

HBC Property Managers, LLC, d/b/a Hunt Military Communities, and Kirtland Family Housing welcome you and your family to your new home. Please read this document carefully and keep it handy for quick reference. If you have any questions, please feel free to contact the Kirtland Family Housing office during normal office hours, 0800-1800 at 505-232-2049. Please note Wednesday office hours are 0930 to 1800. We are ready to assist you and to answer any questions that you may have. As you know, pleasant community living depends largely on cooperation and understanding throughout the Kirtland Family Housing area. It is our intent to make your stay with us an enjoyable one.

REFUSE & RECYCLE COLLECTION:

Each resident will be encouraged to adhere to the following instructions regarding refuse placement and collection procedures:

- a. Wet refuse and kitchen waste should be securely wrapped prior to placement in the refuse container.
- b. Place leaves and grass clippings in sealed plastic bags inside the refuse containers.
- c. Any boxes too large for your container must be broken down.

Residents will be encouraged to participate in the Kirtland Family Housing Recycle Program as an alternative to waste disposal. Materials typically accepted for recycling are cardboard, newspaper, white paper, colored paper, computer paper, computer tabulating cards, plastic bottles and tin-aluminum cans.

RESIDENT ABSENCES:

Residents are responsible for their residence and grounds during periods of temporary absence. You should notify Management and/or make arrangements with neighbors to periodically check your unit for fire hazards, broken water lines, and vandalism. All residents need to provide Management with a point of contact in case of an emergency when you will be absent from the unit for more than three (3) days. You could be responsible for damages resulting from your failure to do so.

NOISE CONTROL\QUIET HOURS:

Many Residents work night shifts and sleep during the day. Please be considerate.

Parties: Many complaints can be avoided by informing your neighbors prior to having a party.

Excessive Stereo and Television Volume: Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep the volume down. If your neighbor complains that your music is too loud, it may be necessary for you to reduce the volume.

Car Alarms: We understand that you may need alarm devices to protect your car against theft. We ask that when you have the "sensitivity" set, you take your neighbors into consideration. Car alarms should be set so that they are not triggered by the casual passerby, thunder, lightening, etc. Car alarms are a disturbance to all Residents.

Creating excessive noise during times that are commonly accepted as "quiet" hours (2200-0600) could be used as a basis for a complaint of disturbing the peace and could result in termination of your Lease for repeated violations.

Final determination if a noise level is excessive shall be made by Management personnel and shall be binding on all parties .

ENERGY MANAGEMENT:

Energy conservation at Kirtland Family Housing is encouraged. Each Resident is responsible for practicing conservation and avoiding waste. The biggest energy users are (1) air conditioning, (2) water heating, (3) appliances, and (4) lighting. We ask that you adhere to the following recommendations (without

sacrificing comfort):

Heating: Set thermostats at 55-60 degrees at night and 65-70 degrees during the day. If your unit will be vacant for an extended period of time, turn thermostats back to the lowest setting (but not lower than 50 degrees) to prevent water lines from freezing. You should inform Management office or a neighbor of your extended absence so that the unit can be checked, if necessary.

- a. Windows and entry doors should be closed when the furnace is in operation. Never open a window in the room where the thermostat is located. Ensure outside doors are left open no longer than is necessary.
- b. Storm windows and doors will be in place during heating season.
- c. Report broken windows to Management immediately so that repairs can be made.
- d. Keep blinds open during daylight hours. The sun will provide light and warmth. Close blinds at night to minimize drafts.
- e. Close off unused rooms.
- f. Supply registers and recirculation grills should not be covered or circulation of air will be inadequate. Keep register and grill faces clean and dust/lint free.
- g. Keep garage doors closed.
- h. Report missing or dirty filters to Management immediately so that a replacement filters can be installed.

Water: Water is a limited and expensive resource. We ask that you adhere to the following recommendations:

- a. When possible, take short showers instead of baths. Your unit is equipped with low-flow showerheads which use considerably less water per minute.
- b. Use water sparingly when brushing your teeth, washing your dishes, or shaving.
- c. Report leaking plumbing fixtures such as toilets, faucets, and water heaters immediately to Management office so that repairs can be made. Your faucets will be equipped with aerators, and your toilets will be low volume.
- d. Do not flush items such as sanitary napkins or disposable diapers down the toilet. Place them in the trash can.
- e. Use cold water instead of hot water whenever possible.
- f. Use dishwashers or washing machines only when they are full, and use cold water as much as possible. Dishes should be allowed to air dry. During times of extended absence, turn valves to washing machines off as supply hoses are prone to breakage.

Water Heaters: Temperature settings should not exceed 120 degrees. When absent for extended periods, set the controls to vacation or the lowest possible setting.

Refrigerators: If your refrigerator or freezer becomes inoperable or if the electricity is interrupted, you should remove perishable items and place them in an ice chest, etc., to prevent spoilage. Management is not responsible for spoilage that could have been prevented.

- a. Open refrigerator door only as necessary. Leave space between food items in the refrigerator so that air can be allowed to circulate. Clean dust off the back, especially the coils, on a regular basis.
- b. Check the gasket for air tightness by putting a dollar bill between the gasket and door. If the bill comes out easily, contact Management for repairs.

Air Conditioners: Set thermostats at 75-80 degrees or as high as possible without sacrificing comfort during the day. Follow guidelines identified in paragraph 1, page 2, Heating.

Lighting: Electric lights and appliances should be turned off when not needed:

- a. Turn off televisions, stereos, radios, lights, and appliances when they are not needed or being used.
- b. Turn off lights in unoccupied areas during daylight hours.
- c. Match lighting levels to the intended purpose or use. Use high wattage bulbs only where people read or do close work. Keep lights and fixtures clean.

Cooking:

- a. Use lowest possible cooking temperature. Do not preheat the oven for longer than necessary. Remember to thaw meats before cooking.
- b. Use pans of the correct size, and use tight fitting covers on pots and pans.
- c. Use smaller appliances instead of the oven whenever possible. Use pressure cookers for fast cooking.
- d. Remember to shut off the exhaust fan when not cooking.

FIRE PREVENTION AND SAFETY:

General: Within the community, be certain not to park in areas that are marked as Fire Lanes. You should have a home Fire Evacuation Plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity. In case of an emergency, dial 853-9111 from your home or cell phone for KAFB on base responders.

Gasoline Storage: Never store flammable materials in the area of a hot water heater or furnace.

Barbecue Grills: Barbecue grills should be operated by adults only. Grills must be kept away from building overhangs and porches and kept at least fifteen (15) feet from all combustible structures. After use, soak charcoal thoroughly in water before storing equipment or disposing of the used charcoal, etc. Always use an approved charcoal starter and never use gasoline to start any fire. All liquefied petroleum (LP) gas cylinders used to fuel outdoor gas barbecue grills must be stored outdoors at all times.

Ensure charcoal is completely out upon completion of grilling, and clean all charcoal and ashes from grills before storing. Never burn charcoal indoors as it produces carbon monoxide gas.

Clothes Dryers: Check and clean dryer lint traps after each use, but make certain power is turned off first. Never put plastic articles in the dryer. Periodically remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet.

Cooking: Never leave cooking unattended, especially when using grease or anything that produces grease. If a grease fire occurs, cover the pan with a tight lid, turn off the appliance, and call the Fire Department. Never use water! Do not attempt to move the pan. Control the fire with a Class B fire extinguisher or baking soda. Never use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent. When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Cords with broken insulation can start a fire; replace appliance cords as soon as they show wear or are damaged. Keep kitchen exhaust fans clean to prevent accumulation of grease.

Smoking: Never smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and reach of small children. Empty ash trays in a noncombustible container and discard in the outdoor trash container after ashes are cold.

Power Tools: Lawn mowers, edgers, etc, should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motor bikes, etc., in a well-ventilated place.

Christmas Trees: Put cut (organic) trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it as soon as possible after the holidays. Be sure artificial trees are fire resistant.

Natural Gas: Furnaces, hot water heaters, and ranges are operated by natural gas. If you detect an odor from any of these sources, contact Management immediately. Improper installation or venting of appliances can result in the production of carbon monoxide, a deadly by-product of burning natural gas. It is the policy of Kirtland Family Housing to test each unit for carbon monoxide on an annual basis.

Smoke Detectors: A smoke detector will, in most cases, provide sufficient warning of fire to allow occupants to exit the building. However, you should periodically check the detector to ensure that it is operating properly and, if not, you must notify Management immediately. Smoke detectors that have been disarmed will subject you to a Lease violation notice.

Extension Cords: Eliminate extension cords whenever possible. An extension cord should never exceed ten feet in length, must be free of breaks and splices, and should not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads. An extension cord must never be smaller in wire gauge than the appliance cord it is serving, and should never service more than one fixture or appliance.

Surge Protectors: Management will not assume any responsibility for damage to appliances or equipment due to low voltage or power fluctuations. Residents are advised to use surge protectors to protect electronic equipment from damage caused by minor voltage fluctuations.

POL: Do not store any POL products, containers, fueled vehicles or equipment inside your unit or on the patio (if applicable).

ENVIRONMENTAL COMPLIANCE AND MANAGEMENT

Protection of our environment is an essential goal. The following procedures will, if practiced by all Residents, contribute to the attainment of this goal:

Litter Control: Although Management of Kirtland Family Housing will police grounds on a regular basis, it is incumbent upon each family member to dispose of trash and other unwanted items appropriately in the garbage cans provided. Individual family members should make certain that trash and debris that has blown into their yards are also properly disposed of. Individuals who do not maintain the areas immediately surrounding his/her individual unit will be issued a Lease violation notice. You can help keep the Kirtland Family Housing community clean, beautiful and litter free all year round by following the easy steps below:

- a. Use tightly covered trashcans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals, or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste. By disposing of garbage in a sanitary manner, conflicts with coyotes, rodents, and other wildlife are reduced.
- b. Put a litterbag in your car, and use it! Don't pitch cans, cigarette butts, papers, bottles, or other trash out the window.
- c. Hold on to your litter until you reach a trash receptacle. Litter draws other litter, so make sure your home and work site are litter-free.
- d. Cover or tie down loads in trucks and trunks so that trash and debris doesn't blow or fall out.
- e. Coordinate clean up projects for your neighborhood.

Waste Control: Rubbish, trash, garbage, solid waste. These are all terms for waste that is discarded from home, offices, schools, and other locations every day. There are many things you can do to help eliminate the garbage glut.

Reduce the amount of garbage you create:

- a. Don't buy over-packaged goods.
- b. Switch from disposable diapers to cloth diapers or a diaper service.
- c. Buy products packaged in cardboard rather than plastic foam.
- d. Use your own reusable bags. Ask for paper rather than plastic bags.
- e. Use reusable tableware instead of disposable.
- f. Avoid one-use consumer items like disposable razors, cigarette lighters, cameras and non-rechargeable batteries.
- g. Buy non-perishable items in bulk. Purchase items such as milk or carbonated beverages in returnable containers.
- h. Buy items made from recycled materials.
- i. Use cloth rags and napkins rather than the disposable variety.
- j. Be careful about buying plastic products labeled "biodegradable". Many break down only in sunlight and some break down into toxic materials.
- k. Look for other things you can do to reduce the amount of waste.

Recycling: Reuse everything you can. Reuse materials to squeeze more value from them and waste less. Disposable cleaning cloths, diapers, cameras, razors and other items are convenient but they don't just "go away". Think about things that you use every day that could be replaced with longer lasting, more durable materials. For example:

- a. Choose returnable containers over recyclable ones.
- b. Reuse plastic or glass containers for storage.
- c. Substitute reusable sponges or cloths for disposable paper towels, napkins and tissues.
- d. Save and reuse envelopes, boxes and packing materials you receive in the mail.
- e. Reuse file folders by turning them inside out or sticking on a new label.
- f. Reuse paper for writing out notes, shopping lists, and other memos.
- g. Donate clothing to neighbors or institutions for reuse.
- h. Share, borrow or rent items you don't use very often (tools, lawn mowers).
- i. Keep reusable coffee mugs at work and home for yourself and guests.

Petroleum Oil Lubricants (POL) Disposal: Did you know that one quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water? Oil disposed of on the ground can be toxic to plants and animals. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.

- a. POL will not be disposed of in trash containers, sinks, storm drains or on the ground. No POL of any kind will be changed in any POV component within the housing area.
- b. Antifreeze will be disposed of properly, not flushed down the toilet. Do not dump down the sink, tub or storm drain because of the potential for contaminating food and drinking water.
- c. Report spills to Management Office.

Personally Owned Vehicle (POV) Washing: You are asked to limit POV washing at your unit to no more than once per week. In order to conserve water, please do not allow water hoses to run continuously.

Non-Toxic Alternatives: Many toxic and hazardous chemicals are used in homes throughout the United States for various household chores and pest control. We encourage family housing Residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you are purchasing and how to dispose of any excess material. Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals. Some non-toxic alternatives to commonly used household items are as follows:

- a. **Furniture and Floor Polish.** Use commercial products that contain lemon oil and beeswax in a mineral oil base.
- b. **Toilet Bowl Cleaner.** A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.
- c. **Glass Cleaners.** First of all, do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons of borax or baking soda in 3 cups of water and spray onto the glass using a pump sprayer; or, use a mixture of vinegar and water for window cleaning. If you use a “squeegee”, similar to the kind used in gas stations to clean windshields, your windows will not streak.
- d. **Laundry Detergent.** Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of baking soda dissolved in hot water. For washing machines, use phosphate-free powders.
- e. **Drain Cleaners.** To keep your drains open, clean, and odor-free, never pour liquid grease down a drain, and always use the drain sieve. Once a week, mix 1 cup baking soda, 1 cup salt, and 1/4 cup cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup baking soda, followed by 2 cup vinegar. Close the drain until the fizzing stops, and flush with boiling water. If you are unable to unstop a clogged drain, contact Management Office at telephone number 929-8988.
- f. **Air Fresheners.** Open the window or use an exhaust fan as a natural air freshener. Or, simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh-cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator and sprinkling baking soda in the garbage can or a diaper pail will do the same.
- g. **All-Purpose Cleaner.**
Try the following recipe for all-purpose cleaning:
1 gallon hot water \ 1/4 cup sudsy ammonia
1/4 cup vinegar \ 1 tablespoon baking soda
- h. **Paint Remover.** Instead of paint remover, sand off old paint. (Wear goggles and a respirator).
- i. **Paint.** Use latex paint rather than oil-based paint.
- j. **Use all of a substance before throwing away the container.** Buy the size container you need for the job. Donate excess material, such as paint, to neighbors, churches, or others that might need it. Wear gloves, eye protection, or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.

PEST CONTROL SERVICES:

Kirtland Family Housing contracts with a professional pest control services at Kirtland Family Housing. At least twice a year, common areas and unit exteriors receive preventive treatments to control pests. Also, unit interiors are treated at turnover as required, or as infestation problems are evidenced. It is the responsibility of each Resident to minimize potential problems by engaging in proper housekeeping habits. Additionally, Management will provide for

the following:

- a. Control of Pests Around the Outside of buildings including those in trees, turf, and shrubs.
- b. Other Pests: Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to Management.
- c. Domestic Animals: Stray dogs and cats should be reported to Law Enforcement.

Residents of Kirtland Family Housing are expected to:

- a. Maintain their units in a manner that will deny access, harborage, and sustenance to pests.
- b. Ensure that windows and doors are screened and fit properly and notify Management when deficiencies are evidenced.
- c. Ensure that holes or cracks that permit access are promptly reported and repaired.
- d. Ensure that excessive clutter such as debris, weeds, dead leaves, pet droppings, trash, etc., is regularly removed.
- e. Store food, especially starchy or fatty foods and pet foods, in pest proof containers.
- f. Promptly clean up spilled food, crumbs, drink, or pet droppings.
- g. Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- h. Wash and submerge dirty dishes in soapy water before retiring for the evening.
- i. Empty garbage and cat litter box regularly.
- j. Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- k. Have leaks and dripping faucets repaired promptly.
- l. Wipe or mop dry kitchen and bathroom surfaces before retiring.
- m. Keep all pesticides out of the reach of children.
- n. Cooperate fully with pest controllers in scheduling of treatments and preparation of areas to be treated.
- o. Make a sincere effort to control minor infestations of nuisance pests before seeking Management assistance.
- p. Refrain from using electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects).
- q. If your unit becomes infested, please notify Management immediately.
- r. Absolutely nothing is to be stored in the closet outside your patio. This is for Furnace and Hot Water Heater only!
- s. In addition to the regular service, all units will be inspected and treated prior to a change-of-occupancy.

Scheduling of Pest Control Service(s): Scheduling of pest control treatments is accomplished as follows:

- a. Only Management can schedule units for service, and only those pest controllers authorized by Management will be allowed to provide treatment.
- b. You will be given advance notice of the date your unit is scheduled for service. You must empty all kitchen and bathroom cabinets prior to the treatment and advise the pest controller of any particular or severe problems.
- c. If your unit has been serviced but is still experiencing infestation problems, notify Management for a call-back treatment. It may be necessary to schedule an entire building for treatment depending on the severity of the problem.

- d. Pesticides may be hazardous to infants under three weeks old, the aged, pregnant women, those with heart, liver or respiratory problems, people with allergies, or pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations prior to treatment and he will advise you accordingly.

If you have a scheduling conflict, complaint, or any questions about the preparations for service call Management Office.

GROUNDS:

Vehicles of any and all types (cars, trucks, motorcycles, four wheelers, trailers, etc.) are prohibited from driving or parking anywhere except paved roads, driveways or garages. This restriction includes Residents, other occupants and guests.

- a. Thousands of dollars are spent each year on planting and maintaining grass, trees, and shrubs. Vegetation is particularly susceptible to damage when the ground is wet. Vehicles rip out the grass leaving unsightly ruts. Natural salts then creep into these damaged areas making it difficult for new vegetation to grow. Even if grass is sown it takes 2-3 years for a new planting to become established.
- b. Trees are precious and important for many reasons. Trees provide oxygen and absorb many pollutants. They can reduce cooling costs in the summer and heating costs in the winter because of the shade and wind protection they provide. Trees are important for wildlife, and they are things of natural beauty. Not only should you avoid running over trees, but driving close to them compacts the soil and thereby limits the amount of air that can get to the roots causing what little water we have to run off. Additionally, keep children from climbing on small or newly planted trees; the child's weight can break off branches on small trees.
- c. The loss of vegetation is not only unsightly, but it also contributes to wind and water erosion of soil. This puts dust in the air (and into your home) and dirt into storm drains (clogging them and preventing water from being carried away during times of rain or snow).