

# RESIDENT RESPONSIBILITY GUIDE

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Corvias

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## CHAPTER 1: GENERAL

### 1-1 INTRODUCTION

**Scope:** The policies and procedures in this Resident Responsibility Guide (the “Guide”) are a supplement to and incorporated into the Resident Occupancy Agreement (the “Lease”) signed by the military sponsor (the “Resident”). This Guide provides information and guidance that apply to Residents of Fort Sill Family Housing, their families and/or other permitted occupants of the rental Home. The Resident acknowledged and accepted the policies and procedures of this Guide by signing the Lease. Fort Sill family housing is owned by Sill Housing, LLC (the “Owner”). Corvias Management – Army, LLC is the Owner’s representative for Fort Sill family housing (“Corvias”).

**Goal:** The goal of Corvias is to provide quality housing, at the best value, to military families living at Fort Sill. Corvias will interpret and apply all policies contained herein with this goal in mind.

### 1-2 GENERAL POLICIES

Corvias Military Living’s Neighborhood Management Offices will assist Residents with all housing needs.

For new move-ins, on the date of occupancy, the Resident must have a minimum of six months remaining on the current duty assignment.

### 1-3 RESIDENT OCCUPANCY AGREEMENT (LEASE)

The Lease outlines the basic responsibilities of the Resident and the Owner and establishes rental payment to the Owner.

### 1-4 BASIC ALLOWANCE FOR HOUSING (BAH)

The Lease signed by the Resident gives authorization to initiate and maintain an allotment equal to the appropriate BAH rate payable for the term of occupancy. BAH allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, the senior member allots his or her BAH based on an equivalent BAH for their rank and assignment location, at the with-dependent rate, at the installation that the privatized housing supports. The only exceptions to this policy are service members without dependents, designated as key and essential at the installation that the privatized housing supports, whose rent will be based on their housing allowance at the without dependents rate. The BAH is based on the zip code of the service member’s duty assignment, and the BAH of the individual service member may differ from the installation where the member seeks housing. It is possible that a Resident may pay more or less for rent than his BAH. If rent is different than duty station BAH, the resident(s) understands the difference and acknowledges acceptance by signing this document. The BAH allotment to the Owner will equal the senior grade member’s BAH at the with-dependent rate. The Resident will only sign one set of start-up paperwork for living in on-post housing. Resident is encouraged to contact their Neighborhood Management Office for assistance in understanding the BAH change to the Leave and Earnings Statement (LES).

Foreign Service Officers will be required to sign a modified Rental Occupancy Agreement and will be required to pay rent directly to Corvias at a rate of their corresponding rank in the US Army.

Resident is required to provide the Community Management Office a copy of promotions, demotions and other actions which affect their BAH. If the Army’s allotment management vendor transfers an amount less than the Resident’s current actual BAH, as itemized on the LES, the Resident assumes responsibility for the deficiency and will do so until it is paid in

full. Corvias will treat any such unpaid balance as “delinquent rent” and will use reasonable means to collect the debt. The Resident may be evicted from Fort Sill Housing for non-payment of rent as a lease violation. Corvias may initiate early termination of the lease and notify credit agencies of non-payment.

### **1-5 MOVE-IN INSPECTION**

Corvias will thoroughly inspect each home for quality before a Resident moves in. A Community Management Office representative will also complete a move-in inspection with each Resident before that family takes residence in a Fort Sill home. Corvias will provide “rent-ready” homes that consistently meet stringent quality standards for Fort Sill Family Housing.

Every military family will receive a custom home orientation to orient the family with their new home, familiarize family members with the locations of neighborhood amenities, and provide a thorough demonstration of the home’s equipment and features. The Resident and the Community Management Office will note existing wear and tear on a move-in inspection sheet, which 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. For Residents who occupied housing prior to November 1, 2008, Corvias will use the Quarters Check-In Inspection Form the Resident returned to the Housing Management office. Resident assumes liability for damages beyond normal (fair) wear and tear if no documentation is available to confirm that damages existed at the time of move-in.

### **1-6 ANNUAL INSPECTIONS**

Corvias may conduct an annual inspection of a Resident’s home. Permission to conduct an annual inspection will be coordinated with the Resident; however, Corvias has the right to conduct an inspection even if permission is not granted by the Resident or the Resident is not available.

### **1-7 ACCESS**

Community Management Offices will retain keys to each home in their respective areas of responsibility under secure control of Corvias staff members at all times. These keys are used to provide access for routine and emergency maintenance service to your home, to assist the Resident in the event of an accidental lockout, and to gain entry to the Home for routine maintenance after appropriate notification of the Resident.

The Corvias staff generally requires permission from the Resident to enter your Home for routine maintenance services, the signing of the lease generally grants such permission when necessary an attempt to provide reasonable advance notice to the Resident of the need to enter the Home. The resident may request appointment times or stipulate certain hours when a Corvias staff member may enter the Home and under what conditions. The Resident may desire to be present during a visit, or may waive that condition; Corvias will maintain this information as part of each Resident file and refer to it when necessary to provide the most efficient and convenient service possible. The Resident may change the conditions relating to access to your Home by submitting a written request to your Community Management Office. These normal maintenance actions will be done at a “reasonable” time, recognizing that “reasonable” may depend on the Resident’s and Corvias work schedule. If a Corvias staff member enters a home after appropriate notification to the Resident to perform maintenance while the Resident is absent, Corvias will leave a notice stating the purpose of the maintenance call and the name of the Corvias staff member who performed the work.

The Resident may not change or add locks without prior permission from Corvias and will provide a key copy to the Community Management Office, if Corvias grants such permission.

In order to protect residents' rights to privacy, Corvias recognizes that any disruptions should be kept to a minimum. Therefore, with the exception of valid emergencies and scheduled inspections (for which notice has been given in advance), Corvias staff requires permission from each resident to enter their home; the signing of the lease generally grants such permission. Resident may stipulate certain hours when Corvias may enter the Home and under what conditions. Some residents may desire to be present during a visit while others may waive that condition. Corvias will maintain this information as part of each Resident file and refer to it when necessary to provide the most efficient and convenient service possible. Residents are free to change the conditions relating to access of their home at any time. The Resident should submit this request in person, and in writing, to the Community Management Office.

For non-emergencies, such as normal maintenance or pest control treatments, Corvias will inform Resident as soon as possible of any need to access the home. Corvias policy is to give each family reasonable advance notice (the goal is at least one day or 48 hours notice) of the need to enter, and only then at reasonable times. Corvias also recognizes that "reasonable" may depend on the Residents' and Corvias work schedule. If Corvias must enter a home while the Resident is absent to perform normal maintenance or emergency work, Corvias will leave a notice stating the purpose of the call and the name of the Corvias team member who performed the work.

### **1-8 CONDUCT, BREACH OF LEASE, ILLEGAL DRUG AND OTHER UNLAWFUL ACTIVITY**

The Resident is responsible for the conduct of family members and guests. Any conduct that violates the Lease or RRG, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident that corrective action must be taken. If Resident, family member, or guest fails to comply with any written notice the Resident's chain of command will be notified. Repeated violations of the Lease or RRG may result in the termination of the Lease and immediate eviction.

### **1-9 NOISE/QUIET HOURS**

Resident, other authorized occupants and guests will not disturb the peaceful enjoyment of the neighborhood. Resident shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their Home or vehicle sufficiently reduced at all times so as not to disturb other Residents. Resident shall not conduct or permit any professional vocal or instrumental practice or instruction at the Home without prior written consent of the Neighborhood Management Office. The Neighborhood Management Office routinely approves requests for most instruments.

### **1-10 EVICTION**

The Garrison Commander will be notified of all terminations of the Lease for misconduct or policy violations by the Resident, family members, and guests.

Minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Neighborhood Management Office. Notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In extreme cases, or where a persistent pattern of misconduct occurs, Corvias will give the Resident written notice of intent to terminate the Lease and will consider the member's written response, if any. If the resident does not vacate the premises, Corvias will forward recommendation for eviction to the Garrison Commander, via the RCI Office.

### **1-11 FIRE PREVENTION**

Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for fire prevention include: not leaving children unattended, not smoking in bed, and not emptying ashtrays into trash cans without first

running under water. Never leave cooking unattended in the kitchen. If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. 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 clean the lint filters on the clothes dryers before and after each use. Never use flammable liquids for cleaning purposes; only use nonflammable solvents. A portable, multi-purpose fire extinguisher should be kept in a convenient spot in each home. Families should familiarize themselves with USAFACFS Reg 420-90 with regard to Fire Prevention. According to this regulation, lighted candles or incense is not allowed anywhere at Fort Sill therefore it is not allowed in family housing. Last, but not least, familiarize your family and the babysitter, with your household fire plan.

Resident will be held liable for damages to a Home caused by violation (whether by yourself or your guests) of the above precautionary measures, negligence, or any other misconduct. If a fire occurs, Resident must call (first) the fire department and (second) the Community Management Office immediately. All fires must be investigated by the Installation fire department, Command involvement may be required. Residents found liable for fire damages to their home or the premises will be required to reimburse Owner / Corvias for the repair cost. In addition, a letter of warning for the offense will be sent by Corvias to the Resident with a copy to the Command. If any type of fire violation continues, Corvias will forward the notice for termination of the Lease to the Garrison Commander, via the RCI Office.

### 1-12 PEST CONTROL

Resident acknowledges that good housekeeping assists in the elimination of pests and agrees to keep the home in a clean and sanitary condition at all times. Residents shall immediately notify their Community Management Office of the presence of any pests or vermin in the premises or common areas. Resident preparations to receive these services are critical and should be followed per instructions from the Community Management Office in order to ensure effective treatment, comfort and safety. The Community Management Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

### 1-13 WEAPONS AND ORDNANCE

**No unregistered firearms or any ordnance, i.e., smoke grenades, explosives, etc., are permitted in Fort Sill Family Housing. Resident will register their privately owned firearms with the Provost Marshal Office immediately upon arrival at Fort Sill.** Proof of ownership is required for registration; however, firearms need not be present at time of registration. With the exception of immediate registration as noted above, Fort Sill shall govern the storage, transportation and registration of privately owned firearms and ammunition in Fort Sill Family Housing. Both firearms and ammunition must be stored in a secured locked container. Individuals storing privately owned firearms and ammunition in Fort Sill Family Housing are to ensure that all reasonable precautions are taken to make certain firearms and ammunition is inaccessible to unauthorized persons and minors.

If the Resident purchases, acquires or legally disposes of the firearm(s), it must be reported to the Provost Marshal Office within three working days of the change. Guests of Residents must store their firearms with the Military Police. Violations of the above policies will result in confiscation of the firearm(s) and may subject the Resident to judicial, non-judicial or administrative action.

### 1-14 UTILITIES

Electricity, gas, trash, water and sewer services will be provided by the Owner, at no expense to the resident. The Owner shall not be responsible for any other utility services including telephone (local, long distance, or cellular), internet access (high speed or dial-up), or cable TV (basic or expanded / satellite TV service).

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There shall be no change in the Owner's respective responsibilities for payment of said utilities pursuant to this Agreement without the Owner providing the Resident at least three (3) months prior written notice. Notwithstanding the forgoing, following the implementation of the Army's Resident Direct Pay Program (and without any requirement for three months prior notice to Resident), Resident shall be responsible for the payment of either some or all utilities servicing the Premises. This includes the payment for all electric or gas consumption (at the prevailing utility rates) in excess of the established "baseline" consumption for the Premises. The methodology for calculation of the "baseline" usage consumption for the Premises will be provided to Resident upon Resident's written request.

### **1-15 CHANGES IN POLICY**

From time to time, it may be necessary to change or adopt new rules, policies or otherwise revise this Guide. Corvias will send a 30-day written notice of such changes to Resident. The Resident, family members, and guests will comply with all such changes to the Guide.

## CHAPTER 2: CARE OF HOMES

### 2-1 SATELLITE DISH/ANTENNA

Resident must receive written approval prior to the installation of a satellite dish or antenna (to include amateur or CB radio antenna) from the Community Management Office. Resident also agrees to supervision and approval of installation by the neighborhood maintenance staff. Installation must be scheduled with Community Management Office in advance. Satellite dishes are restricted in the historic district. Satellite dishes installed by and for the Resident must:

- Be free standing and constructed of corrosion-resistant materials.
- Not be attached to chimneys or placed on roofs.
- Not be installed on an exterior wall or hung out of a window.
- Not drill holes in any walls or building to run wiring, use through the glass technology.
- Be located to prevent the antenna and all associated conductors and wires from coming in contact with electric power lines. If the mast is over ten feet, a triangular structural galvanized steel or aluminum-reinforced tower will be used. Vinyl, brick, wood or metal surfaces of the home will not be penetrated.
  - Not exceed one meter (3 feet, 3 inches) in length and width.
  - Be installed by a professional.
  - Resident is liable for injuries and damages to persons or property resulting from their satellite dish.

The Community Management Office will work with the Resident on any satellite system installed prior to 1 November 2008 to develop a plan to comply with these guidelines.

### 2-2 ALTERATIONS

Corvias will clean, paint and perform routine maintenance in each home prior to a new family moving in. Resident may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. These alterations are generally permitted, however, 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.

While Corvias supports such projects, Corvias requires the Resident to secure prior authorization for alterations other than those mentioned above from the Community Management Office prior to work being performed. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include any form of structural change or remodeling. Attaching or removing fixtures or appliances requires Community Management Office approval. Authorization will usually include a requirement to restore the alteration to original condition.

### 2-3 STORAGE SHEDS

Requests for storage sheds must be addressed to the Community Management Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the need, proposed location in relation to the housing unit, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Additionally:

- a. Sheds will not exceed 120 square feet in floor area;
- b. The construction of storage sheds will be permitted only on the land area behind the home and will not be fastened or attached to the housing unit;

- c. 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;
- d. The color must be compatible with the exterior color of the home;
- e. All storage sheds must have a metal or plywood floor;
- f. Prior to moving out of the home, Resident will be responsible for dismantling and removing shed, removing residual from the site, and restoring grassed areas.

### **2-4 PATIO COVERS/STORM DOORS**

Construction/Installation of commercial-type patio covers, storm doors and window awnings are not authorized.

### **2-5 SWIMMING POOLS/HOT-TUBS**

Only small, well-maintained wading pools are authorized. Resident assumes all liability for the installation, operation and supervision of such equipment. An adult must supervise wading pools at all times. Wading pools 12" or less in height and no more than 10 feet wide may be positioned in the back yard on grass areas but must be emptied daily and removed when not in use. Resident will repair any damages to property, including grass areas, at their own expense.

Hot-Tubs pose a very serious safety and liability issue to residents and guests. The Fort Sill Safety Office supports this position. The installation and use of hot-tubs is prohibited without prior written permission. 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. Any hot-tub installed must be professionally installed incorporate appropriate safety equipment and devices to reduce potential injury.

### **2-6 SKATEBOARDS, IN-LINE ROLLER SKATES & SMALL MOTORIZED TRANSPORTATION DEVICES**

Skateboards/in-line roller skates are permitted. Skateboards/in-line roller skates must be ridden on sidewalks rather than on installation roadways. Skateboarders will wear helmets, also recommended for in-line roller skaters, and both will always yield to pedestrians and vehicular traffic. Any motorized form of skateboard is not permitted. Go-karts, golf carts, and all-terrain vehicles (ATVs) are not permitted in housing areas. Use of other un-licensed or non-traditional forms of motorized transportation equipment requires prior authorization of the Community Management Office.

### **2-7 TRAMPOLINES/SWING SETS/OTHER PLAY EQUIPMENT**

Trampolines pose a very serious safety and liability issue to residents and guests. The Fort Sill Safety Office supports this position. The installation and use of trampolines is prohibited without prior written permission. 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. Any trampoline installed must incorporate appropriate safety nets to reduce potential injury.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing neighborhoods. Equipment must be whole and without defect so that it does not present a health and safety risk. Please provide the Neighborhood Management Office with a picture or description of proposed equipment. Equipment cannot be placed until written permission is granted. Resident is responsible for the safety, supervision, and upkeep of equipment and to restore damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment.

Play equipment is restricted to the backyard, unless approved by Corvias in advance. All portable play equipment, including basketball goals designed for any age group, must be stowed in the rear of the home. Equipment must not be visible from

the street, common parking areas or primary housing entrances and walkways. Any play equipment installed in the yard must be removed upon vacating and clearing the home.

### **2-8 OUTDOOR FURNITURE/STORAGE IN OUTDOOR AREAS**

Only furniture intended for outdoor use is to be used outdoors in Fort Sill Housing.

Indoor furniture may not be stored in carports, driveways, patios, walkways, stairwells or around the exterior of the Home. Furthermore, items such as strollers, oil or gas containers, boxes, bicycles, play equipment, shoes or clothing, and other miscellaneous items may not be stored in the carports, patios, driveways, walkways, stairwells or around the exterior of the Home. With the exception of carports, motorcycles, mopeds, ATVs and other motorized vehicles may not be stored or parked in these areas either. Each Home has a storage closet or garage depending on the Home that may be used for storage.

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.

### **2-9 INSTALLATION OF AIR CONDITIONERS AND OTHER PRIVATELY OWNED EQUIPMENT**

- a. Resident-owned air conditioners are not permitted. All homes have centrally installed heating and air conditioning units.
- b. All homes come fully equipped with a stove, range hood, refrigerator and dishwasher. The above listed appliances supplied to the Home may not be removed or replaced with privately owned appliances.
- c. Resident may utilize a freezer, second refrigerator, washer, electric dryer (gas not permitted), etc., to accommodate their household needs when the appropriate power supply is available. The Resident assumes responsibility for any damage caused to the Home by the installation, use or removal of personally owned appliances or equipment.
- d. Use of waterbeds is authorized. Resident will be liable for any damages caused by the use of a waterbed.

### **2-10 LAUNDRY**

Resident(s) shall not hang or place laundry on the exterior of any building or lawn.

## CHAPTER 3: MAINTENANCE AND REPAIR

### 3-1 WORK ORDER PROCEDURES

Corvias is committed to providing excellent maintenance service to residents. In order to resolve maintenance requests as efficiently as possible, Resident agrees to notify the Community Management Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note, or personal visit to the Community Management Office. Resident may grant permission for maintenance technicians to access the Home for the purpose of completing maintenance service while family members are not home, signing of Lease generally grants this permission. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present.

Corvias will provide 24-hour emergency maintenance service to residents. Routine maintenance will also be accomplished quickly, efficiently, and according to the highest standards. Work order guidelines were created with resident safety in mind and to provide a clearer understanding of the work order process.

### 3-2 WORK ORDER PRIORITIES

Residents should call 911 and Corvias immediately in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.

Work order priorities will be addressed according to the following priority system

#### **EMERGENCY WORK ORDERS - RESPONSE TIME: 8 HOURS OR LESS**

Emergency work orders take priority over all other work orders and require immediate action. Corvias will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

- No heat when outside temperature is below 60 degrees Fahrenheit
- No air conditioning when outside temperature is above 78 degrees Fahrenheit
- Natural gas leak
- Electrical short or fire
- Electrical fixtures—shorting or sparking
- Broken electrical components which may cause fire or shock
- Sewer back-up
- Inoperable commodes (when only one available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain, or faucet
- Stove, oven, or refrigerator inoperative
- Accidental lock-ins of small children
- Hot water supply outage
- Pest infestation

The response time for each work order emergency may differ depending on the type of emergency. Please note that an emergency work order will be closed as soon as the emergency situation is taken care of. A new urgent or routine work order will then be created if there is follow-up work required.

### **URGENT- RESPONSE AND COMPLETION TIME: 3 WORKING DAYS OR LESS**

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example would include heating and air conditioning systems malfunctions or failures when more moderate temperatures exist (see below).

The following work may be classified as urgent (but not limited to):

- No air conditioning when outside temperature is 78 degrees Fahrenheit or less
- No heat when outside temperature is 60 degrees Fahrenheit or greater
- Broken window (cracked only)
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink, or exterior faucet drip
- Light fixtures, switches, receptacles not working
- Inoperable commode where other operable commodes exist

### **ROUTINE- COMPLETION TIME: 10 WORKING DAYS OR LESS**

Residents are encouraged to contact their Neighborhood Management Office if there are questions concerning any maintenance issues.

## **3-3 RUBBISH/REFUSE/RECYCLING**

Corvias will make available suitable waste containers and instructions for their use to Resident. Resident agrees not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by neighborhood. The recycling and trash pick-up schedule will try to be aligned on the same day but actual service / contract conditions may require separate pick-up days. Resident may not place trash or recycling containers at their designated pickup locations until 5PM the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup.

Resident may not leave excess trash or rubbish when moving out of the Home. Bulk trash may not be left curbside at any time. Please notify the neighborhood office to arrange a pick-up time for bulk trash items. Items that might be included in the recycling program follow:

- Plastic
- Paper/cardboard
- Aluminum

## **3-4 PLUMBING**

The toilets and waste pipes shall not be used for any purpose other than those for which they were intended. No sweepings, rubbish, or any other improper articles should be thrown into them. The Resident shall be responsible for any damage to the building caused by the misuse of such equipment.

Water shutoffs will be shown and explained to the Resident during the move-in inspection. 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 located in different areas of the yard. They should be easily accessible to service staff in the event of an emergency.

### **3-5 ELECTRIC/ELECTRICAL PANEL BOX/LIGHT BULBS**

The maintenance and replacement of household light bulbs are the Residents responsibility.

- a. Corvias will supply your home with electric light bulbs at the time of move-in. Resident agrees to furnish replacement bulbs and install thereafter (with the exception of specialty bulbs unavailable at local home stores).
- b. If the Resident suspects an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the Resident during the move-in inspection.

### **3-6 SMOKE/CARBON MONOXIDE DETECTORS**

Smoke/CO detectors have been provided in the home to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Community Management Office. Resident agrees to immediately report a malfunctioning smoke detector to the Community Management Office.

### **3-7 HVAC FILTERS**

It is the Resident's responsibility to change the HVAC filter monthly. Replacement filters are available at no cost to the resident from their Community Office. Maintenance Personnel will change HVAC filters and inspect the HVAC unit for proper operation prior to Resident move-in and per the established preventive maintenance schedule. However, a representative from the Community Management Office will replace the HVAC filter if the Resident so requests. It is the Resident's responsibility to maintain the regularly scheduled filter replacement and request assistance from the Community Office if necessary. Resident will be instructed on how to change the filter during the move-in inspection. Filters will be available at the Community Management Office.

**CHAPTER 4: COMMUNITY POLICIES**

**4-1 USE AND RESIDENCY**

Only those Residents, and other authorized occupants listed on the Lease shall occupy the rental Home. Resident must notify the Community Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a spouse, parent or grandparent. Corvias will update its records to reflect the correct family size.

In the event that any person using the Home suffers injury, the Resident will report to the Community Management Office 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.

**4-2 GUESTS**

All undocumented occupants are considered as guests. Resident may have guests visit for a period not to exceed 30 continuous days in a 12-month period or calendar year. Any questions regarding this regulation should be addressed to the Community Management Office. Resident agrees to register guests staying overnight more than seven (7) days with the Community Management Office. No house guest is allowed if that guest has been barred from the installation, per ASA I&E guidance.

**4-3 SUBLETTING/ASSIGNMENT**

Subletting, subleasing or assignment of the Lease is prohibited.

**4-4 HOME/COMMERCIAL BUSINESSES**

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Community Management Office. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). Engaging in other commercial ventures is not permitted.

**4-5 CARE OF CHILDREN**

Resident will comply with Oklahoma laws relating to the health and welfare of children as well as Department of Defense (DoD)/Army Regulation (AR) 608-18 and USAFACFS Reg No. 210-12 which includes the Fort Sill Home Alone Age Matrix below.

<b>Fort Sill Home Alone Age Matrix</b>						
<b>Age of Child</b>	<b>Left Home Alone</b>	<b>Left Alone Overnight</b>	<b>Play Outside Unattended</b>	<b>Left in Car Unattended</b>	<b>Child Sit for Siblings</b>	<b>Child Sit for Other Children</b>
<b>Newborn through Age 3</b>	NO	NO	NO	NO	NO	NO

<b>Pre-Schooler through Kindergarten</b>	NO	NO	YES: in designated safe area with immediate access (visual sight or hearing distance) to adult supervision	NO	NO	NO
<b>1st through 4th graders</b>	NO	NO	YES: with access to adult supervision which can be physically present within 15 minutes and sponsor knows the location of the child	NO	NO	NO
<b>5th through 6th grade</b>	YES: With ready access to adult supervision that can be physically present within 15 minutes; Limit-3 hrs	NO	YES: with access to adult supervision which can be physically present within 15 minutes	YES: with keys removed and handbrake applied	NO	NO
<b>Junior High 7th through 9th grade</b>	YES: with access to adult supervision which can be physically present within 15 minutes; Limit-6 hrs	NO	YES: with access to adult supervision which can be physically present within 15 minutes	YES	YES	YES: may not sit overnight

- An individual who is charged with the care of children under age eighteen will provide supervision appropriate to the age and development of the child at all times, in accordance with the more restrictive DOD/Army Regulation 608-18 or Oklahoma law.
- Children less than twelve years old may not be left alone in Fort Sill Housing without direct supervision.
- Safeguarding children and youth is a parental responsibility and requires direct, face-to-face supervision by an adult or parent-designated, responsible teenager fourteen years or older. The designated individual must have completed the American Red Cross Baby-Sitter Certification Class.
- A person who is charged with the care of a child under the age of ten years may not allow the child to be locked or confined in a dwelling, building, enclosure, or motor vehicle while the person charged is absent and the dwelling, building, enclosure, or motor vehicle is out of the sight of the person charged unless the person charged provides a similarly certified, reliable person at least fourteen years old to remain with the child to protect the child.
- An individual who is charged with the care of a child of less than ten will not allow that child to cross or enter upon a paved thoroughfare open to vehicular traffic unless he or she personally escorts the child or provides a person of at least 14 years of age to escort the child across or upon such thoroughfare.

- Individuals who provide childcare in housing for more than ten childcare hours per week on a regular basis are required to become certified Family Child Care providers. Both the “10-hour” and “regular basis” conditions must be met for this requirement. Contact Family Child Care Office or your Community Management Office for more information.

### 4-6 FAMILY CHILD CARE

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 Management Office must approve modifications that require permanent installation. Also, to assure proper installation, neighborhood maintenance staff will install or supervise 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 up to \$500,000.00 of liability coverage for FCC providers. To request to become an FCC provider, Residents need to contact the FCC Coordinator.

### 4-7 PET POLICY

Corvias is sensitive to the relations that exist between its residents and their pets. The following policy was designed to minimize health and safety issues and to protect and control animals residing in family housing. Residents should familiarize themselves with Department of the Army memo, Pet Policy for Privatized Housing, dated January 25, 2009 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and partnerships) and local laws regarding acceptable pets, numbers of permitted pets, animal restraint, treatment, sanitation and other issues. The pet policy has been emended effective immediately in order to further protect both pets and individuals that may come into contact with authorized pets.

#### GENERAL

- a. Owners/sponsors are ultimately responsible for their animals’ behavior, and must take measures to ensure their animals behave appropriately.
- b. A pet owner/sponsor must control and care for their pets in a manner which is harmonious with the community. The privilege of residing in on-post housing is dependent on this ability. The Garrison Commander may terminate the pet owner/sponsor’s privilege to maintain a pet on Fort Sill for failure to comply with this policy. Corvias may terminate the owner/sponsor’s lease for violation of this policy.
- c. Any animals found running loose or abandoned on Fort Sill will be picked up by the Fort Sill Police Department and delivered to the Fort Sill Veterinary Facility for impound.
- d. Residents will pay a refundable pet deposit for each pet and a non-refundable fee for each pet as outlined in the pet addendum. The refundable deposit(s) and fee(s) will be due and payable in full to Sill Housing, LLC before a service member moves into Fort Sill family housing. If a resident acquires a pet(s) after moving into family housing, the deposit(s) and fee(s) must be paid in full as noted above, before the resident begins maintaining the pet(s) at the home.

### AUTHORIZED PETS

- a. Housing occupants may own or maintain a maximum of two dogs and/or cats in any combination per household.

### UNAUTHORIZED PETS

- a. Dogs belonging to dangerous breeds such as Pit Bulls (American Staffordshire Terriers or English Staffordshire Terriers), Rottweilers, Doberman Pinschers, Chows, wolf hybrids, or any other breed with dominant traits geared towards aggression are not permitted in family housing. Mixed breed dogs whose predominant breed is one of the foregoing are not permitted in family housing. Residents who owned or sponsored such registered pets in family housing prior to the effective date of this policy may continue to maintain them so long as they comply with the rules and regulations of this policy and the specific requirements of Department of the Army memo dated January 25, 2009, Pet Policy for Privatized Housing, issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and partnerships), as written at the time of pet registration, for large or aggressive/dangerous breeds. Prohibition also extends to other dogs that demonstrate a propensity for dominate or aggressive behavior as indicated by the following types of conduct:
  - Unprovoked barking, growling, or snarling at people approaching the animal
  - Aggressively running along fence lines when people are present
  - Biting or scratching people
  - Escaping confinement or restriction to chase people
- b. Residents who owned/sponsored more than two registered pets prior to the effective date of this policy may continue to maintain them same so long as they comply with the rules and regulations of this policy and Department of the Army memo dated January 25, 2009, Pet Policy for Privatized Housing, issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and partnerships).
- c. Ferrets, snakes, rodents (other than hamsters and guinea pigs), sylvatic pets (skunks, raccoons, squirrels, other tree or woods-dwelling animals, etc.), pot- bellied pigs, monkeys, arachnids, and other exotic animals are not permitted in privatized family housing.
- d. Farm animals, horses and other equine animals are not permitted in family housing.
- e. Pets may not be bred for commercial purposes in family housing areas.

### REGISTRATION OF PETS

- a. All pets that will be kept in homes or yards at Fort Sill must be registered with the Fort Sill Veterinary Facility within 14 days of arrival or acquisition. The registration requirement does not apply to caged small animals, birds, or fish. Residents assume registration responsibility for any pets living in their home, except for pets of guests if those pets reside in or outside the home for 30 days or less.
- b. Dogs and cats older than 90 days of age must be immunized in accordance with the Fort Sill immunization and re-immunization schedule, and they must wear a Fort Sill rabies tag. This tag will be attached to the animal's collar. The animal must wear the collar and tag at all times when the animal is outside the owner's/sponsor's home. Failure to register pets that will be kept in family housing will result in the immediate removal of the pet from the home. Community Center staff will verify removal of the pet.
- c. Microchips are required for all dogs and cats by Fort Sill. Concurrent with registration, pet owners will be required to show proof that their dog(s) or cat(s) is (are) microchipped. Owners/sponsors must microchip dogs and cats within 14 days of arrival on the installation. This can be done at either the Fort Sill Veterinary Treatment Facility or at a licensed civilian veterinary clinic. Proof of microchipping must be provided to the Fort Sill Veterinary Treatment Facility before the pet's registration is complete. Proof of proper registration must be submitted to Corvias. This proof can be submitted to the applicable Community Center staff.

- d. Owners/sponsors must notify Fort Sill Veterinary Treatment Facility and the applicable Community Office of Corvias of deceased animals or animals no longer owned so records can be updated accordingly. Persons who have animals registered on the installation and who are departing the installation must clear through Fort Sill Veterinary Treatment Facility as well as the Community Office.

**RESPONSIBILITIES OF OWNERSHIP/SPONSORSHIP OF ANIMALS**

- a. Pets are the responsibility of the Resident. As such, owners will be liable for all damages to include carpet, doors, walls, shades, blinds, screens, appliances, and other parts of the home or community including landscaping. Pets will be controlled at all times by their owners. Such control prevents pets from becoming a nuisance or menace to other persons, animals, or property. In addition, Resident is liable for the entire amount of any injury or damage caused by such pet. It is strongly recommended that pet owners acquire liability insurance coverage specifically naming their pet(s) as insured. This insurance coverage will mitigate the cost of injury to third parties and/or damage to real property. The property insurance provided by Corvias covers contents of homes and does not cover liability for damages or injuries caused by pets.
- b. Pets will be housed indoors or may be secured outside the home. If the pet is secured outside the home, it must be done within an approved fenced yard or in a regulation-sized kennel only, which must be kept in the back yard of the home.

Fencing and kennel restrictions are noted below. Pets are not allowed to roam freely in unfenced yards, and they may not be tethered or chained as their primary means of containment. If you elect to purchase a kennel for your pet, the following are minimum guidelines for kennel size from the Humane Society of the United States. They are based on the size and number of pets:

Number of Dogs	Under 50 lbs.	Over 50 lbs.
1	6 x 10 (60 sq. feet)	8 x 10 (80 sq. feet)
2	8 x 10 (80 sq. feet)	8 x 12 (96 sq. feet)

Kennels must be constructed of heavy-duty metal or steel chain link fencing material on all sides, top and bottom. Each kennel must include a vinyl type cover specifically designed for the kennel purchased. Kennels may be purchased at pet supply stores or other retail outlets. They can also be purchased online at pet supply warehouses.

- c. Residents who owned pets prior to this policy and whose pets are of a restricted breed must continue to comply with the Fort Sill Regulation 40-90, including containment policies (muzzles, insurance) that were in effect at the time of pet registration.
- d. Pets must receive sufficient wholesome food and adequate water in a tip-proof container. Water must be replenished several times during the day to prevent contamination and to keep the pet well hydrated.
- e. Dogs and cats are to be kept on a leash and under the owner’s supervision and control at all times when outside the home or yard. Leashes of either the retractable or non-retractable type may be no longer than 6 feet in length.
- f. Owners/sponsors of pets must remove pet waste daily from yards, litter boxes, Neighborhood common or public areas and grounds daily. The owner or sponsoring resident will incur charges for failure to comply, and the expense will be commensurate with the cost for a third party to remove the pet waste.
- g. Birds, gerbils, hamsters, etc. must be caged at all times.
- h. It is recommended that all dogs and cats be spayed or neutered if it is not the owner/sponsor’s intent to breed the pet. A neutered animal is less likely to roam and more content to stay at home. Un-spayed female pets will be kept in isolation during their heat period to prevent attracting male animals. Owners/sponsors that decide to breed their pets must obtain alternative housing for the offspring after the maximum weaning period of 12 weeks of age.

- i. Pets should not be left unattended in vehicles during warm weather. If an animal is left unattended in a vehicle, the Military Police will take the necessary action to preserve and protect the pet's life. This may include entering the vehicle and possibly breaking a window to save the animal.
- j. Pets are not permitted in any recreational areas such as swimming pools, recreation centers, tennis courts, playgrounds, or any other recreational facilities including laundry rooms, offices, and clubrooms at any time. Exceptions will be made for Service Animals.
- k. Make sure pets do not make excessive disturbing noises. These noises include, but are not limited to, continued and repeated howling, barking, whining, or other utterances that cause unreasonable annoyance, disturbance, or discomfort to neighbors or others in close proximity to the premises where the animal resides.
- l. Deceased pets may not be buried in front or backyards or any family housing area. The disposal of deceased pets is the responsibility of the owner/sponsor, who should notify the Veterinary Treatment Facility when the death of a pet occurs.

### PROCEDURES FOR BITE INCIDENTS

- a. Anyone seeing an animal bite or scratch incident will immediately report it to the applicable Community Center Office and the Military Police.
- b. All animals that bite or scratch humans are subject to mandatory 10-day quarantine as rabies suspects. Quarantine may occur at the Fort Sill Veterinary Facility Impound Facility or a private veterinary establishment (at the owner's expense). Proof of quarantine must be provided to the applicable Community Center Office.
- c. An animal involved in any biting incident will either:
  - Be removed from post.
  - Be humanely euthanized if determined to be a further danger.
- d. Control of pets is the sole responsibility of the resident, therefore, minor children should not be entrusted with this control, whether on or off the leased premises. Biting incidents are considered very serious and removal of the offending pet from family housing areas is an immediate consequence of a biting incident.

### ACTION REQUIRED FOR DANGEROUS AND NUISANCE ANIMALS

- a. If an animal is declared dangerous by the Fort Sill Veterinary Facility, Corvias will direct the owner/sponsor to remove the animal from the housing neighborhoods. This directive may be initially issued verbally and followed by a written directive within 24 hours.
- b. Corvias will also require residents to remove pets deemed to be recurring nuisances from family housing neighborhoods and may deliver concurrent recommendation to the Garrison Commander that such pets be removed immediately from the installation.

### APPEAL PROCEDURES

- a. Owner/sponsor may request a reconsideration of Corvias's decision to remove their pet from the family housing area by submitting a written Special Request for Accommodation for the pet within 3 days of the policy directive. The request should be sent to the contact identified by the partnership. However, the owner/sponsor should expect the original policy directive to be executed without delay.
- b. Owner/Sponsor may request a reconsideration of the Garrison Commander's decision to remove their pet from the installation if they believe their situation would justify a modification or termination of the removal order. The Resident should submit a written request for consideration to the Garrison Commander through the resident's chain of command. However, the owner/sponsor should expect the original order to be executed without delay.

### 4-8 PARKING

Parking by the Resident, family, 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. Parking (with the flow of traffic) is authorized only on the side of the street where there is no sidewalk.
- On streets where sidewalks exist on both sides of the street, and there is only one entrance onto 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 those streets where sidewalks exist on both sides of the street, and there are two or more entrances onto the street, 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:

- On a sidewalk or patio
- In front of a driveway other than the Resident's
- Within an intersection
- Within fifteen feet of a fire hydrant
- On a crosswalk or within twenty feet of a crosswalk at an intersection
- On lawns or grassed areas
- At any place where official signs prohibit parking.

Vehicles parked in appropriate locations must have current post and valid state license registration or risk being towed and impounded without prior notice at vehicle owner's expense. Parking in space(s) allotted to another resident is strictly prohibited. A resident or visitor vehicle may be towed and impounded without prior notice, at vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Parking areas such as carports or parking bays may be used for parking personally-owned, street-legal vehicles only. They may not be used for storage of household goods or other personal belongings. Parking on lawns, planted areas, patios and sidewalks is strictly prohibited. Recreational vehicles may be parked in garages, only as long as no part of the vehicle or trailer extends beyond the support structure or doorways. Trailers and recreational vehicles cannot be parked under carports.

The following types of vehicles and equipment may only be stored inside the garage with the door closed and may not be permanently parked, left overnight, stored on the street, outside the garage, in the carport, driveway, yard or parking lots in any housing area:

- Travel trailers
- Motor coaches
- Cargo trailers
- Camper bodies or trailer
- Commercial Vehicles
- Tractor Trailers
- Boats
- Boat trailers
- Horse trailers
- All-terrain vehicles

Parking violations should be reported to the MP Desk Sergeant.

Residents may register to park boats, trailers and other recreational vehicles such as those listed above in the Corvias free RV Lot located near 5445 Greble Road. Residents should contact 580-581-2100 to register for space in the RV Lot.

### **4-9 VEHICLE REPAIRS AND MAINTENANCE**

Automobile repairs are not authorized in the Fort Sill Housing area. Resident may use the Fort Sill Auto Craft Shop owned by DMWR for repairs. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.).

### **4-10 LANDSCAPING**

All common areas of each neighborhood, including all lawn areas, will be maintained by Corvias through the use of an approved professional grounds maintenance contractor and a commercial grass cutting contract. All turf areas will be mowed, edged and clippings blown off to maintain a neat and orderly appearance. Bushes will be trimmed once per season. For example, shrubbery will be trimmed to ensure proper flowering (if applicable) or during dormant months. Common area flower beds will be mulched and weeded in the spring. Fallen limbs and trees will be removed when needed and leaves will be raked during the fall and spring clean-up process. Maintenance services will also include the portion of the lawn located inside the boundary of housing fences. However, those areas located inside the boundary of a housing fence must be fully accessible to receive services. Accessibility requires all of the following items to be prepared: a) gates are provided and unlocked, b) pets are confined and c) all personal belongings and pet debris are picked up and off grass/lawn areas. Resident will be responsible for maintaining landscaping inside fenced areas deemed inaccessible by Corvias specifications (judgment solely at the discretion of Corvias). Failure to allow or maintain fenced areas will be referred to the garrison command and may result in the loss of pet privileges, charges to the resident or termination of the Lease.

### **4-11 FLOWER GARDENING**

While Corvias will provide lawn mowing and general landscape maintenance services, Residents may beautify the area immediately adjoining the front and rear of their homes with annuals and perennials. Vegetables and herbs may be grown in Fort Sill Housing areas only in pots or raised beds at the rear of the home. 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 Management Office.

### **4-12 TELEPHONE AND CABLE SERVICE**

The Resident is responsible for telephone instruments, services and additional equipment. At least two telephone jacks and wiring are provided in the home. Cable Television will be the responsibility of the Resident.

### **4-13 YARD SALES**

Neighborhood sales may be permitted with prior written approval, at a designated location at dates and times to be determined by Corvias. Private yard sales are limited to the first Saturday of each month. Individual sales are solely for the disposal of household items, which have become excess to the needs of the family. The resale of new items (as in a business) is not permitted.

Resident may request authorization to have a yard sale by visiting their Community Management Office who will provide instructions for locations and methods of posting and removal of signs.

### **4-14 LOCKOUTS**

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

In the event a Resident is locked out of a Home outside of normal business hours, the Resident should call the Community Management Office and request assistance from the 24-hour on-call service specialist. One of the neighborhood management / maintenance team members will respond and confirm the Resident's identity and key release log status. Once confirmed, the Resident will be given access to the Home. If proper identification cannot be provided, the Resident and management staff will have to use alternative means to determine the resident's identity such as contacting the duty office of the Resident's chain of command.

Frequent lockouts inconvenience everyone; Any Resident who repeatedly locks themselves out of their Home will be subject to a \$25.00 lockout fee on the fourth occurrence in a calendar year.

### **4-15 RESIDENT'S POTENTIAL LIABILITIES**

Resident is responsible for and may be held liable for damage to leased housing, or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

### **4-16 ENERGY CONSERVATION**

The goal of energy conservation is to ensure that the essential needs of all Residents are provided without waste. Energy 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 Residents to conserve and reduce energy consumption without sacrificing comfort:

- Thermostat should be set at a comfortable setting without fluctuation to maintain consistent climate control.
- Doors and windows should be kept closed whenever air conditioning or heating is in operation.
- Check toilets for leaks, make sure faucets are shut off properly, run the dishwasher only when fully loaded. Take short showers instead of baths. Do full loads of laundry and make sure the water level is right for the size of the load.
- During daylight hours turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

## CHAPTER 5: MOVE-OUT

### 5-1 POLICY

The following moves may be granted at the Government's expense (subject to change and outside the control of Corvias):

- At retirement or separation of the Resident.
- At Permanent Change of Station (PCS) of the Resident unless PCS orders authorize retention under deferred travel or due to a dependent-restricted tour. In each of these cases, the Resident must submit a request for housing retention to Corvias.
- As directed by the Garrison Commander.

The following moves may be at the Resident's expense:

- If the Resident becomes ineligible to remain in housing, the Home will be vacated immediately.
- A Resident may request to move out of the Home and move off post. The movement of household goods will be at the expense of the Resident unless the move is directed for the convenience of the government.
- A Resident who qualifies for a change in housing due to a change in military status or family size may submit a new application for appropriate housing in accordance with assignment policies.

### 5-2 TERMINATION/VACATE NOTICE

The Resident will provide 30 days written notice to terminate this Lease. Early release from the 12 month term of occupancy may be authorized if:

- a. the Resident/service member is required to move pursuant to PCS orders a distance of at least 50 miles based on duty station,
- b. the Service Member receives deployment orders
- c. if the Resident/service member is prematurely or involuntarily discharged from the service,
- d. if the Resident retires.

The service member must provide written notice and a copy of orders to the Community Manager at least 30 days prior to the desired date of departure from the home, if they must end this Agreement before its term has expired. PCS/ETS or deployment orders received with less than 30 days advance notice will authorize release of the Resident on a case-by-case basis with proof of orders.

Early termination of this Agreement, for other than PCS/ETS/Retirement orders or deployment orders may be authorized when the following conditions are satisfied:

- a. Request endorsed by the Resident's unit commander;
- b. Resident delivers 30-day written notice of intent to vacate to Property Manager, and
- c. Failure to serve proper vacate notice may result in payment of liquidated damages equal to the Resident's current BAH rate for one month.

The Community Manager may approve these and other early terminations on a case- by- case basis for extraordinary circumstances but the resident/service member must contact the neighborhood manager as soon as possible. All termination procedures will be performed in compliance with the Oklahoma Landlord – Tenant Law.

### 5-3 MOVE-OUT INSPECTIONS

A family preparing to move out may request a pre-inspection at any time. This inspection is offered for the convenience and peace of mind of the departing military family. A pre- inspection may be scheduled any time up to five (5) days prior to the scheduled move- out date (requests made with less than five days' notice may not be able to be scheduled). A member of the Community Management Office staff will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. RRG Appendix C presents the Corvias Damage Cost Sheet which provides examples of damages and estimated cost.

Corvias will only require one final move-out inspection to be conducted after all personal belongings have been fully removed from the home. The identical form used to document the condition of the home at move-in will again be used at move-out to document the condition of the home upon departure. The two inspections will be compared with differences in conditions noted. After allowing for normal wear and tear, Corvias will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted. A member of the neighborhood management staff will conduct the inspection.

Resident is strongly encouraged to be present at the inspection to facilitate the “check- out” process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present. Corvias will provide a certificate of inspection to all military families that close out with a zero rent balance and do not incur any damage or cleaning charges. This certificate will provide the military family with a positive rental reference for the future.

Resident must pay Corvias all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Corvias (via U.S. mail or other recognized postal service) if not present at the inspection. All amounts owed must be remitted to the Community Management Office (made payable to Corvias) prior to clearing the Installation. Corvias will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances. A former Resident may suffer adverse credit consequences as a result of failure to pay monies due to Corvias.

### 5-4 ABANDONMENT

If a Resident abandons a home, Corvias will send a letter to the last known address stating that unless a reply is received from the Resident within seven (7) days, Corvias will re-rent the home. If a Resident vacates a home without notice to Corvias, removes possessions from the home and does not pay rent due, for more than fifteen days, abandonment has occurred.

### 5-5 SURFACE-CLEAN CONDITION

Corvias will require a surface-clean condition (see RRG Appendix B) at move-out. The surface-clean requirement is designed to ease the “check-out” process for military families. Surface-clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. A damage cost sheet (see RRG Appendix C) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact your Community Management Office if there are any questions.

### 5-6 CONFLICT RESOLUTION FOR DAMAGES TO THE HOME

In the event of a dispute over compensation for damage charges, both parties agree that if a mutually acceptable solution cannot be reached, the Resident may choose to rectify the dispute by hiring the services of a licensed, bonded, and insured

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contractor in the specific discipline(s) involved, e.g., carpentry, plumbing, roofing, etc. Upon Resident request, the Community Management Office will provide a list of qualified contractors.

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

### **GARBAGE DISPOSAL UNIT:**

Proper care and use:

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

When disposal does not operate take the following steps:

Step #1: Turn off switch and water, and allow garbage disposal unit to cool.

Step #2: Push reset button located on bottom or side until a click is heard.

Step #3: Turn on switch and water.

Step #4: If garbage disposal is still not operational, call the Neighborhood Management Office to report a work order.

### **STOVES:**

Stove tops, burners, drip pans, and ovens will be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

### **DISHWASHERS:**

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

### **GROUND FAULT INTERRUPTERS (GFI's):**

The ground fault interrupter receptacles (GFI), in the home, are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.**

Should the receptacle or the outlet in the adjacent room fail to work, perform the following instructions to test the receptacle before calling in a service order:

Step #1: Push the "test" button and the "reset" button should pop up, showing a red line, which indicates that power to the protected circuit, has been discontinued.

Step #2: If the "reset" button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use. Call in a service order.

Step #3: To restore power, push the "reset" button.

### **SMOKE DETECTORS:**

Each home is equipped with at least one electrically powered smoke detector. These units have been installed for safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of

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combustion, which are produced when a fire is burning. A smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify the Community Management Office if it doesn't reset.

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

Accidental activation of the smoke detector may be annoying but this is an indication that the detector is doing its job. If the detector malfunctions, contact the Community Management Office. Do not attempt to repair it and do not dismantle it.

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

## APPENDIX B: GUIDELINE FOR SURFACE-CLEAN CONDITION

Surface-clean condition implies that a home is left clean throughout although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. It is only meant to be a guide. It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters are exclusive of damages.

### GENERAL

- All personal items are completely removed from the home, storage area, carport or garage, and yard.
- Any items requiring disposal are 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.) is returned intact and in proper working order.
- Wall color is not altered or changed unless approved by the Community Management Office.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- All windows are closed and locked with window covering left in the “closed” position.
- Garbage cans are cleaned and placed in garage or storage area.

### 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 under burners are wiped down and free of burned-on food and excessive grease.
- Dishwasher exterior is cleaned.
- Floors are swept and cleaned.

### BATH

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

### BEDROOM/LIVING ROOM/DINING ROOM

- Flooring surfaces are swept or vacuumed as appropriate to the surface.

### GARAGE, CARPORT AND SHED

- Floors are free of debris, paint and oil stains.

**APPENDIX C: DAMAGE COST SHEET**

Cleaning and repairs that result from normal wear and tear will be the responsibility of Corvias and the Owner. We only require the home to be in surface- clean condition, i.e. floors vacuumed and swept, appliances/counter wiped down, etc. Surface-clean condition implies a home is left clean throughout. Resident neglect or damage will be charged to the Resident in accordance with the schedule listed below.

When damages are noted at the time of move-out, the Community Office will prepare and send you an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear housing. The schedule below is not all-inclusive to the charges that a family may receive if the home is not properly vacated in accordance with the resident’s lease and addendums.

Removal of Furniture	\$50.00 per item
Removal of Trash	\$25.00 per bag
Pet Damage (All types)	Actual total cost
Damaged Countertop	\$250.00 each
Damaged Granite Countertop	Actual total cost
Damaged Door Jamb	\$75.00 each
Replace Door Jamb	\$125.00 each
General Clean	\$200.00
Replace Medicine Cabinet	\$35.00 each
Damaged Cabinet Doors	\$50.00 each
Broken Garbage Disposal (Due to Resident Neglect)	\$85.00
Repainting Walls/Doors/Ceiling that requires a 2 <sup>nd</sup> coat	\$100.00+ per room
Damaged Kitchen/Bath Vinyl Flooring	Actual total cost
Damaged/Broken Refrigerator Crisper/Shelving	\$45.00
Damaged Walls from Holes Larger than 1"	\$25.00 per hole
Damaged Bedroom Door	\$25.00
Replace Bedroom Door	\$75.00 each
Damaged Bi-fold Doors	\$30.00 and up
Replaced Bi-fold Doors	\$60.00
Damaged Closet Doors	\$60.00
Damaged Appliance	\$25.00 Minimum
Damaged Towel Bar	\$10.00 each
Damaged Bath Sink	\$100.00 each
Damaged Medicine Cabinet	\$30.00 each
Missing Medicine Cabinet Shelf	\$15.00 each
Broken Mirror	\$50.00 each
Damaged Tub/Shower	\$75.00 each
Damaged Shower Rod	\$20.00 each
Broken Shower Doors	\$80.00 each
Unstop Commode (Resident neglect)	\$25.00 - \$100.00
Replacement of Commode (Resident neglect)	\$150.00 each
Damaged Shade/Mini-blind	\$15.00 each
Damaged Vertical Blinds	\$50.00 each
Missing or Damaged Smoke Detector and/or CO Detector	\$45.00 each
Damaged Ceiling Fan	\$30.00 each
Replaced Ceiling Fan	\$75.00 each
Carpet Damage	Depreciated cost
Damaged Light Fixtures	\$25.00 each
Damaged or Missing Light Globe	\$15.00 each

Lost/Unreturned House Keys	\$10.00 each
Lost/Unreturned Mailbox Key	\$15.00
Lost/Unreturned Pool Pass	\$25.00 each
Lost/Unreturned NHC Key FOB	\$25.00 each
Lost/Unreturned RV Lot Key	\$50.00 each
Lost/Unreturned Garage Door Opener	\$50.00 each
Replacement of Lock/Deadbolt	\$60.00 each
Sliding Glass Doors	\$250.00 per section
Missing/Torn Screen Door	\$40.00 - \$100.00
Missing/Torn Window Screen	\$20.00 - \$65.00
Missing Home Fire Extinguisher	\$15.00 each
Damaged Storm Door	\$150.00 each
Damaged Garage Door or Track	\$250.00 per section
Replace Exterior Door	\$350.00 each
Broken Window	Actual total cost
Lawn Damage Repair	Actual total cost
Damaged Home Siding	\$35.00 per section
Satellite Shingle/Roof Damage	\$65.00
Removal of Wallpaper or Border	\$100.00 per room
Removal of Contact Paper from Cabinets	\$50.00 - \$100.00
Corvias Trash Receptacle provided with home	\$100.00 each
Oil Stains on Driveway or Garage Floor	Actual total cost

**The information and prices above are provided as a reference only and are subject to change without advance notice.**

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## APPENDIX D: HOUSEKEEPING TO CONTROL MILDEW AND MOLD

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the home. In order to minimize the potential for mold growth within the home, it is the resident's responsibility to do the following:
  - Keep your home clean, especially the kitchen, the bathroom(s), carpets, floors, baseboards, and windows. Regular vacuuming, mopping, and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any cellular material including food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the home. Resident must clean their home on a regular and consistent basis.
  - Remove visible moisture accumulation within or on the home, including (but not limited to) all windows, walls, floors, ceilings, and kitchen and bathroom fixtures as soon as reasonably possible. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
  - Turn on any exhaust fans in the bathroom or kitchen **before** you start showering, cooking, or using your dishwasher. When showering, be sure to keep the shower curtain inside the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors, and bathroom floor; leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls, and other surfaces has fully dissipated; and hang up your towels and bath mats so they will completely dry out.
  - Keep moisture within your home at a reasonable level, ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
  - Inspect the drip pans in your air conditioner, refrigerator, and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the Community office.
  - Dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to the Community office immediately.
  
2. **Mildew and mold on non-porous surfaces.** If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on **non-porous surfaces** (such as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood, or plastic) within your home, general guidelines to follow are:
  - Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels, and/or rags used in the cleaning process should be properly cleaned or disposed of.
  - Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover, or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Community Office.

- Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
  - **Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.** If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Community Office immediately.
3. **Mildew and mold on porous surfaces.** A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and 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 mildew and mold from clothes. **Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.** If there is mildew or mold on a porous surface or a large non-porous surface, please contact your Community Office immediately.
4. **Notification of Community Office.** Resident shall immediately notify the Community Office of the presence of the following conditions:
- A water leak, excessive moisture, or standing water inside the home.
  - Mildew or mold growth within or on your home that persists, reappears quickly, or spreads after the resident has tried to clean and disinfect the affected area as described in sections 2 and 3 above.
  - A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents), or refrigeration systems within the home.
5. **Compliance.** Complying with these housekeeping guides will help prevent mildew and mold growth within or on your Home and aid in the protection of yourself, your neighbors, and the community as a whole.