

KFH

Office Staff

Paul Tourné
Community
Director

Veronica Huling
Assistant Manger

Rick Theroux
Assistant Manager

Kristi Wagner
Sr. Leasing Agent

Christine Coffield
Accounting

R.J. Sarracino
Customer Service

Maintenance Staff

Joyce Melton
Maint. Coordinator

Debbie Melton
Maint. Coordinator

Bill Ward
Asst. Maint. Supv.

Records Update

Remember, if you re-enlist, change phone numbers, get promoted, etc. come by the office so we can change our records. It's important we have current information.

THANKS

From all of us at KFH. We all enjoy being here working with the Kirtland Team.

October 2007 Kirtland Family Housing Monthly Newsletter

1008 Golden Smoke Dr. Albuquerque, NM 87116 "www.kirtlandfamilyhousing.com"

Phone: 232-2049, Fax: 255-0155:

Emergency/After Hours Maintenance: 266-0079

Office Hours: 8:00 AM to 6:00 PM Monday through Friday

Greetings to all families of Kirtland Housing!

The Staff at Kirtland Family Housing is committed to working diligently to ensure you have the nicest, cleanest and finest Housing Community possible. If you have suggestions to improve Kirtland Family Housing please feel free to stop by the Office and let us know.

PETS

Pet Deposits are now required of all new Residents desiring to keep pets in housing. Those of you who already live here and have registered your pet(s) with the office are "grandfathered" in, meaning as long as you live in your home you won't be asked for a deposit. If you haven't registered with the KFH office, or if you move to another home within housing, you will be required to pay the deposit. The amount of the deposit is \$250.00 per pet. This deposit is refundable at the time of move-out, so long as the pet(s) has caused no damage.

We continue to receive complaints regarding:

- Barking dogs – it's the pet owner's responsibility to control this by whatever means is necessary.
- Pet waste – again, owners are responsible to pick up after their pet(s), whether it's in the common areas during a walk or your yard.

As covered in KAFBI 31-205 and KFH Rules

WEEK END SIGNS

Weekend event signs such as garage sales, yard sales, etc. are continuing to be left out after the event is over. These type signs must be removed from the community **immediately** following the event. Please comply with this requirement and help preserve the appearance of our community.

We've tried to be patient but it's gotten to the point of forcing us to take the following action. If signs are left out and KFH has to pick them up, you will be issued a violation notice and charged a minimum of \$25.00. It could be more, depending on how many signs there are and how long it takes. Also, if you put up signs on base, outside of housing, you're in violation of base regulations.

HVAC Service

We'll be starting the semi-annual service October 8th. This involves servicing your unit and changing filters. We'll deliver a notice to your home 3 to 4 days before we come. You don't have to be home for this but if you can it would give us a chance to answer any questions you may have.

LISTSERV - FREE!!!! A new service available to residents to keep informed on base events or problems. Log on to the ListServ website at listserv.cd.kirtland.af.mil/scripts/wa.exe & follow directions. Or, go to kirtlandfamilyhousing.com, at the bottom right, next to the Fair Housing logo you'll see the ListServ link.

QUIET HOURS

Monday thru Thursday 10PM-6AM
Friday thru Sunday 11PM-6AM

During quiet hours, there should be NO NOISE discernable outside your house. At other times, if your TV, stereo or party can be heard more than 10 feet away, it's too loud. This applies to vehicles also. If you're car stereo can be heard by residents in their house, it's too loud

TRASH & RECYCLE CONTAINERS

Continues to be a problem. Please, put your container(s) out the night before pick up and put them away when it's done. You CANNOT leave them in the street, in the front yard, etc.

VEHICLES

It seems numerous residents have forgotten that vehicles can only be on streets, drives or in garages. They can't be driven or parked on yard areas, whether grass or rock, or common areas. These are vehicles of ANY type – cars, trucks, trailers, motorcycles, motorscooters, ATVs, etc. It's not allowed to take your off road vehicle "off roading" anywhere in housing.

Other than changing tires, changing a battery, replacing wipers or something similar in nature, working on vehicles on the street, in your drive or in your garage isn't allowed. If the work will take more than 15 to 30 minutes, you have to raise your hood or jack your car up to do the work (other than the tire change) you're probably violating your lease.

NOTHING involving changing POL products (oil, grease, anti-freeze, power steering fluid, brake fluid, etc.) can be performed in housing.

If your vehicle leaks, get it fixed as quickly as possible. Leaking POL products are prohibited by KFH rules and KAFB regulations.

One more thing, if you go "mudding", wash your vehicle before you come back. Washing the dirt onto your street or yard will give you the opportunity to clean it up. OR, we can do it for you for a fee. Your choice.

Kirtland Family Housing

Kirtland Family Housing Board Of Representatives

****Housing Representatives:****

Primary Contact for Representatives

CMSgt. Crisler, 377th MSG
846-7711

Village III:

Capt. Kenneth Fetters, AFOTEC
232-2680

Village IV:

MSgt. Kyshia Newsome, AFRL
453-5724

Village V:

SSgt. Melanie Duplantis, SDTW
353-2653

Village VI:

SSgt. David Garner, 377MSG
890-7557

Village VII:

SRA Daniel Bergmann, 898MUNS
254-7766

Pershing:

SSgt. Jason Grabke, 58MXS
255-6941

Village Representatives meet with KFH on a monthly basis. If there are issues you'd like discussed, please inform your representative.

The above information is For Official Use Only

RETENTION PONDS

We've gotten reports that unattended children, ranging in age from 12 to 13 and under, are playing in the water in these retention ponds. We even have one report that a young juvenile (12 to 13 ?) was observed drinking from a pool of water behind Village 6. Please, talk to your kids and make sure they stay away from the "ponds".

Issues Of Interest:

Utility Reconciliation

It's about that time again. All accounts will be reconciled in October. This reconciliation is done at our home office in El Paso. We won't know the final results until the process is completed. If you have a credit balance you'll receive a refund check in the mail in November. If you have an amount owing you'll be contacted for payment.

Entry Porches and Yards

Front and back yards must be kept free of litter and clutter, and are not to be used for storage. There can be no play sets, playhouses, sand boxes, pools, trampolines, etc in front areas. The porches need to be kept clean and clear of clutter.

The only furniture allowed is patio/outside type furniture. No couches, loveseats, armchairs, etc.

BBQ's need to be on the back patio or rear sidewalk, not in front of the house.

Weeds must be removed and grass cut in fenced yards.

Base compliance monitors are inspecting all housing areas and providing reports to KFH to assist in identifying residences that are failing to comply with requirements.

YOU MAY WANT TO TAKE A LOOK AROUND YOUR HOUSE, JUST TO BE SURE, AND AVOID A VIOLATION.

TRAMPOLINES

We are seeing more and more trampolines appear on the property. While these have not been specifically addressed in the past, the following applies: trampolines can be in the rear yard only, they must be secured to the ground to ensure they are stable and "windproof", they should be enclosed by a fence and a safety net. **PLEASE CHECK WITH YOUR INSURER AS TO THEIR REQUIREMENTS FOR COVERAGE! Not adhering to their standards will void your insurance, leaving you liable if there is an accident or injury.**

" Maintenance Corner "

The following listed items are considered to be after-hours emergencies. On-Call Maintenance: 266-0079. Carbon Monoxide Detector or Smoke Alarm Alarming, (Alarming is 3 quick beeps every 5 seconds, if the Detector is chirping once every 15 seconds it just needs the battery replaced; remove the battery and come to the office during normal working hours and we will gladly give you a replacement battery).

- Gas Leaks that set off the Carbon Monoxide Detector.
- Flooding, no water or no Hot Water in the home at all.
- Heater not working at all.
- Oven and Burners not working at all.
- Sewage Back-ups of any type.
- Backed up toilet, if this is the only toilet in the entire home.
- Fire in the home of any type.
- Locked out of the house.

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