, etc. of which the Resident has exclusive use under their Residential Occupancy Agreement. Yard is defined as the ground that immediately adjoins or surrounds the house, or other structure. Dish installation must be within the yard, behind the front plane of the home and/or within the boundaries directly behind the home (fence or perimeter). Dish may not be installed within any common area. Installation is not permitted in the front yard, on any parking area, roof, exterior wall, window, windowsill, fence, or common area, or in an area that other residents can use. A satellite dish or antenna may not protrude

- beyond the vertical and horizontal space of the home or yard that is leased to Resident for his or her exclusive use.
3. Safety and non-interference. The installation: (1) must comply with all applicable ordinances, laws, and Installation regulations and all reasonable safety standards; (2) may not interfere with Owner's cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to Owner's telecommunication systems; and (4) may not be connected to Owner's electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of three methods: (1) securely attached to a portable, heavy object such as a small slab of concrete; (2) securely attached to a post, not to be more than 12 feet in height. Post must be free standing, securely planted in the ground no less than 4" for each foot in height. A dig permit, if applicable, is required prior to digging any hole for satellite installation; or (3) any other method approved by Owner or Community Manager in writing prior to installation. No other methods are allowed. Owner may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.
 4. Signal transmission from exterior dish or antenna to interior of Home. Under the FCC order, Resident may not damage or alter the Home for the installation. If Resident's satellite dish or antenna is installed outside of Resident's dwelling (on a balcony, patio, etc.), the signals received by it may be transmitted to the interior of the Home only by the following methods: (1) connecting a cable to an existing cable in a designated home mounted cable box; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables "through the window pane," similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window—without drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by Owner in writing prior to installation. No new or additional holes may be made in any exterior walls of the Home.
 5. Safety in Installation/Compliance with Requirements. In order to assure safety, the strength and type of materials used for installation must be approved by Owner. Installation must be done by a qualified person
 6. or company approved by Owner. Owner's approval will not be unreasonably withheld. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified. By signing below,
 7. Maintenance. The Resident will have the sole responsibility for maintaining his or her satellite dish, antenna, wiring, and all related equipment. Owner will not be responsible for any alterations or damages to satellite dish or antenna equipment installed at the ground level by lawn or landscaping crews, maintenance technicians, or utility service companies. This shall include items such as cut wiring, bumping into or altering the alignment of satellite dish or antenna, and removing or disconnection of equipment for maintenance related issues.
 8. Removal and damages. The Resident must remove the satellite dish or antenna and all related equipment when they move out of the Home. Resident agrees to pay for any damages and for the cost of repairs or repainting caused by negligence, carelessness, accident or abuse which may be reasonably necessary to restore the Home and premises to its condition prior to the installation of Resident's satellite dish, antenna, or related equipment. Resident will not be responsible for normal wear.
 9. Indemnity. Resident takes full responsibility for the satellite dish, antenna, and all related equipment. The installer and Resident agree to hold Owner, Community Manager and their

affiliates harmless and indemnify them against any claims by others for personal injury and property damage to others, related to Resident's satellite dish, antenna, and all related equipment.

10. When Installation can begin, Installation of Resident's satellite dish, antenna, or related equipment may begin only after Resident has: (1) completed an Alteration Agreement with Community Manager; (2) provided a copy of the alteration agreement to the person or company that will do the installation and such person or company has also signed this addendum; (3) received the required digging permit, if applicable, and (4) provided Owner or Community Manager with the name of the person or company that will do the installation.

Any Satellite Dish or Antenna installation beyond the above guidelines may require an Exception to Policy and Community Manager approval prior to installation.

If allowed at the Installation, Residents may install a satellite dish per applicable Federal regulations. Residents living in Homes that can receive satellite signals who wish to install a satellite dish must have a signed Satellite Addendum, approved by Community Manager, prior to installing any satellite dish. In addition, if required, residents must also obtain Installation approval prior to installing any satellite and antenna. The Satellite Dish Addendum includes details regarding the following:

1. Number of satellite dishes allowed and size
2. Installation Location
3. Installation Safety and Non-Interference guidelines
4. Connection guidelines for exterior satellite dishes
5. Satellite operational safety
6. Resident Maintenance and responsibilities
7. Removal and Damages
8. Resident Indemnity
9. When installation may begin

Any Satellite Dish or Antenna installation beyond the guidelines of the Satellite Dish Addendum may require an Alterations Addendum and Community Manager approval prior to installation.

STORAGE SHEDS

Where authorized, Installation of privately-owned storage sheds must be pre-approved by the Community Manager. The need for additional storage space must be documented in such a way that clearly and accurately defines the proposed location in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Storage sheds may be prohibited in some housing areas.

Additionally:

1. Sheds may not exceed 120 square feet in floor area.
2. The construction of storage sheds will be permitted only on the land area directly behind the Home and may not be fastened or attached to the Home.
3. Resident must provide Community Manager with a copy of an approved dig permit (utilities locate) if any excavations required.

4. All storage sheds must be of commercial type, properly constructed, and be anchored securely to prevent possible overturning from forces such as wind or rain.
5. The color must be compatible with the exterior color of the Home.
6. All storage sheds must have a metal or plywood floor.
7. Prior to moving out of the Home, the Resident will be responsible for dismantling and removing the shed, removing residual debris from the site, and restoring grassed areas.
8. If a storage shed is left by the Resident after vacating the Home, the shed will become property of Owner and removed at Resident's expense.

SWIMMING POOLS/OTHER WATER-RELATED RECREATIONAL ITEMS

Only small, well-maintained wading pools are permitted. Wading pools must be 12 inches or less in height and no more than 10-feet wide. Wading pools may be positioned in the backyard on grassy areas but must be emptied daily and removed when not in use. An adult must always supervise wading pools when in use. Residents assume all liability for the installation, operation and supervision of such pools. Residents will repair any damages to property, including grass areas, caused by swimming pools at their sole cost and expense.

VEHICLE REPAIRS AND MAINTENANCE

Automobile repairs of any kind are not authorized in the family housing areas. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. Residents will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.). Residents should use the Installation's Automotive Skills Development Center or Automobile Hobby Shop, if available, or other non-family housing location for repairs. Residents in can clean their vehicles at their homes, but car washing is prohibited at Randolph Pointe and Reece Crossings.

VIOLATIONS OF POLICY

Normally, minor acts of misconduct or minor violations of the RRG, Tenant Lease, addenda or other policies will result in a written notice to the Resident by Community Manager. The notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. If the Resident, Occupants, family members, or guests fail to comply with the written notice, the Resident's chain of command may be notified. In egregious cases, emergency situations or where a persistent pattern of misconduct occurs, or violation of the state, local or any applicable federal laws, any applicable military rules, regulations, or guidelines, the Community Manager will give the Resident written notice of intent to terminate occupancy. Eviction action, if necessary, will be enforced in accordance with Applicable Law.

WATERBEDS

Use of waterbeds is authorized; however, Resident will be liable for any damages caused by the use of a waterbed, damage caused to the any area of the Home (interior or exterior), or related structure due to the weight of the waterbed or damage due to leaks, over flow, any means of water extrusion or any other damage resulting from the use of a waterbed. If a resident has a waterbed, the resident must obtain insurance to cover any damage resulting from the possession and use of the waterbed.

WEAPONS AND ORDNANCE

Residents must adhere to the Installation's Weapons and Firearm Registration requirements. Residents will notify the installation's Registration Office and/or Department of Emergency Services immediately

upon loss, theft, trade, or sale of privately-owned firearms, or change in residence or location of firearms.

Other than weapons properly registered with the Installation, and ammunition for those weapons, Residents may not have any other explosives, fireworks or other pyrotechnic devices in their Homes.

Discharge of any firearm, air rifle, paint gun, BB or pellet gun, or bow and arrow is prohibited in the family housing areas on the Installation.

Community Manager reserves the right to report any violations of this section to the Installation's Department of Emergency Services, which may result in confiscation of the weapons(s), among other consequences.

Visitors to the Installation who will be staying as a guest must follow all the Installation's Weapons and Firearms requirements.

WINDOW AIR CONDITIONING UNITS AND OTHER PRIVATELY-OWNED EQUIPMENT

Resident-owned air conditioners are not permitted.

All homes have centrally installed heating and air conditioning units. Further, all homes come fully equipped with a stove, range hood, refrigerator, and dishwasher. The above listed appliances supplied in the home may not be removed or replaced with privately owned appliances.

Resident may utilize a freezer, second refrigerator, washer, dryer (if not installed in the Home), etc., to accommodate their household needs when the appropriate power supply is available. Such privately-owned appliances will be maintained within the interior space of the home or within an exterior laundry room, shed, or enclosed garage. Resident should be aware that additional appliances increase the consumption of utilities, which may result in the Resident incurring additional utility charges. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment. Community Manager does not provide parts or service for Resident's personal appliances. If a Resident desire to add an additional appliance, it is Resident's responsibility to determine if the Home has the appropriate electrical connections to support such an appliance. If any modifications are required to the home to support the additional appliance(s), the Resident will need to submit a Request for Alteration to the Community Manager for review.

WINDOW COVERINGS

Community Manager will supply appropriate window coverings for all windows in the Home. Window coverings must be maintained in good visible condition when viewed from exterior of home. Please contact the Community Manager if shades or blinds are broken, missing or otherwise need replacement. The Community Manager will make the necessary repairs or replacements. Resident is responsible for the replacement cost if damage to blinds is caused by anything other than normal wear and tear. Only proper window decorations and coverings may be used to cover windows. Flags, sheets, blankets and other non- standard coverings are prohibited as a replacement for supplied shades and blinds.

YARD OF THE MONTH PROGRAM

The Yard of the Month Program is an Installation program, supported by the Installation leadership and Community Manager, and is implemented in the spring and summer months. The program boosts curb

appeal of the Community and rewards those who make a special effort to improve their yard and beautify their Homes, while staying in compliance with housing and Installation regulations. Monthly Recognition of the winners may be defined collaboratively between the Installation leadership and Community Manager. The details of your specific Yard of the Month Program will be announced in the monthly online Community newsletter prior to the start of each season's program.

Month Program will be announced in the monthly online Community newsletter prior to the start of each season's program.

YARD SALES

Community sales and private yard sales are permitted and must comply with the following rules:

- Days/Hours for Yard Sales: Varies by location.
- No soliciting or special advertising is allowed through off-Installation media outlets.
- Resident must contact the Community Manager for instructions on locations and methods of posting signage. All signs must be removed no later than the day after the yard sale.
- Any community sale or yard sale may be held solely for the purpose of disposing of personal household items. The resale of new items (as in a business) is not permitted.
- Only one (1) yard sale is allowed per Home, per quarter.

Prior to holding any yard sale, residents must receive permission from the Community Manager.

APPENDIX A: POOL RULES AND RELEASE OF LIABILITY

Be advised that the rules and regulations outlined below and posted at the pool complex are subject to change, without notice, as Corvias Management – Army, LLC (“**Community Manager**”) deems necessary in its sole discretion. Community Manager reserves the right to refuse admittance to or eject from the pool complex any persons failing to comply with any of its rules or regulations. **Except for Fort Meade and Aberdeen Proving Ground, THERE WILL BE NO LIFEGUARD ON DUTY AT THE POOL COMPLEX.**

1. This pool is open to residents residing in housing who have been assigned a key FOB and their guests.
2. Pool operating hours will be established and published in the community newsletter prior to the summer months and are subject to change without notice. No one will be allowed admittance to the pool complex (which includes, without limitation, the pool, dressing rooms, shower areas and other associated pool facilities) unless the pool is officially open. No trespassing is allowed.
3. No more than two (2) additional guests per household may use the pool at any time. All guests must be accompanied by a responsible adult 18 years of age or older, and housing residents must remain at the pool with their guests for the entire duration of their guests’ visit to the pool.
4. No diving in pool.
5. No running or horseplay in pool area.
6. Do not play or swim near drains or suction outlets.
7. Spitting, blowing of nose, and other unsanitary behavior is strictly prohibited in the pool. Do not swallow pool water.
8. Do not swim or otherwise enter the water if you have had diarrhea in the past two weeks.
9. People suspected of having a communicable disease are prohibited from entering the pool or pool area.
10. People with skin disorders, bandages, open wounds, eye, nose or mouth discharge are not allowed in the pool and may be refused entrance to the pool area.
11. Smoking and alcoholic beverages are not allowed in the pool area. Intoxicated residents and/or guests will be asked to vacate the premises.
12. Any minor must be accompanied by a responsible adult 18 years of age or older. Each guardian may accompany a maximum of three (3) persons under the age of 18 at one time.
13. Children who are not potty trained must wear swim diapers while in the pool. Diapers may only be changed in the restrooms. The pool complex will not provide swim diapers.
14. Residents and guests must use the shower provided before entering the pool.
15. Food and drink should only be consumed at the pool-side tables. No glass in pool area. All waste papers must be deposited in designated receptacles.

16. Inflatable rafts, water wings/floaties and outside toys are not permitted in the pool (based on guidance from the CDC).
17. Children under the age of 6 or non-swimmers (regardless of age) needing flotation devices may only wear US Coast Guard-approved flotation devices in the pool and must always be within arm's reach of an adult guardian 18 years of age or older. The pool complex will not provide US Coast Guard-approved life jackets.
18. Pets are only allowed outside of the fenced pool area.
19. All residents and guests must dry off completely (bathing suits and skin) and put on shoes before entering the Community Center.
20. Residents are responsible for the conduct of their guests.
21. Obscene language is not allowed.
22. All patrons must wear lined swimsuits that are appropriate for public appearance in a family-friendly environment.
23. Only family-friendly and low-volume music is allowed in the pool area.
24. Use of sunscreen, limited sun exposure, and frequent hydration are strongly encouraged.
25. Community Manager is not responsible for stolen or lost articles. Any items left unattended will be removed by management. Removal of the pool furniture or rescue equipment without Community Management approval will be considered theft.
26. Removal of pool furniture or rescue equipment without community management approval will be considered theft.

EMERGENCIES: IN CASE OF AN EMERGENCY, USE THE RED EMERGENCY TELEPHONE OR CALL 911 TO CONTACT THE APPROPRIATE POLICE, FIRE, OR AMBULANCE.

RELEASE OF LIABILITY: In consideration for being permitted by Community Manager to use the pool complex, I hereby waive, release and discharge any and all damages for personal injury, death, or property damage which I may have, or which may hereafter accrue to me, as a result of use of the pool complex. This release is intended to discharge, in advance, Community Manager, their directors, officers, members, agents, employees, and management (collectively, the "Released Parties"), from any and all liability arising out of or connected in any way with my, any accompanying minors' or my guests' use of the pool complex, even though that liability may arise as a result of negligence or carelessness on the part of the Released Parties. It is understood that use of the pool complex involves an element of risk and danger of accidents and, knowing those risks, I hereby assume those risks. I agree to indemnify and to hold the Released Parties free and harmless from any loss, liability, damage, cost, or expense which may be incurred as the result of my, or any other patron of the pool complex's, death or any injury or property damage that is sustained in connection with the use of the pool complex, regardless of whether such loss is caused in whole or in part by the negligence or carelessness of the Released Parties.

APPENDIX B: COMMUNITY CENTER HOURS AND RULES

- Hours vary by location.
- The Computer Lab will only be open during normal Community Office business hours.
Monday-Friday: 8:00 am - 5:00 pm

FITNESS CENTER:

- Hours vary by location
- Access will be with the residents' issued key fobs.

HALF-COURT GYMNASIUM (IF APPLICABLE):

- The Half-Court Gymnasium is normally open the same hours as the Fitness Center; however, it may be reserved from time to time for private gatherings and therefore would not be open to the public during those times.

POOL HOURS:

- Pool hours will be established and published on the resident portal prior to the summer months.

ACCESS:

- Access to each Community Center will be open to all residents of Corvias.
- Key fobs providing access to the Fitness Center, Pool, laundry room and Gymnasium will be issued to residents once they have signed the Resident Responsibility Guide. One Key Fob will be issued per leaseholder. A replacement fee of \$25.00 will be charged for lost key fobs. Key fob usage is electronically recorded and reviewed in the event of accident or misuse.
- Key fobs will also be issued to the Military Police.
- Children under 14 years of age must be accompanied by a parent, guardian or sponsor, who is at least 18 years of age, while visiting the Community Center gymnasium, multi-purpose room, media/game room, computer lab or pool. No drop-off child-care is provided.
- Anyone accessing the Fitness Center must be at least 18 years of age.

OVERALL RULES:

- Residents and guests must comply with all posted signs and directions
- No pets, other than Assistance Animals, are allowed in the Community Center, pool or playground areas.
- No Smoking is allowed in the Community Center, including all air-conditioned spaces, or the surrounding pool area (except in any specifically designated smoking area).
- No Food or Drinks are allowed in the Club Room or Computer Lab, without prior management approval.
- No glass bottles are allowed in the pool, pool area, gymnasium, locker rooms or fitness center.
- Residents may not bring alcoholic beverages to the Community Center or any of the amenity areas, including the pool and playground areas. Intoxicated persons will be denied entry and/or asked to leave the Community Center and amenity areas.
- Any resident caught engaging in any illegal or illicit activity at the Community Center will not only face legal consequences but will also permanently lose the privilege to use the Community Center.
- There is a 24-hour video surveillance system in place.

- No propping open of doors or opening windows to any part of the Community Center is allowed by anyone other than management. Access by the residents is through the issued key fobs.
- Continued misuse of the facilities or violation of these rules may result in loss of use privileges
- No profanity or loud music. All music must be appropriate to a family environment.
- Proper attire (shoes and shirts) is required in the Community Center - no wet bathing suits are permitted beyond the locker rooms. No use of “rolling or wheelie shoes” is allowed in the Community Center.

LOCKER ROOMS:

- No permanent locks may be kept on lockers. Please take your lock off the locker that you use at the end of your visit to the Center each day. Management reserves the right to cut off locks that are not removed in accordance with this policy.
- Management is not responsible for lost or stolen items.

COMPUTER LAB:

- When using the computer lab, please restrict your computer use to twenty (20) minutes or less if others are waiting. If no one else is waiting, use may continue beyond twenty minutes. Software is installed to ensure that only family friendly sites are visited. Any changes to this software or use of these computers to visit unauthorized Internet sites is strictly prohibited and will result in loss of use privileges.

GYMNASIUM (IF APPLICABLE):

- When using the gymnasium, please restrict your use to thirty (30) minutes or less if others are waiting for their turn.

GUESTS:

- Residents are responsible for the behavior of their guests. No more than two (2) guests are allowed with a resident to use the recreational facilities at any time unless a private gathering or meeting has been scheduled and approved in advance.

PRIVATE RESERVATIONS:

- When the Community Center is used for private gatherings, premises must be delivered to Corvias in the condition premises were in at the commencement of the agreement. Contact the Community Center Management Office for policies and scheduling for private gatherings. A refundable cleaning/damage deposit may be required to reserve the Center for private gatherings. This deposit may be waived for military organizations with management approval and the signature of an officer of the organization.
- Rooms may not be reserved for the purpose of running a business or holding a commercial venture (i.e.: Pampered Chef, Avon, Creative Memories, etc.).
- Corvias reserves the right to restrict access and availability of these facilities.

GAME ROOM:

- Residents may check out the game boards and TV remote controls from the management Office when using the Game Room.
- Videos and DVDs brought into the Community Center must be family friendly and Management reserves the right to discontinue any movies deemed inappropriate.

APPENDIX C: FITNESS CENTER RULES

RESIDENT AND LANDLORD AGREE AS FOLLOWS:

- **ADULT SUPERVISION:** Any resident under the age of eighteen (18) years is not permitted in the Fitness Center for any reason. This requirement is for health and safety reasons.
- **GUESTS:** Resident shall not permit any guest to use the Fitness Center unless the guest is accompanied by the resident and resident has obtained authorization from management in advance. Residents are responsible for the conduct of their guests in the Fitness Center and any violation of the rules and regulations by the guest may result in loss of use privileges for the resident.
- **USE OF FITNESS CENTER:** Resident will use the Fitness Center in a safe manner and only for the purpose of exercising. Resident will not use the Fitness Center in any way, which is offensive or dangerous to residents or other users of the Fitness Center. Resident will comply with policies of Corvias for use of the Fitness Center. Corvias may prohibit use of the Fitness Center by any resident that Corvias believes has failed to comply with any of the provisions of this addendum.
- **DRESS:** Resident must wear appropriate shoes and clothing (including shirts) in the Fitness Center.
- The machines must be wiped clean of sweat after each use.
- **RIGHT TO DISCONTINUE USE:** Resident agrees that Corvias provides the Fitness Center for resident as an amenity. Corvias may close or limit the Fitness Center at any time and for any reason without concession to the resident.
- When using the machines in the Fitness Center, please restrict your use to thirty (30) minutes per machine if someone is waiting to use the machine.
- **NO SUPERVISION:** Resident understands that no attendants or supervisor of any kind will be in the Fitness Center.
- **NO WARRANTIES:** Resident understands that Corvias makes no representation that Corvias representatives, if any, have expertise in the use, operation, and physical condition of the Fitness Center or the equipment. Resident understands that Corvias makes no representations or warranties that the Fitness Center or that the exercise equipment is safe.
- **USE AT YOUR OWN RISK:** Resident agrees that the use of the Fitness Center by resident, family and approved resident guests shall be at the resident's own risk.
- **RELEASE:** Resident agrees that if a personal injury, death or damage to personal property happens using the Fitness Center or fitness equipment, resident may not bring claim or lawsuit against Corvias. Resident also agrees that if residents approved guest suffers a personal injury or death or damage to personal property, resident will be responsible to pay to Corvias any money which Corvias or Corvias' insurance company pays or is required to pay because of the injury to resident's approved guest.
- **PHYSICIAN'S CONSENT:** Resident should consult their physician before any physical fitness program is initiated.

APPENDIX D: EMERGENCY WEATHER CONDITIONS

It is important to identify possible weather emergencies which may affect you and your family and to plan accordingly. The Federal Emergency Management Agency (FEMA) suggests that you have a plan for weather emergencies and ensure that your family is well informed of the potential hazards in your area. You should consider and practice escape routes, family communications, sheltering options, assembling supplies, protecting property and caring for pets. FEMA 's website (<http://www.fema.gov/>) offers information on planning and preparing for a variety of weather emergencies.

Your local emergency management agency or Readiness and Emergency Management Flight agency may provide useful information as well.

The following information is intended to serve as a guide only. It provides you with information to consider for common weather emergencies. For a complete list of potential hazards, you should consult FEMA and your local emergency management agency.

EXTREME TEMPERATURES

Extremes in temperatures can cause challenges in housing areas from rolling brownouts and water curtailment to ice and snow. Each area of the country has its own set of geographic climatic occurrences.

EXCESSIVE HEAT

Excessive heat in an area may result in the local utility provider cutting back (brown-out) or curtailing (black-out) the supply of electrical power during peak usage times. Electricity is provided by a local utility provider, not Owner or Community Manager, who makes the decision due to lack of available generation or if system reliability is threatened.

Residents will be notified of any potential brown-out or black-out by Resident flyer, Corvias website (www.CorviasMilitaryLiving.com), Installation television station or other means available as soon as the Community Manager receives the information. In some instances, the notification may come directly from the utility provider. Upon notification, residents must discontinue the use of the utility and turn off all unnecessary energy-consuming devices.

Residents should ensure that they have a supply of water (bottled or tap), limit physical activity and keep well hydrated. Residents should stay indoors if weather is extremely hot and limit exposure to the sun, and never leave children or pets in closed vehicles.

The Community Office will maintain a list of area cooling centers, if available.

EXTREME COLD

When temperatures drop below 32 degrees Fahrenheit, residents must always maintain a temperature of at least 55 degrees in their Home in order to prevent, among other things, frozen pipes.

Even areas that normally experience mild winters can be hit with a major snowstorm or extreme cold. Winter storms can result in flooding, storm surge, closed highways, blocked Roads, downed power lines and hypothermia. Residents may be required to occupy their Home for a period without heat and/or

electricity. It is advisable to keep an emergency supply kit and a half tank of fuel, at a minimum, in your automobile during the winter months. Additionally, the following list includes some items which are recommended for Home emergency kits:

- Sleeping bags for all members of your family (survival blankets)
- Extra warm clothing (hooded sweatshirts, sweatpants, polar fleece, etc.)
- Extra socks, gloves and knit caps
- Chemical hand/foot warmer packets
- Auxiliary light source (flashlight with batteries, battery powered lanterns, light sticks)

SNOW AND ICE

- Although rare, when accumulations reach 2-3 inches, Community Manager will provide comprehensive snow removal and ice control services to restore unimpeded traffic movement on and within all common Tenant roadways, parking areas, and common area hardscapes contained within each of the housing Neighborhoods.
- Snow and ice accumulations less than 2-3 inches will be addressed by the Community Manager on a case-by-case basis.
- Residents are responsible for snow removal and ice control on the driveways, walkway steps, entries, and patios solely serving their home.

TORNADO

Tornados or waterspouts can occur in many parts of the country, often with little or no warning. Most areas utilize a tornado siren system and on Installations where the “Giant Voice” exists, this may also be utilized as an early warning system. When a tornado warning is issued, take it seriously and act accordingly.

Be alerted to changing weather conditions and	Then:
A structure (e.g. residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building)	Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows
A vehicle, trailer, or mobile home	Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes.

Outside with no shelter	Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter. Watch out for flying debris. Flying debris from
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HURRICANE

Hurricanes form over warm ocean waters, like those found in the Gulf of Mexico. The hurricane season starts June 1st and ends November 30th. Major damage can also be caused by a storm surge, which is a large dome of water that sweeps across the coastline. The surge is greatest along and to the right of where the eye makes landfall and occurs generally where the highest wind speeds are in the eye wall. A storm surge poses the greatest threat to life and property for coastal communities.

Please note: Sandbags are not provided by Community Manager.

IF A HURRICANE IS LIKELY IN YOUR AREA, YOU SHOULD:

- Listen frequently to radio, TV, or NOAA weather radio for bulletins and forecasts on the storm's progress.
- Double check items in your emergency supply kit.
- Fuel and service your vehicles.
- Make sure you have supplies and food to survive on your own for at least one week if you plan on staying.
- Store lawn furniture and other loose, light weight objects such as garbage cans, toys, bikes, etc.
- Get extra cash in case power goes out and ATMs do not work.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.
- Moor your boat if time permits.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator and freezer thermostat to its coldest setting and keep the door closed. If the electrical power goes out, do not open your refrigerator or freezer so that the temperature is maintained.
- Turn off any propane tanks. Unplug small appliances if ordered to evacuate or if you experience flooding in your home.

YOU SHOULD EVACUATE UNDER THE FOLLOWING CONDITIONS:

- If you are directed by local authorities or Installation Commander to do so. Be sure to follow their instructions. An order to evacuate is mandatory.
- Take your pets with you. Be sure to take enough pet food to last at least one week.

- If ordered to evacuate, lock your Home securely and proceed to the evacuation shelter. The location of evacuation shelters will be provided in advance of the evacuation order.

IF YOU ARE UNABLE TO EVACUATE, GO TO YOUR SAFE ROOM. IF YOU DO NOT HAVE ONE, FOLLOW THESE GUIDELINES:

- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors. Secure and brace external doors.
- Follow instructions from emergency officials and be prepared to turn off utilities if ordered to do so.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm – winds will pick up again.
- Take refuge in a small interior room, closet, hallway or bathroom on the lowest level.
- Do not expect emergency responders to be of any assistance during a land falling hurricane.

FLOOD

Floods are one of the most common hazards in the United States and can occur at any time. They are most commonly associated with another major weather event such as a hurricane, tropical storm or spring or fall rainy season. There may or may not be advance warning of a flooding situation, so residents should maintain awareness of local weather conditions. Residents who live in low-lying areas, near water, or downstream from a dam should be especially aware of potential flooding. Even very small streams, gullies, creeks, culverts, dry streambeds, or low-lying ground that appears harmless in dry weather can flood. Every state is at risk of flooding.

Please note: Sandbags are not provided by Community Manager.

Practical ways to protect you and your family in the event of a flood:

- Protect your personal documents and special items.
 - Store valuables in plastic tubs with locking tops. In case of evacuation, you should be able to secure and move all your valuables within 15 minutes.
- Take steps to minimize flood damage.
 - Shut off the main circuit breaker to prevent short circuiting and eliminate the threat of electrocution.
 - Store rarely used or expensive items in the attic or on high shelves.
- Develop a family flood plan.
 - Develop a plan of action to keep from panicking during an emergency.
 - Have an evacuation route and alternatives planned in the event you are asked to evacuate. Owner will work alongside the Installation Commander and Security Forces to distribute and announce evacuation routes and destinations if an evacuation is ordered.

GUIDELINES TO FOLLOW A FLOOD:

- Ensure that water is safe to drink.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
- Avoid moving water.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines and report them to the power company.
- Return home only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters.
- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

EARTHQUAKE

Earthquakes can occur in any part of the country and strike suddenly, violently and without warning. Be aware that some earthquakes are foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place, and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges or ramps that might have been damaged by the earthquake.

If trapped under debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort – shouting can cause you to inhale dangerous amounts of dust.

Other precautions:

- Expect aftershocks after an earthquake, and if you live in a coastal area be aware of a possible tsunami. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures, and they can occur in the first hours, days, weeks, or even months after the quake. Also, be aware that gas, electrical, water and sewer utilities may be damaged during an earthquake.
- If you smell gas or hear blowing or hissing noise, open a window and quickly leave your home. If you have access to the main gas valve outside your home, turn it off and call the Community Office and the gas provider immediately from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- If you see sparks in your home or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you must step in water to get to the fuse box or circuit breaker, request assistance from your Community Maintenance Staff first before attempting to do so by yourself.

If you suspect sewage lines are damaged, avoid using the toilets and call your Community Office for assistance. If water pipes are damaged, request assistance and avoid using water from the tap. You can obtain safe water by melting ice cubes.