

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.

## 1. MAINTENANCE

- 1.1 Maintenance and Repair.** Requests for routine maintenance should be submitted during normal office hours (Monday through Friday 0800-1700) by telephoning the Maintenance Office at 505-266-0079. There are three categories of service and the anticipated response time for each:
- ! **Emergency:** Emergency service calls consist of correcting failures in service or facilities which endanger residents or property. Emergency calls will be responded to within thirty (30) minutes and completed as soon as possible.
  - ! **Urgent:** Urgent service calls consist of correcting failures in service or facilities which do not immediately endanger the residents or threaten damage to the property, but would soon inconvenience or threaten the health or well-being of the residents. Urgent calls will be responded to within two (2) hours and completed within three (3) working days.
  - ! **Routine:** Routine calls will be responded to within five (5) days and completed within fifteen (15) working days.
  - ! Requests of an emergency nature can be made at any time (day or night, weekends or holidays) by telephoning 505-266-0079.
- 1.2 Lockouts:** If you are locked out of your residence during normal working hours, you should contact the Maintenance office located at 1008 Golden Smoke Drive, 266-0079. If you are locked out after normal business hours, call 266-0079, for locksmith assistance. You will be charged for lock and/or key replacement in the event the damage was due to your negligence.
- 1.3 Self-Help Store:** The Self-Help Store is located at the Maintenance Office. The Self-Help Store carries items such as snow shovels, ice melt, grass seed, electric lawn mowers, electric “weed eaters”, and various other household repair items.
- 1.4 Signs & Posters:** Signs or posters placed by Resident for lost animals, garage sales, parties, directions, etc. must be approved by KFH. Also signs can be posted no more than 24 hours preceding the event and must be removed by Resident immediately upon completion of the advertised function. Failure to do so will result in the sign or poster being removed by KFH personnel and a service charge assessed to Resident.

## 2. RESIDENCE

- 2.1 Alterations:** Physical or structural alterations of any kind are prohibited. Porches cannot be enclosed, includes lattice work, etc.
- 2.2 Appliances:** Your unit comes equipped with an air conditioner or evaporative cooler, refrigerator, range, dishwasher, garbage disposal, water heater, and furnace. No privately owned appliance or equipment can be installed that will result in the capacity of the utility system being exceeded. Permission to install privately owned appliances must be obtained from Management in advance. Residents are responsible for the installation, maintenance, and removal of all privately owned appliances.
- 2.3 Smoke and Carbon Monoxide Detectors:** Resident is responsible to periodically check these devices to ensure proper operation. Resident shall immediately notify Management of any malfunction. Disconnecting or disarming these devices shall be considered a substantial breach of contract.

- 2.4 Portable Heaters:** Open coil heaters are prohibited. Do not place portable heaters near combustible or flammable materials.
- 2.5 Cable TV:** Basic Cable TV (CATV) outlets are installed in each residence. Resident must contact the cable provider directly to have service activated. Cable service is restricted to rooms with existing cable outlets. Installation of, or modifications for additional outlets is prohibited. Extension cables or wall penetrations are not allowed.
- 2.6 Hot Tubs\Whirlpools\Spas:** Hot Tubs or Spas are permitted for medical reasons only. Requests for approval must be submitted in writing to Management Office and have a medical prescription attached. All costs associated with safe installation and removal are Resident's responsibility. A locking mechanism must be attached to prevent unauthorized access.
- 2.7 Housekeeping and Grounds:** It is the responsibility of each resident to keep his/her individual unit in an appropriately clean and sanitary condition and to maintain his/her individual yard free of litter and trash.
- Removal of all snow and/or ice on the driveways, sidewalks and steps in front of Premises is solely the Resident's responsibility. Removal must be done within a maximum of 24 hours of the end of the current snowfall. Snow shovels and ice melt will be available from the Self-Help Store, on a first come, first served basis.
  - The following areas/items will be kept clean and free of litter: garages, storage spaces, porches, steps, walks, yards, areas around garbage cans, driveways, interior surfaces of windows and those exterior surfaces that are readily accessible, floors, stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment, light fixtures, all blinds, heat and air duct grills.
  - Enclosed yards must be mowed, watered, and trimmed and private flower beds maintained in a clean and presentable manner. Grass should be kept to a minimum of three (3) inches tall and all weeds removed. In the absence of automatic sprinkler systems, Resident is responsible for watering all lawn areas immediately surrounding the individual unit.
- 2.8 Painting:** Residents are NOT allowed to paint without prior, written, approval from Kirtland Family Housing.
- 2.9 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.
- 3. EXTERIOR**
- 3.1 Antennas:** Satellite dishes and antennas will be permitted in accordance with size, safety, and aesthetic restrictions as defined by Management and only with the prior, written, approval of Management. Installation must completely conform to KFH instructions or equipment will be removed.
- 3.2 Barbeques, Grills, Smokers and Fire Pits:** Use allowed only in rear yard/areas. They must be stored within fenced areas or in garages. Care must be taken when in use so that smoke, residue and/or heat does not damage or endanger any structure. Size restrictions for residential use are 10 square feet of grill surface or a maximum weight of 300 pounds. No more than one (1) cord of wood may be stored at the residence at any given time.
- 3.3 Doghouses, Fences and Storage Sheds:** May be installed in accordance with requirements established by Kirtland Family Housing and only with the prior, written approval of Management, such approval not to be unreasonably withheld.
- 3.4 Gardens:** Private vegetable gardens are permitted in single family units with enclosed back yards only, and only with the prior approval of Management.

- 3.5 Playground Equipment:** Any such equipment (swing sets, playhouses, slides, trampolines, etc.) will be permitted in fenced back yards only. Trampolines must have approved safety netting installed. Equipment must be properly secured to the ground.
- 3.6 Porches (Front Entries):** Porches will be maintained in a clean manner, free of all clutter or obstructions. Porch areas may not be used for storage. Any situation which interferes with safe egress from the premises is a violation of Fire Codes.
- 3.7 Wading Pools:** Wading pools are allowed but cannot be left out over night or unattended except in enclosed back yards. Such pools must be less than two (2) feet in height and not more than eight (8) feet in width.
- 3.8 Exterior Decorations:** Residents may install seasonal decorative items such as Christmas decorations, provided they are in “good taste” for display in a family community and do not cause any permanent structural damage to the Resident’s dwelling. All holiday type decorations must be removed within two weeks following the holiday. Residents are not allowed on roofs and no decorations are allowed above the eave of the first floor roof.
- 3.9 Yards:** Front and rear yard areas must be kept clean and free of clutter. Only furniture specifically designed/intended for outdoor use is allowed in any yard area (no couches, armchairs, loveseats, etc.). No storage of any kind is permitted in the front yard area of the residence. Yard areas enclosed by fencing (PVC Privacy Patios and those within chain link fencing) are for the private use and enjoyment of the Resident occupying the premises at which they are installed. Unfenced areas are considered common landscape areas, grounds or facilities and shall not be used for placement or storage of Resident’s personal property or items.
- 3.10 Lawn Care and Maintenance:** Lawn mowing, edging, trimming, leaf raking, and fertilizing will be performed by Management (enclosed yards excluded). Residents are responsible to perform their own lawn maintenance in enclosed yard areas and must do so in a manner that is in compliance with Management specifications. Residents of Pershing Park are responsible to water all non rock areas around their residence (See Pershing Park Watering Addendum).
- 3.11 Pest Control:** It is the responsibility of each resident to minimize potential problems by proper housekeeping and litter control. Residents must ensure that trash and debris, from both the residence and the yard, are properly disposed of in the carts provided. Notify Management immediately of any problems.

## **4. CONDUCT**

### **4.1 Control of Children:**

- a. Supervision: Your children must be closely supervised at all times. Children under ten (10) years of age should not be left alone.
- b. Playgrounds: The streets and your neighbor’s yards should not be used as a private playground. There are playgrounds in each housing area for you and your children to enjoy.

**4.2 Curfew for Juveniles:** The imposition of a community-wide curfew may be established if conditions warrant.

**4.3 Lease Violations:** Lease violation notices will be issued by Management for such items as, including but not limited to, excessive noise, maintenance of yards, illegal parking, unauthorized repair of vehicles, failure to remove refuse containers as specified, etc. If cited violation(s) are not corrected, KFH reserves the right to complete corrective actions as required and bill Resident for services rendered. Cost(s) to correct will be billed at the actual cost incurred or at a rate of \$25.00 per hour, with a minimum charge of \$25.00. An accumulation of three (3) Lease violation notices will result in possible termination proceedings or disciplinary action(s).

### **4.4 Noise Control\Quiet Hours:**

- a. Criteria/guidelines used to determine excess volume levels are (1) noise/volume level

inside the residence can be heard outside and (2) noise can be heard over ten (10) feet away from the source if source is outside the residence.

- b. Quiet hours are set as 10:00 pm to 06:00 am (2200-0600 hrs). Violations should be reported to Management Office or to the Security Forces.

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

**4.5 Firearms:** Residents residing at Kirtland Family Housing MUST comply with KAFBI 31-101 regarding firearms

## **5. PET POLICIES**

**5.1** Maintaining pets at Kirtland Family Housing is a privilege, not a right, and is subject to regulation and policies as outlined by Management to provide for the health and welfare of all individuals. Compliance with KAFBI 31-205 "Control of Animals" and the policies set forth below is mandatory. Pet owners who violate these provisions are subject to the forced removal of their pets from the premises or termination of their Lease. Pet owner responsibilities are as set forth below:

- a. **Prior to move-in:** Resident must inform Management of all pets owned, obtain approval of Management and complete a Pet Addendum.
- b. **After move-in:** Resident must submit a written request to Management PRIOR to obtaining the pet, obtain approval and complete a Pet Addendum. Kirtland Family Housing requires a pet deposit of \$250 per pet.

*Any Resident found to possess pets without required prior approval as stated above will be deemed in substantial noncompliance of the Lease and not eligible for subsequent approval.*

**5.2** All dogs and cats must be registered at Management Office within three (3) working days upon arrival at Kirtland Family Housing, and with the Base Veterinarian in accordance with KAFBI 31-205. All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine upon reaching four (4) months of age and then annually thereafter. All dogs and cats maintained within the community are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and must be worn at all times. Distemper vaccinations are also required. Dogs must meet licensing and registration requirements of the KAFB Veterinarian and respective local municipalities. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish and caged birds are exempt from registration requirements.

**5.3** Residents of family housing are limited to two (2) walking pets, whether canine or feline. Litters are to be included in this total at six months of age. Birds such as parrots, parakeets, etc., may be kept if obtained from a licensed pet dealer or domestic U.S. source that complies with current regulations established by the Department of the Interior for Fish and Wildlife. Birds of prey (eagles, falcons, hawks, etc.) and snakes are considered wild animals and will not be allowed. Farm type animals (livestock, chickens, ducks, and all animals not considered domestic pets) are not allowed. No exotic animals will be kept in family housing areas. Exotic animals are, generally, foreign or domestic wildlife or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, monkeys, raccoons, skunks, snakes, pot bellied pigs, and hybrid wolves. Other pets and animals not mentioned will require authorization per written request.

**5.4.** Prohibited canine breeds include, but may not be limited to: American Pit Bull Terrier, American Bull Dog, Dogo Argentino, Tosa (Tosa Inu), American Staffordshire Terrier, Canary Dog (Presa Canario), Fila Brasileiro (Brazilian Mastiff), Staffordshire Bull Terrier, Cane Corso, Presa Mallorquin (Ca de Bou), Rottweilers, Wolf hybrids or any other breed with dominant traits of aggression. Decisions regarding whether a particular dog will be allowed in Kirtland Family Housing will be the sole province of Management and all such decisions will be final.

- 5.5** Animal owners are required to provide adequate food, water, and shelter at all times. Physical abuse of animals is prohibited. Management may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to Law Enforcement, 846-7913.
- 5.6** Pets, when outside, must be confined to the owner's premises by a cage (dog run) or fenced patio/ yard. Dogs will not be left tied or tethered. All dogs being exercised outdoors on Kirtland Family Housing must be on a leash and accompanied by the owner or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up and impounded. Pets are not allowed on athletic fields at any time. Pet owners who have lost an animal should contact Management immediately to inquire about missing animals. When notified by Management that an animal has been impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to Law Enforcement immediately, 846-7913.
- 5.7** Pets must be kept under control at all times. Resident is responsible to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs and their defecating or urinating on playgrounds and lawn areas within fifty (50) feet of any housing area are considered nuisances. Animal waste must be removed daily by the owner of the pet(s). Management may apprehend any animal that is suspected of being a nuisance. Pet owners must ensure that animals do not become a nuisance to neighbors due to noise, property damage, odors, unsightliness, or infestation of quarters or other areas due to fleas.
- 5.8** Any dog, which has a tendency to attack or molest persons or other animals, will be muzzled and kept on a hand leash when outdoors. Dogs that bite or chase people or other animals are considered a menace and should be reported to Management. Biting dogs that attack people or other animals or which are otherwise determined to be vicious will be removed from the premises. If you are bitten or scratched, contact Management or proper medical facility immediately. An animal that has bitten or scratched someone will be examined at a clinic and placed in quarantine at home or at the clinic for a ten (10) day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by Management or by clinic personnel, the owner is required to transport the animal expeditiously to the clinic for examination. Vicious animals or those that have bitten or attempted to bite people will be removed from the property by the Resident or Management. Two or more sustained formal complaints about a pet or pets, either for viciousness or nuisance, may be grounds for ordering the pet(s) involved to be removed from the property. Resident agrees banned pets must be removed from the property within 72 hours of notification of the owner.
- 5.9** The commercial breeding of pets and kennel type operations are prohibited.
- 5.10** **NOTE:** Pet owners are responsible for any and all expenses resulting from damage to the Premises attributed to Resident's pet, whether it involves replacement or repair. At move out, Pet owners will be charged an additional fee over and above the costs of normal carpet cleaning to treat the carpet within the premises. This shall be the actual cost incurred by KFH to complete this process.

*If a resident observes any violations stated above please contact Security Forces.*

## **6. VEHICLES**

- 6.1** **Definitions:** For purposes of these Rules & Regulations the following definitions shall apply:
- a.** Vehicle – any means in or by which someone travels or something is conveyed including, but not limited to, automobiles, motorcycles, motor homes, trucks, tractors, carts, sleds, “4 wheelers”, trailers, towed vehicles, etc.
  - b.** Motor vehicle – a self-propelled vehicle, licensed or unlicensed, intended for on road or off road use.
  - c.** Towed vehicle and/or Trailer (terms may be used interchangeably) – anything, licensed or

unlicensed, designed, manufactured or modified to be towed.

- d. Recreational vehicles – self-propelled or towed vehicles designed to be used for recreational rather than transportation purposes.

***Any question of vehicle category shall be determined by Management personnel and shall be binding on all parties .***

- 6.2 Insurance:** Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle(s) at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage must meet or exceed New Mexico State Law.
- 6.3 Parking:** Residents may park only in their assigned garage, driveway, or on the street. Parking in driveways of any vacant unit or model home is prohibited. Vehicles of any kind may not park on, in or traverse: sidewalks, porches, patios, landscape areas, rocked areas or fire lanes. Parking of recreational vehicles, towed vehicles or trailers in the housing area is prohibited except as specified in paragraph 6.5 below. Every vehicle stopped or parked on a roadway where there are adjacent curbs shall be stopped or parked with the right-hand wheels of the vehicle parallel to, and within 18 inches of the right-hand curb. Illegally parked vehicles are subject to immediate towing/ removal at vehicle owner’s sole risk and expense. Kirtland Family Housing shall in no way be held liable for any costs (towing, storage or damage) associated with such removal.
- 6.4 Restrictions:**
- a. Resident shall not permit more than two (2) vehicles to be parked or stored at the Leased Premises unless authorized by Owner in writing.
  - b. Repair of vehicles is not authorized at anytime within Kirtland Family Housing, with the exception of tire changes and rotation, replacing battery or other similar preventive maintenance measures. Changing of POL products (Petroleum Oil Lubricants) is strictly prohibited. Spillage or leaks of such products will be immediately removed and any materials used will be disposed of properly.
  - c. Inoperable, unregistered, or unlicensed vehicles parked in any housing area will be towed, at owner’s expense.
  - d. Abandoned vehicles will be towed away with all cost borne by vehicle owner. An abandoned vehicle is defined as one that is inoperable, left unattended, or one that is unlicensed and/or unregistered.
  - f. Driving, parking or storing of vehicles off established roads is strictly prohibited within the Kirtland Family Housing Community.
  - g. The storage of gasoline or other flammable liquids is limited to three (3) gallons and is never to be stored inside of the residence. Outside storage areas must be child proof and storage must be in an approved UL type container.
- 6.5 Recreational Vehicles:**
- a. Recreational vehicles, including but not limited to, towed vehicles, trailers, un-mounted truck camper bodies, self-propelled RV’s, and boats will not be allowed to park in the housing area except for a 24 hour period for loading/unloading before and after use.
  - b. Self propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle and it is indeed used. Vehicles observed in the housing areas that are not moved will be subject to citation.
- 6.6 Speeding:** Speed limits within the housing area are clearly posted at 15 and 25 miles per hour. Infractions of these posted rates is taken VERY seriously. While within the housing area, any vehicle

may be stopped by Kirtland Family Housing personnel or Base Security Forces and cited for failure to abide by posted speed limits. KFH personnel will forward information on any such infractions noted to Base Security Forces for action.

## 7. REFUSE & RECYCLE COLLECTION

Each resident will be given one (1) ninety-six (96) gallon refuse container. Residents will be provided written instructions regarding placement and collection procedures upon occupancy and informed of the schedule for their area at the time of move-in.

- a. Areas around refuse containers should be maintained in a high state of cleanliness at all times.
- b. Refuse containers must be kept in the area specifically designed/provided for their placement at the individual unit and out of the public view.
- c. Residents will be held liable for containers that are damaged or lost.
- d. Refuse and recycle containers may be positioned for pick up the night before scheduled collection. They must be removed from the curb and placed in their designated area within 24 hours.

## 8. MOVE OUT AND TERMINATION PROCEDURES

8.1 Lease terminations and move outs shall be in accordance with the Lease Agreement and any and all addendum.

8.2 You may no longer be eligible for the unit and your Lease could be terminated if:

- a. You are in material noncompliance with the terms of the Lease.
- b. No family members continue to reside with you.
- c. You or other family members engage in repeated misconduct.
- d. You or other family members repeatedly fail to control pets.
- e. You accumulate three (3) or more Lease violation notices.

8.3 **Pre-Termination Inspections:** Upon receipt of Notice of Intent to Vacate the Pre-Termination Inspection will be scheduled. Residents must participate in this inspection. A member of Management Staff will conduct the inspection, provide the Resident with a copy of the Checklist for Moving Out and indicate the items, if any, that must be corrected prior to moving out.

8.4 **Final Inspection:** The final inspection will consist of checking for preventive maintenance items, damages and cleanliness. Management will conduct the final inspection in the presence of the Resident(s) unless extenuating circumstances prevent the Resident from attending. In the event the resident is unable to attend the inspection, he/she may have another military member stand in for him as a witness. Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with Management procedures. Monies owed must be brought current prior to departure. A forwarding address must be obtained prior to the Resident's final departure so that all necessary documents can be properly forwarded.

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Owner reserves the right to alter, amend, change and/or revise these Rules & Regulations, at any time, regarding any health and safety issue which may arise. Said change(s) to be effective immediately upon receipt by Resident(s) of proper notice of such change(s).

By signature below, Resident(s) acknowledges receipt of these Rules & Regulations, dated June 2010, and agrees to abide by the provisions herein.

Kirtland Family Housing  
as Managing Agent for Owner

\_\_\_\_\_  
Resident

By: \_\_\_\_\_

\_\_\_\_\_