

# Atlantic Marine Corps Communities Property Management LLC

## **WELCOME!**

Welcome to Atlantic Marine Corps Communities LLC. We are pleased that you have chosen to make your home with us. To help acquaint you with the community, your neighborhood, and some of the regulations established, AMCC has compiled this booklet. We hope this assists you in making Atlantic Marine Corps Communities your new home.

This community is managed by Atlantic Marine Corps Communities LLC. It is our desire to provide the highest quality living environment possible for our Residents. Should you have any comments or suggestions that cannot be answered by your community staff, please feel free to contact us at the following address:

### **ATLANTIC MARINE CORPS COMMUNITIES LLC**

1250 Western Boulevard #L2  
PMB 109  
Jacksonville, North Carolina 28546  
Phone: 1-866-509-2424

AMCC website: [www.atlanticmcc.com](http://www.atlanticmcc.com)

Atlantic Marine Corps Communities (AMCC) is committed to compliance with all applicable fair housing laws, as well as Marine Corps regulations, where communities exist. Your community policies are designed to provide for consistent and fair treatment of all Residents in the spirit of these laws. Our professional goal is to provide you a level of service that exceeds your expectations.

- The staff at your community has an obligation to treat each individual in a consistent and respectful manner.
- Thank you in advance for your cooperation and we hope you enjoy your new home and community.

### **TO OUR RESIDENTS:**

**“Serving the military families that serve our country by developing and maintaining quality communities that put Residents first! Welcome home to AMCC!”**

# Atlantic Marine Corps Communities

## Table of Contents

### Section I General Overview

1. Privatization.....	4
2. Acronyms and Definitions .....	4
3. Points of Contact .....	5
4. Office Locations and Hours of Operation .....	5
5. Resident Services .....	6
6. Resident Inquiries and Concerns .....	7

### Section II Lease Provisions

7. Change in Status/Relocation.....	8
8. Lease Renewal.....	9
9. Continued Occupancy .....	9
10. Move In .....	9
11. Move Out .....	9
12. Eviction and Debarment .....	10
13. Lease Terminations .....	10
14. Pets .....	10

### Section III Your Home

15. In-Home Business .....	11
16. Decorating/Signs .....	11
17. Patios, Balconies and Grilling .....	12
18. Lawn Maintenance.....	12
19. Private Pools and Play Equipment .....	12
20. Storage Sheds, Kennels, Clotheslines, and Fences .....	12
21. Yard of the Month .....	12
22. Trash and Refuse, Disposal and Collection .....	13
23. Recycling .....	13
24. Personal Property Insurance .....	13
25. Extended Absences .....	13
26. Keys/ Lock Outs.....	13
27. Guests .....	14
28. Neighbor Relations/Complaints .....	14
29. Telephone/Cable .....	14
30. Waterbeds .....	14
31. Swimming Pool / Hours of Operations .....	15
32. Community Centers (Sports and Recreational Areas/Fitness Center .....	15
33. Common Areas .....	17

Section IV  
Maintenance

34. General Maintenance .....	17
35. Maintenance Tips .....	19
36. Pest Control.....	21
37. Snow Removal .....	21
38. Self Help .....	21
39. Energy Management .....	21

Section V  
Parking and Behavior Policies

40. Motor Vehicles and Parking .....	22
41. Behavior .....	23

Section VI  
Miscellaneous

42. Safety Awareness .....	24
43. Disaster Supply Kit .....	24

Appendix A	Emergency and Local Services New Windsor, NY .....	28
Appendix B	Emergency and Local Services MCB Camp Lejeune/MCAS New River, NC .....	29
Appendix C	Emergency and Local Services MCAS Cherry Point, NC .....	30
Appendix D	Emergency and Local Services Westover, MA .....	31
Appendix E	Estimated Damage Charges .....	32

Dear Resident,

We at Atlantic Marine Corps Communities are glad that you chose our Community for your new home. We have created the following policies for our communities with your comfort, convenience, and safety in mind. Included among these guidelines are references to policies for amenities that may or may not be available at your community.

For the purpose of these policies, we will refer to the “Resident” as any person who is listed as a Resident on a valid and current Lease Agreement and is entitled to occupy the dwelling unit as a “suitable and responsible representative,” a person 18 years of age or older, who is responsible for supervising someone under the age of 18 as indicated below.

It will be the responsibility of you, the Resident, to ensure that all your family, occupants, guests, invitees, and others comply with all written Community Guidelines and Policies. From time to time, we may make reasonable policy changes, which will be distributed in writing. You must also comply with all posted signs at the Community.

## **Section I**

### **General Overview**

#### **1. Privatization**

Throughout the Department of Defense, military installations have been privatizing their family housing communities in order to improve quality of life for service members and their families. Atlantic Marine Corps Communities (AMCC) LLC is one of several privatization projects that will provide new construction, renovations, and property management for the next 50 years. As such, Atlantic Marine Corps Communities LLC, a private partnership between Actus Lend Lease and the DoN, is proud to assume responsibility for the military family Resident’s housing at MCB Camp Lejeune, MCAS Cherry Point, Stewart Terrace New York and Westover Massachusetts. AMCC Property Management, as the agent for AMCC LLC will perform the day-to-day property management responsibilities. The LLR Property Management staff and the associated on-site maintenance staff stand ready to assist Residents in every possible way to ensure superior quality housing services and amenities.

#### **2. Acronyms and Definitions**

**“Broom Swept”**: Home is left clean throughout including the kitchen, bathroom(s) and garage. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver a broom swept condition.

**“Community Manager”**: The community manager will be responsible for the day-to-day operations of their respective community and ensuring superior Resident services. These duties include but are not limited to: marketing, rent collection, supervising contractors and maintenance personnel, and inspecting the grounds and facilities to ensure Resident satisfaction.

**“Guest”**: a Relative or friend visiting a Resident’s home for a few hours up to fifteen (15) days.

**“Occupant”**: Individuals not responsible for signing the Lease but who reside in the home and are listed as such in block 11 of the Lease.

**“Qualified Military Tenant(s)”**: A qualified military tenant means active duty DOD military personnel with dependents, active duty Coast Guard personnel with dependents, active duty reserve personnel on orders for a year or more, and personnel on active duty under 32 United States Code with dependents.

**“Leasing Consultant”**: The Leasing Consultant is AMCC’s front line representative for Resident satisfaction. They are responsible for housing assignments, receipt of Resident requests for maintenance service, and scheduling and hosting community events throughout the neighborhood.

**BAH** - Basic Allowance for Housing

**CM** - Community Manager

**DoN** - Department of the Navy

**EFMP** - Exceptional Family Member Program

**GM** - General Manager

**MCCS** - Marine Corps Community Services

**MHO** - Military Housing Office

**MM** - Maintenance Manager or Director of Maintenance

**PM** - Property Manager or Director of Property Management

### **3. Points of Contact**

AMCC will provide decentralized property management and maintenance services. Our structure is created to support this. Several Communities will be created at MCB Camp Lejeune, MCAS Cherry Point, MCAS New River, Stewart Terrace New York and Westover Massachusetts. These Communities have been created with a geographic perspective in mind. The homes in the following neighborhoods or villages will become part of the named Community:

#### **Camp Lejeune**

Berkeley Manor  
Midway Park  
New River Air Station  
Paradise Point  
Tarawa Terrace I & II / Knox Cove  
Watkins Village

#### **Cherry Point**

Binder Oaks / Nugent Cove  
Grant's Landing / Grant's Landing (E)  
Slocum Village / Lawson

#### **Stewart Terrace**

Stewart Terrace

#### **Chicopee**

Westover

Each of the eleven Communities named above will have property management and maintenance staff members assigned to this location on a permanent basis. Each Community will be led by a Community Manager who will have at a minimum, a Maintenance Supervisor, Resident Services Coordinator and Maintenance Technician under his/her supervisor. They will be located in accordance with paragraph 4 below.

In addition to on-site property management and maintenance staff members, there are a few property management positions that will serve all Communities and Residents. These positions and where they can be located are listed below:

#### **Director of Property Management**

General Management Office – Berkeley Manor

#### **Director of Operations**

Cherry Point – General Management Office – Grant's Landing

#### **Director of Maintenance**

Maintenance Facility – Tarawa Terrace

#### **Assistant Director of Maintenance**

Maintenance Facility – Tarawa Terrace

### **4. Office Locations and Hours of Operation**

Your AMCC General Management and Community Based Management and Maintenance Offices are in the following locations:

#### **Camp Lejeune Locations**

##### **General Management Office**

Berkeley Manor – 29 Cont Maryland Avenue

##### **Community Management for Berkeley Manor & Watkins Village**

Berkeley Manor – 27 Cont Maryland Avenue (until completion of Community Center)

**Community Management Office for Paradise Point**

3245 Bevin Street (until completion of Community Center)

**Maintenance Office for Berkeley Manor, Paradise Point & Watkins Village**

Paradise Point Maintenance Facility PP1919, at the corner of Stone and Seth Williams

**Community Management Office for Tarawa Terrace**

Building 43 Tarawa Terrace (until completion of Community Center)

**Maintenance Office for Tarawa Terrace**

Building 42 Tarawa Terrace

**Community Management & Maintenance Office for Midway Park**

4050 Cail Drive

**Community Management Office for New River**

1021 Baxter Street

**Maintenance Office for New River**

1023 Baxter Street

**Cherry Point Locations**

**General Management Office**

Building E – Apartment #2

**Community Management Office for Grant's Landing**

Building E – Apartment #1

**Maintenance Office for Grant's Landing**

Building E – Apartment #5

**Community Management Office for Slocum Village & Lawson**

Building E – Apartment #1 (until completion of Community Center)

**Maintenance Office for Slocum Village & Lawson**

Building E – Apartment #5 (until completion of Slocum Maintenance Facility)

**Community Management Office for Nugent Cove & Binder Oaks**

13 Vance Road

**Maintenance Office for Nugent Cove & Binder Oaks**

13 Vance Road

**Stewart Terrace Locations**

**Community Management Office for Stewart Terrace**

1104 Clark Street (until completion of Community Center)

**Maintenance Office for Stewart Terrace**

1104 Clark Street (until completion of Community Center)

**Westover Locations**

**Community Management & Maintenance Office**

62 Griffith Road

AMCC offices will be open weekdays, from 8:00 AM to 5:00 PM; by appointment weekdays, from 5:00 PM to 7:00 PM; and Saturdays, from 9:00 AM to 3:00 PM. Please feel free to call us if you have any questions. AMCC management can be reached at **1-866-509-2424**. After the close of business, messages for office personnel may be left in the appropriate voice mail or by e-mail on our website at [www.atlanticmcc.com](http://www.atlanticmcc.com). For **maintenance requests**; please call our 24-hour customer service center by dialing toll-free, **1-877-509-2424**.

- For Stewart Terrace Residents, you may also call 1-845-567-4176 for maintenance requests during working hours to reach Stewart Terrace Management directly.
- For Westover Residents, you may also call 1-413-593-6700 for maintenance requests during working hours to reach Westover Management directly.

**5. Resident Services**

AMCC will put forth a concerted effort to meet its objective of providing superior housing communities. A successful Resident's First Program is an integral part of this effort. The PM believes that superior service is defined by more than just maintaining buildings; it should also promote social interaction and a sense of belonging and security in a nurturing environment that understands and alleviates the many stresses faced by families. To support this management philosophy, AMCC will provide Community amenities, services, programs and events to provide a complete housing experience.

Leading this effort will be the Community Manager and a team of dedicated employees. Working with MCCS, the Community Managers and Leasing Consultants will plan events, amenities and services. The PM will work to complement the services for the Residents currently provided by MCCS without directly competing with them. Following are some but not all of the amenities and programs to be provided.

- Swimming Pools and Other Recreational Facilities - The Amenity Improvement Program is an extended improvement plan that includes the addition of pools, basketball courts, fitness/play rooms and recreation centers. These facilities will enhance the lifestyle of today's family.
- Play Lots/Tot Lots - AMCC recognizes that social development is a large part of any child's growth and is dedicated to ensure the development and maintenance of play areas or tot lots. These designated areas provide a place for children to feel engaged in play and parents to socialize. Additionally, these amenities give the PM an opportunity to host Community "play dates" to foster a sense of Community belonging.
- Yard of the Month - The PM will sponsor a program to encourage Residents to participate in the overall appearance of their exterior home as well as the Community at large. The PM team members will perform monthly inspections to reward families whose front entryways and grounds are an example to their neighbors. Winners will receive a sign identifying their home and grounds as "HGTV worthy" as well as gift certificates to local restaurants and retail stores.
- Deployed Spouse Program - The PM understands the difficulties and additional stress family members endure when service personnel are deployed. To facilitate in this difficult period, the PM will offer a Deployed Spouse Program that will serve as a social support group. All Residents will be encouraged to attend and share experiences. The PM will look to assist these families in other ways on a case by case basis.
- Parent's Night Out - To reward busy parents with a night away from their children, the Community Management team will organize, at no cost to Residents, a fun evening for children so that Parents can take some much needed time out for themselves. On a quarterly basis, children in the Community will spend Parent's Night out at the Community Center with our Community staff members and other volunteers as they are entertained with arts and crafts, games, movies and/or fun instructional events.
- Movie Nights - Movie Nights will be offered regularly at AMCC Community Centers with complimentary popcorn and soft drinks.
- Craft Night- The PM will host craft making events with local craft merchants. Classes/events will include pottery painting, cake decorating and scrap booking to name a few. All classes will be held at the community centers on-site for Resident convenience.
- Holiday Parties – The PM will organize and promote holiday parties for their respective Residents to encourage neighbor interaction. The focus will be on entertaining children with puppet shows and other holiday based activities.
- Homecomings - There is nothing more moving than sharing in a family's joyous reunion after a long separation. The PM would be on hand to offer a "Hero's Welcome" with red, white and blue carnations, mini American Flags and candy for the children. Or Welcome Back Parties will be held at Community Centers, on a semi-annual basis, in order to accommodate the range of Homecoming dates.

## **6. Resident Inquiries and Concerns**

AMCC's goal is to provide well-maintained and comfortable premises for an exceptional quality of life for all Residents. Resident inquiries or concerns that have not been addressed in the manner that is satisfactory have several alternative avenues for resolution. First, make sure the inquiry or concern has been clearly stated and delivered to the Community Manager of your neighborhood. The CM will respond in a timely manner to the inquiry or concern. In the event the CM does not respond in a manner consistent with the Resident inquiry or concern, the Resident should deliver the clearly written inquiry to the Director of Property Management at the General Management Offices listed in paragraph 4. A third source for the Resident to receive a response to an inquiry or concern not adequately addressed by the CM or the PM is the General Manager who is also located at the General Management Offices.

## **Section II**

### **Lease Provisions**

To assure quality service and amenities, the number of Residents per home will be limited to two-persons-per-bedroom. The occupancy limit may be waived for Residents whose immediate family (spouse and bona fide family members) exceeds two-persons-per-bedroom with the written approval of the DPM. A newborn under the age of six (6) months will not be included in occupancy limits. The waiver of occupancy limit does not include extended families (i.e. grandparents, aunts, uncles, nieces, nephews, cousins, etc.) An exception to this rule would be live-in care providers. Permission for live-in care providers must be requested in writing to the Community Manager with appropriate documentation of need. Approval of a live-in care provider is predicated on specific child-care or health-care issues shown to require full-time, live-in assistance and could impact the number of Residents per home bedroom rule. See paragraph 7. - Change in Status/Relocations for further details. Any other exceptions to this policy must be with the written permission of the Community Manager.

It is the responsibility of the Resident to inform the Community Manager in writing if or when the number of people residing in their home exceeds occupancy limits. Failure to do so will constitute a violation of the Lease Agreement.

A Resident that is a military member may terminate their Lease prior to expiration of term according to the description of Lease Paragraph 27. One circumstance that allows early termination is if a Resident is required to move pursuant to permanent change of station orders. These PCS orders must have an issue date after the date the Resident Lease was signed. If the PCS orders were issued before the Resident Lease was signed then the Resident will not qualify for Lease termination prior to expiration of term.

#### **7. Change in Status/Relocation**

When a change in status, the Resident must notify the AMCC Community Management Office in writing. Examples of a change in status are: a promotion or reduction in rank, enlisted to officer promotion, change in number of dependents, custody of additional dependent or foster care commencement (excess of 6 months or more per year), change in marital status, permanent departure of dependents from quarters (excess of 90 days or more), or requirement for live-in care provider. In the case of permanent departure of dependents from the home (excess of 90 days or more), or a change in marital status, the service member may be required to vacate the home within 30 days of written notification

Availability of alternate homes and the waiting list will determine approval of relocations for change in status requests. Additionally, we require the Lease term be fulfilled and/or that you comply with the provisions of your Lease Agreement therefore, change of status relocations (if approved) will occur at the end of any existing Lease term. If the transfer of homes is approved for change of status, the move will be at the Resident's own expense.

Once eligible personnel are assigned to a home, they will not normally be reassigned unless the construction schedule warrants or a change in status above occurs. Following the construction period, relocations will be considered based on change in status or if the home becomes uninhabitable. If the home becomes uninhabitable through fault of the Resident (i.e. fire, etc.), the Resident will be assessed damages and will be relocated (at Resident's own expense). AMCC will provide temporary lodging on a short term basis. Long term housing will be the responsibility of the Resident if it is determined that eligibility for privatized housing is no longer possible based on investigation of the circumstances surrounding the cause of damages. If by no fault of Resident, the Premises is totally or partially damaged or destroyed by fire, earthquake, accident or other casualty that renders the Premises totally or partially uninhabitable, Resident or Owner may terminate this Lease by giving the other written notice.

If you meet the criteria for transfer, the Community Manager may approve transfers from one home to another and in such instances a new Lease Agreement must be signed. The vacated home will be inspected and must be left in the condition described in the Move-Out Instructions. The Community Management staff will assess charges for damages as applicable in accordance with Appendix E and will require that they be paid upon request.

If Resident terminates this Lease early, because Resident is buying a house, Resident will not be assessed a penalty for early termination during their initial six-month lease term. In such event, Resident will only be responsible for submitting to Owner a written thirty (30) day notice of intent to vacate, notification of intent to



terminate (such as contract on a home) and proof of purchase of the home (such as closing documents) for payment. All home purchase documents must show the same name as on the AMCC Lease.

### **8. Lease Renewal**

As specified in your Lease Agreement, upon the expiration of your initial Lease term, your Lease Agreement will automatically be renewed on a month-to-month basis. Please feel free to contact the AMCC Community Management Office for details.

### **9. Continued Occupancy**

Residents in receipt of Overseas Unaccompanied Permanent Change of Station (PCS) orders may request that their dependents remain in the home during their tour of duty. If approved, the rent of the home will be equal to the amount of BAH w/dependents at the dependents location.

Residents in receipt of Overseas Accompanied PCS orders or Deployment Orders in excess of 90 days may request that their dependents remain in the home while awaiting assignment to overseas family housing. If approved, the rent of the home will be equal to the amount of BAH of the member's new duty station (PCS Orders). At any time during the Resident's absence the family wishes to leave the home and the absence will exceed 90 days, the Resident may be asked to vacate the home in order to allow others the opportunity for housing.

Residents in receipt of CONUS PCS orders or Deployment Orders may request that their dependents remain in the home during their tour of duty. If approved, the rent of the home will be equal to the amount of BAH w/dependents of the member's new duty station (PCS Orders).

Personnel requesting to remain in the home while on terminal leave may request to do so in writing, with a copy of terminal leave orders, to the AMCC Community Management Office. Approval of such requests will be based on availability of housing and length of waiting lists in those housing areas.

Any request for continued occupancy should be submitted formally via an AA form, which will be submitted to the following for recommendation:

1. Command
2. Military Housing Office
3. AMCC

The collective group will make a decision based on each groups' recommendation and the Resident's history. Submit your AA to your Command, at least 60 days prior to detachment.

In the event of a death in the line of duty of the active duty service member, the spouse is authorized to remain in housing for up to 365 days. Rent will be accepted in the form of check, electronic fund transfer, spouse initiated allotment or by money order as all pay and allowances will have stopped for the active duty member. No security deposit will be required in this situation.

### **10. Move In**

As part of the move in process:

- CM and Resident will conduct a joint walk-through inspection of the home prior to the Resident taking occupancy to determine the condition of the home.
- CM will provide Resident with a move-in condition form in which Resident may note the items that are damaged or not in operable condition.
- The Resident must provide to CM in writing within 5 business days after taking occupancy or the walk through, whichever is later, a description and request for repairs of any defects or damage to the home including any furniture, furnishings, appliances, landscaping and fixtures. Otherwise the premises will be considered to be clean, safe and in good working condition other than defects that are not reasonably discoverable through visual inspection.
- Resident should ensure all keys, garage door openers, and access codes to community center are in working order.
- Resident should ensure all trash (1 or 2) and recycling (1) containers are provided with the home.
- Resident will provide signature for payment to include first day's rent.

### **11. Move Out**

If you wish to move out of your home after the Lease term expiration, we require that you submit in writing a 30-day notice of intent to vacate. In order to receive a full security deposit refund (where applicable), you must comply with all Lease requirements including the following:

- Pay all rent and other amounts due to include final days rent.
- Pay for any damages to the home.
- Complete the full term of your Lease Agreement and Lease provisions (except in accordance with Lease Agreement paragraphs 27 and 28).
- Leave your home in the same condition as at the time of move-in, normal wear and tear accepted. AMCC will require a broom swept condition at move-out. Broom swept condition implies that a home is left clean throughout including the kitchen, bathroom(s) and garage. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver a broom swept condition. A cleaner will be hired to clean the home once the home has been through the complete (COM) turnover process. A damage cost sheet outlining costs for homes damaged beyond normal wear and tear is attached.
- All keys and garage door openers must be returned to the AMCC Community Management Office.

## **12. Eviction and Debarment**

Our Community Managers will be responsible for ensuring that Residents comply with the obligations of the Lease Agreement and these Community Guidelines and Policies. Our approach will be to address and correct violations; but our interest is to continually develop an environment that results in a better community for all.

In cases where Residents are unresponsive or disagree with the Community Manager's assessment that a violation exists, the Resident may bring the request or concern to the attention of the Director of Property Management at the AMCC General Management office (locations as noted in paragraph 4 above). If unsatisfied with the response of the Director of Property Management, the Resident is encouraged to bring the request to the attention of the General Manager located at Berkeley Manor General Management Office. If none of the listed resources are able to satisfactorily resolve the issue, the Resident is encouraged to bring the request to the attention of the Military Housing Office, which may be able to assist. If all reasonable efforts to resolve the issue have not been successful, then AMCC and the Resident agree to mediate any dispute or claim arising between them out of this Lease, before resorting to court action. Mediation fees, if any, shall be divided equally among the parties involved. The parties agree to use a mediator selected from the mediation list maintained and regularly updated in the AMCC Community Management Office.

If Resident(s) or Resident's family member is debarred from the Installation by the Commander, the debarment voids the Resident's status as a Resident, the Resident shall vacate the premises no later than 30 days from the date of the loss of status as a Resident and this Lease shall be terminated as of such date. If the Resident fails to comply with the foregoing, the Owner will be entitled to start a suit in court to have the Resident evicted and to pursue the Resident for damages as provided in Section 29 of this Lease. If the Owner starts a suit in court to have the Resident evicted, and the Owner is successful, a sheriff or constable will be able to forcibly remove all persons and personal property from the Premises. The Owner will have no responsibility for the official actions of the sheriff or constable.

Our Community Managers will work with Residents to resolve problems long before they escalate into situations that could result in an eviction. We also recognize that there may be times when it is unavoidable.

## **13. Lease Terminations**

AMCC PM can terminate occupancy for the following reasons as listed in the Lease:

- Misuse or illegal use of the Premises or conduct of Residents, Occupants, Guests or licensees which is detrimental to community safety and health.
- Unacceptable care of or damage to the Premises.
- Abandonment of the Premises. Premises are considered abandoned if, in accordance with paragraph 25. Extended Absences, the Resident is absent from the Premises for more than 7 days and has not notified the PM office of extended absence. At day 30, the home will be cleared of all personal belongings and professionally cleaned in order to be made available for another family.
- Use of the Premises for illegal activities, including but not limited to possession, sale or manufacturing of illegal drugs.
- Commercial transactions not permitted in advance in writing by AMCC PM.
- Construction or renovation relocations see construction and relocation rider attached to Lease for additional information.

- Non-compliance with Guidelines & Policies.
- Non-payment of monthly rent.

#### **14. Pets**

Only two (2) domestic pets (cat/dog) are allowed per home-see Resident Lease (Pet Addendum) for further details. Animals such as farm animals are prohibited. Written approval must be obtained from the AMCC Community Management Office, prior to moving a pet into the home. Residents will be required to provide documentation of vaccinations and license before permission is granted to have the pet in the home. **The pet must be kept inside the home or within the Resident's fenced and gated back yard, if Resident has a gated back yard; except when on a leash and accompanied by and under the Resident's control. Pets are not to be tied or staked outside the home. Invisible fences are not deemed to provide appropriate fencing for the housing of domestic animals. Pets will be housed at the rear of the dwelling only.** Kennels with chain link fence are allowed, but dog houses are only permitted within enclosed yards. Both must be removed upon move out. All Residents with a pet must sign the Pet Addendum and abide by all conditions listed within the Addendum of the Resident Lease. Residents are responsible for any damages created by the pet to the home or the yard, and must repair all damages prior to move out. Otherwise the resident will be charged for such repairs.

At Cherry Point: (as per the installation order)

- Owners are required to microchip their animals for permanent identification.
- When the owner or responsible representative is training, walking, or playing with a pet it will be under positive control. Positive control means that the pet must be under immediate physical control of its owner or the owner's representative. Pet must be on a leash at all times when outside unless confined inside a fenced yard.
- "Pit Bulls" and "Potentially Dangerous Animals" shall not be unattended aboard the Air Station unless confined indoors, or outdoors in a secure, enclosed and locked pen, or other approved structure designed to completely restrain the animal. USDA approved pen must be twice the animal's size plus six inches. The maximum dimensions will be 10 feet by 10 feet by six feet chain link fence.

### **Section III Your Home**

#### **15. In-Home Business**

Permission to conduct a home enterprise such as child care operated by a DoN-approved licensed child care provider, tailoring, tax preparation, etc. in Family Housing should be made in writing to the AMCC Community Management Office. All in-home businesses must be properly licensed by all local, state, and federal laws; in addition to installation requirements. Businesses will not be allowed which adversely affect the tranquility or safety of the military community. Modifications to the home for an in-home business must be submitted in writing and approved by the Community Manager; any modifications will be at the Resident's expense. Businesses will not duplicate the sale of merchandise and services readily available through the installations' officially sanctioned commerce. Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed. It is a Federal offense to attach anything to mailboxes.

#### **16. Decorating/Signs**

**Alterations to the home or property must be approved by Management.** We require that Residents refrain from modifying the walls, shelves, or closets without prior written approval of the AMCC Community Management Office. All approved modifications must be returned to the original condition when vacating the home. We will allow Residents to hang pictures, mirrors, etc. on the walls; but ask that you use appropriate picture-hanging devices; screws, large nails, and adhesive materials are not allowed.

Window Treatment: In order to keep your home at its most attractive and ensure consistent community curb appeal, we ask that all windows must show white to the outside; any other colored window treatments will not be allowed without written permission from the AMCC Community Management Office.

Holiday Decorating: Holiday displays are not permitted on roof surfaces. Follow proper safety precautions and do not overload electrical circuits. Holiday lighting shall be turned off by 10:00 PM and removed following the holiday

season. All holiday displays are to be attached using clips. Nails, staples, etc., are not acceptable, as they may damage the home's exterior.

Signs: Yard sale, patio sale signs or any other type sign or banner advertising an event can only be posted on authorized bulletin boards or other authorized display areas in your neighborhood. These types of signs are not to be attached to traffic/speed limit signs, or trees throughout housing areas. A sign may not be placed more than 48 hours prior to an event; and it must be removed within 24 hours of completion of the event. All yard and garage sales will be limited to Friday, Saturday and Sunday only. Items are not allowed to be left outside the Premises overnight.

Flags: The only flags allowed are official national or branch of service flags. No other flags are allowed at any time (as per HQMC).

### **17. Patios, Balconies and Grilling**

We ask that you keep your sliding door and windows closed and locked during your absence to protect against rain damage. Patio, balcony, or entryways should be kept uncluttered and free of trash; and Residents are not permitted to store flammable and/or hazardous materials, appliances, furniture, boxes, mattresses, trash, clotheslines, or clothes on balconies. The patio or balcony shall not be used for grilling within 20 feet of your home. Outside firepits are permitted at a distance of 20 feet from your home, and must be used properly to include, but not limited to, the use of domes and covers, unless prohibited by base order.

### **18. Lawn Maintenance**

Grounds maintenance will be performed as recurring scheduled work. Grounds maintenance will include common areas within the neighborhood; and front, side, and rear yards (without fencing) for all homes occupied or vacant. Lawn maintenance will include mowing, edging, bi-annual leaf removal and routine tree/shrub pruning, as necessary to maintain a neat, even, and uniform appearance. Grass cuttings will be removed from patios, sidewalks, driveways and pavement. All grass and weeds will be removed from cracks in sidewalks, curbs, and pavement. Shrubs/bushes will be trimmed to maintain a height below or at window ledge height. Residents are responsible for the maintenance of the grounds within their fenced yards and flower beds. Resident is responsible for keeping the front, side, and rear yards free of trash and debris. If resident does not maintain their grounds as noted, AMCC will enforce regulations which over time, if not corrected, could result in possible termination of the residents lease.

Special conditions of having a fenced yard:

- Resident is responsible to maintain areas within fenced rear yards.
- Grass height will not exceed 3 inches.
- If shrubs/bushes in rear yard are mature plants and thus above window-height at the time of move-in, Resident is responsible to keep the shrub at that relative height during occupancy of the AMCC home. Otherwise, Resident is responsible to keep shrubs/bushes trimmed to maintain a height below or at window ledge height.

### **19. Private Pools and Play Equipment**

- Private Pools: Private pools are not to exceed two feet in height. While private wading/swimming pools are allowed for small children, they cannot be left overnight or unattended at any time while there is water in the pool. This presents a safety hazard for children as well as pets. Structures such as personal whirlpools/spas are not allowed. No four foot pools allowed.
- Play Equipment: We permit Residents to have playground equipment, such as toddler-type plastic swing sets or slides in their private yards. ONLY trampolines with safety nets are allowed in rear yards.
- Damages: If pools or play equipment damage the yard, Residents are responsible to rectify such damages or pay for the same.

### **20. Storage Sheds, Kennels, Clotheslines and Fences**

- Storage Sheds: Storage sheds are authorized but must be approved by the AMCC Community Management Office in writing to maintain community appearance.
- Kennels: Kennels with chain link fence are allowed, but dog houses are only permitted within enclosed yards. Both must be removed upon move out.
- Clotheslines: Clotheslines are not permitted unless previously installed.

- **Fences:** The installation of fencing requires written approval from the AMCC Community Management Office prior to installation. Invisible fences are not deemed to provide appropriate fencing for the housing of domestic animals. All fencing installed by Residents must be chain-link, PVC or wood. Chicken-wire is not an approved fencing material. Fence height maximum is five feet. Removal of fencing is not required if the fence meets suitable standards as determined by AMCC. If the fencing is removed, Residents are required to fill holes prior to moving from the home.

## **21. Yard of the Month**

In order to recognize those Residents who consistently go that “extra mile” to ensure that the entire exterior appearance of their home is above average, a “Yard of the Month” program will be coordinated by the AMCC Community Managers during the summer months (May through September.) Yard of the Month awards will be based on the overall appearance of exterior surroundings, to include cleanliness and care of grounds, carports, garages, etc. Although we will be providing lawn care and regular shrub and tree maintenance, Residents are permitted to plant flowers and small shrubs which enhance the overall curb appeal of the residence. Appropriate recognition will be made for each recipient.

## **22. Trash and Refuse, Disposal and Collection**

Trash and refuse includes, but is not limited to garbage, trash and waste. All refuse and trash will be placed at curbside for collection on scheduled collection days prior to 7:30 am. If desired, Residents may place trash and refuse curbside after 6:00 PM on days that precede collection days. All trash and refuse, except as noted below, will be placed in covered containers in accordance with the trash contract. Trash collection is curbside and occurs once a week. Trash containers (minimum of 90 gallons) will be provided to Residents at move-in. House numbers will be marked on the container.

Containers will be filled in a manner that will allow complete closure of lids. Residents will be responsible for cleaning containers frequently to prevent the unsanitary conditions that contribute to insect breeding.

- Plastic bags are for use only as a container liner.
- Limitations on trash container capacity must be observed.
- Any material that might cause injury to the collector (i.e., ashes, sawdust, broken mirrors, etc) must be securely wrapped in several layers of newspaper and placed in containers. Sturdy cardboard boxes that are secured tightly may be used.
- Wet trash or refuse not intended to be disposed of in the garbage disposal must be drained, wrapped in newspaper, or placed in milk cartons and placed in containers.
- Trash and refuse must not include rocks, earth, construction waste, heavy or large objects, large auto parts, explosives, chemicals, any form of hazardous waste, bicycles, or lawn mowers.
- Residents should promptly remove empty trash containers from the curbside to their proper location after collection has occurred.
- Bulk pick-up will be at least every other week. Bulk pick-up includes such items as furniture or other large items. Coordination with Community Manager to schedule move-in pickups, etc. as needed.
- Trash containers must be stored out of the view of the street.
- It is the responsibility of each Resident to prevent the scattering of their trash or refuse containers.
- Residents will be informed of hazardous waste (oils/solvents/paints) policies and procedures regarding proper disposal in their move-in package.

## **23. Recycling**

Collection is curbside and occurs once a week on the same day as waste collection. Items to be included in the recycling program include glass, junk mail and newspapers, cardboard, plastic and cans.

## **24. Personal Property Insurance**

AMCC provides each home with \$20,000.00 Renter's Insurance for personal property; and \$100,000.00 liability coverage, with a \$250.00 deductible. This coverage is purchased on behalf of the Resident. Other than such coverage, Residents', occupants', and guest's personal property and vehicles are not insured under any policy owned, purchased or maintained by AMCC against loss or damage due to fire, theft, vandalism, rain, water, criminal or negligent acts of others, or any other cause. We further recommend you acquire renters insurance for items not covered and for potential liability based on negligence.

## **25. Extended Absences**

During extended periods of absence of seven days or more, the Resident is required to notify the AMCC Community Management Office. The PM recommends making arrangements with your neighbors or the property manager to periodically check your home for fire hazards, broken water lines or other potential hazards that may arise in your absence.

## **26. Keys / Lock Out**

In the event you are locked out of your home, please call the office during business hours. After normal business hours please call the after hours emergency number. You must have been listed as a Resident or Occupant on the Lease Agreement and present identification in order for the maintenance person to provide entry into your home. This is for your safety. PM understands that lock outs can occur therefore the first response per year is exempt from any fee but subsequent calls will result in a lock out fee. A \$25.00 lock out fee will be charged if the call is after normal business hours, or on a Holiday. A contact number will be provided in your Welcome Package. If you desire a new lock we will do so for a fee of \$20.00. In the event a key is lost, a fee of \$10.00 will be charged to replace the key.

## **27. Guests**

Visitation period for guests is limited to fifteen consecutive days. Residents must notify the Community Manager, in writing, within 72 hours of a visitor's arrival if the visitor will be staying more than fifteen consecutive days. Special situations, such as temporary custody, should be referred to the AMCC Community Management office and will be dealt with on an individual basis. AMCC reserves the right to control the entry into the community by Resident's guests, agents, licensees or invitees, furniture movers, delivery persons, solicitors, and/or salespeople and may prohibit from the home or community any guests or invitees who, in AMCC's reasonable judgment, have been disturbing the peace, disturbing other Residents or violating Community Guidelines and Policies. As a custodian of the Leased property, the Resident retains responsibility for the guests residing at their home.

## **28. Neighbor Relations/Complaints**

Resident's are reminded that living in close proximity to other families poses certain challenges and opportunities to build life long relationships. Following a few simple rules will help ensure a positive living environment for everyone.

- Keep household noise to a minimum during the hours of 10:00 PM and 6:00 AM. Please remember neighbors often work different shifts.
- Keep the Premises, including the yard, clean and free of any unsightly refuse.
- Know where occupants and guests are at all times.
- Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or noise.
- At Lejeune: All Residents are reminded of the juvenile curfew in effect after 11:00 PM, as per the Installation.
- At Cherry Point and Lejeune: Parents are responsible for proper care and conduct of their children, and must not leave children under the age of 10 unattended in any housing area or vehicle, as per the Installation.

When incidents or situations of a serious nature arise or Residents become aware of a specific housing violation, Residents should report the condition to the AMCC Community Manager and personnel will investigate the complaint and take appropriate action. Serious or repeated violations; or occasions of misconduct will be presented to the AMCC General Management Office for disposition and could result in termination of the Lease Agreement. Valid complaints will remain in the file of the responsible party.

## **29. Telephone/Cable**

Resident's are responsible for establishing their own telephone/cable/internet services. A list of providers is available in Appendix A, B, C, or D for your respective location. The Resident is responsible for all costs incurred with the exception of maintenance to the one telephone line maintained by AMCC. Report any line problems as a maintenance service request. If the problem is with the telephone itself, the Resident is responsible for all charges. Additional phone outlets and/or cable outlets are allowed at Resident expense and are limited to one per room with prior written approval. Resident will not be responsible for the removal of the additional hook-ups or subject to an additional charge at Move-Out as long as prior approval was obtained from the CM.

Each home is equipped with at least one cable TV connection. The names of the cable companies serving the Community are provided in Appendix A, B, or C for your respective housing location. Please note that CB base stations or radio/television aerials and wires are not permitted on any part of the premises. Satellite dishes may be

installed, under the guidelines outlined in the Satellite Addendum to the Lease; and must be removed from the premises at move-out.

Please respect your neighbor's right to the quiet enjoyment of their home by controlling the volume of your televisions, stereos, radios, and parties.

### **30. Waterbeds**

Resident shall not use or have waterbeds or other water-filled furniture in the home unless: (i) Resident obtains a valid waterbed insurance policy; and (ii) the bed or other water-filled item conforms to the floor load capacity of the home.

**31. AMCC Swimming Pool / Swimming Pool Hours of Operation:** Monday thru Saturday, 10:00 A.M. to 7:00 P.M.; Sunday, 11:00 A.M. to 7:00 P.M. (During the designated season and subject to weather conditions. Pool will be closed one day a week for maintenance, normally Mondays.)

We ask that all Residents and their guests observe the posted pool regulations as established by the Property Manager. For health and safety reasons, we require that all persons under the age of 14 be accompanied and supervised by a parent; guardian, or legal custodian; or a suitable and responsible representative over the age of 18, at all times. A Resident or occupant must accompany guests at all times.

- The season shall begin on Memorial Day and end on Labor Day.
- The pool will be closed one day a week for maintenance or repairs and in such situations as hazardous / inclement weather cause the pool area to be unsafe.
- The on duty life guard has the right to close the pool or the pool area during anytime if the lifeguard finds any safety issues.
- Posted pool rules must be observed at all times.
- All persons using the pool area are subject to the State regulated pool rules which will be posted at or around the pool area.
- Please wear only swimwear in the pool, as the strings on cutoffs will clog the filter system.
- Floats, toys, and air mattresses are not allowed; although safety floats for children are permitted.
- The pool and the surrounding area are designated for general pool use which does not include diving or unsupervised aquatic activities.
- All Residents and their guests are asked to refrain from loud or profane language and to conduct themselves in a manner that is not offensive to those around them.
- No persons may bring glass containers of any kind to the pool area.
- The consumption of alcohol is strictly prohibited.
- Children of a diapering age may not enter the pool.
- Fighting and other rule infractions may cause the termination of a person or persons pool privileges.
- For the comfort and pleasure of all Residents, radio and CD players may only be used with earphones.
- Identification may be requested at any time to assure that only Residents/occupants and their guests use the pool.
- Pets are not allowed in the Pool area. (This provision does not apply to guide animals used by handicapped persons.)
- Lifeguards will be provided at AMCC pools so Residents are advised that use of these recreational activities will be in accordance with posted pool rules and pool guidelines which will be provided as a separate document in the Resident welcome packet.

### **32. Community Centers (Sports and Recreation Areas/Fitness Center)**

The social and recreational facilities of your community are provided for you and your family's use and enjoyment. Please observe the rules and regulations noted below that are designed for your convenience and safety. It is your responsibility to be informed of the rules and regulations. AMCC Community Management reserves the right to prohibit the use of the facilities to any individual that AMCC Community Management, at its sole judgment determines the individual has failed to comply with any of the rules and regulations herein or posted in various locations in the communities.

Social and Recreational facilities shall be used at **YOUR OWN RISK**. The Owner and AMCC Community Management are not responsible for injuries sustained from the use of the facilities.

All Residents are required to bring their Military ID card with them when using the facilities.

Residents may check out equipment from the AMCC Community Management Office during office hours, Monday through Friday 8:00 AM to 5:00 PM and on Saturdays from 9:00 AM to 3:00 PM, with proof of residency. We require that a valid driver's license or other identification be left at the AMCC Community Management Office and that all equipment be returned before closing.

#### **A. Community Centers**

- The Community Center is available during working hours, as listed above, for all Residents and after hours for selected areas such as the exercise room and computer room, through key pad access.
- Use of the Community Center for functions can be scheduled with AMCC Community Management on a "first come, first served" basis.
- Resident must be present at all times.
- Resident and guests agree to abide by all Community Guidelines and Policies of the Community and will not use the Community Center for any improper, illegal, dangerous or offensive manner. Resident will be responsible for all actions of guests and/or attendees.
- Animals, except for service animals, are prohibited in the Community Center.
- Resident agrees to leave the Community Center, at the end of use Period, in the same condition as at the beginning of the Period. Resident agrees to accept responsibility and to make monetary restitution for any damages that occur during or as a result of activities during the Period.
- The use of the Community Center for a function *does not* include use of the pool, pool deck or fitness center unless otherwise reserved.

#### **B. Fitness Center**

- Fitness center is available during working hours for all Residents and after hours through key pad access.
- Use fitness equipment properly. Do not lean or sit on the fitness equipment except when using the equipment for exercise.
- Notify AMCC Community Management immediately if any equipment is not working properly.
- No one under the age of 14 is permitted in the fitness center or to use the fitness center equipment, unless personally accompanied by an adult Resident or adult guest who is responsible for their supervision and safety.
- It is advisable to consult with your physician before undertaking any exercise program.
- Food or alcoholic beverages are prohibited in the fitness center.
- Smoking or other tobacco products are prohibited in the fitness center.
- When using the fitness center, proper gym attire, including gym shoes is required.
- All fitness equipment must remain in place.
- Pets are not allowed in the fitness center.

#### **C. Tennis, Basketball and Volleyball Courts**

- Court availability shall be on a "first-come, first served" basis. When others are waiting to use courts, please limit your playing time.
- Wear appropriate attire when on the courts. All players must wear flat, rubber-soled tennis shoes on basketball and tennis courts. Shoes with heels of any kind are prohibited on those courts.
- Pets, strollers, bicycles, skates, skateboards, scooters, riding vehicles, and other such equipment are prohibited on the courts.
- Loud, boisterous, and/or aggressive conduct in the court areas is prohibited.
- Please be considerate of other players on the courts.
- No glass containers of any kind are authorized on the tennis or basketball courts.
- Please dispose of all trash in the proper receptacles.

#### **D. Playgrounds/Tot Lots**

- All those using the playground do so at their own risk.



- Only Residents and accompanied guests under the age of 14 may use the playground. Resident assumes all risks and liabilities associated with any injuries that might occur to themselves, their guests, and occupants when using the playground.
- For safety reasons, all children under the age of 10 must be accompanied and supervised by a parent, guardian, or babysitter 18 years old or older. The supervising adult is responsible for supervision and for the children's safety and compliance with these rules.
- Please do not use the playground/tot lot when the equipment is wet or icy. Notify the AMCC Community Management office if equipment is not working properly or if any equipment is missing.
- Use the playground/tot lot equipment safely. For example, there shall be no standing, kneeling, or riding double on swings, no walking, or running up or down the slide, and no climbing on the swing set.
- No roughhousing, shoving, fighting, or throwing sand, dirt, mulch, or any inappropriate object is allowed on the playground/tot lot.
- Roller skates, in-line skates, skateboards, bicycles, tricycles, riding vehicles, and other such equipment are prohibited.
- Pets are not allowed on the playground/tot lots.
- Please dispose of all trash in the proper receptacles.

Use of sport and recreational areas are at your own risk and all Residents must expressly understand that AMCC Community Management is to be held harmless for any and all injuries, accidents, or losses suffered while using facilities; other than those that may result from the negligence or willful misconduct of AMCC Community Management personnel. The AMCC Community Management Office will make no warranties concerning the equipment or facilities and Residents agree no representations are being made as to the safety, desirability, or quality of equipment or facilities. Residents and their guests or occupants will be responsible for the cost of any repair or service on equipment or facilities due to misuse.

### **33. Common Areas**

All common areas, including but not limited to parking lots, stairwells, breezeways, jogging trails, laundry rooms, courtyard areas, the grounds surrounding your home, clubrooms, sport courts, creeks, lakes, and pools must be kept clear at all times of trash, refuse, and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by Management personnel without notification.

Common areas are for the use and enjoyment of all Residents at the AMCC Community. Any Resident, occupant and/or guest(s), behaving in an unreasonable, illegal, and/or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease Agreement.

Please notify the AMCC Community Management Office of any burned out street lights or common area lights for replacement.

Your AMCC Community Management Office will issue Lease Violations for items such as excessive noise, littered yards, illegal parking, balcony, porch or breezeway violations, unauthorized pets, unauthorized repair of vehicles, and failure to observe speed limits or stop signs within the community, etc. The Lease Violation process will be an initial Letter of Warning; secondly, a Letter of Caution and at the third violation the eviction process will commence.

## **Section IV Maintenance**

### **34. General Maintenance**

Please report any and all service requests for needed repairs to the AMCC Community Management office by phone, email, in person or online. For maximum efficiency, report repairs in the morning whenever possible.

In the event your service request is not completed to your satisfaction and your AMCC Community Management Office staff seems unable to provide a solution, please feel free to contact the AMCC Director of Property Management at **1-866-509-2424**.

Category	Days of Week	Times
Emergency	Monday – Sunday	24 Hours/Day
Urgent	Monday – Sunday	24 Hours/Day
Routine	Monday – Friday Saturday	0800 to 1700 0900 to 1500

Service requests will be completed within the minimum standards as shown below:

Maintenance Type	Response Times
Emergency	Respond within ½ hour during normal working hours. Respond within one hour after normal working hours.
Urgent	Respond within a four hour period in accordance with classification table - Paragraph 8.8.2.3.
Routine	Respond within 24 hours.
Exception	Scheduled appointments or extended maintenance such as, mold remediation or asbestos removal, etc.

**A. Emergency maintenance is provided 24 hours a day.**

An emergency is defined as any occurrence that endangers life or property or that eliminates an essential service. Emergency Service Calls include, but are not limited to:

- Power outage. (We will respond to all outages but may be unable to repair issues caused by the power company provider in your neighborhood.)
- Electrical problems that cause a fire hazard or leave the home without electrical power.
- Inoperative refrigerators or freezer, to prevent loss of food.
- Sewer Backed Up.
- Inoperative toilet, if there is only one in the home.
- Flood.
- Gas leak.
- Broken window.
- Cannot securely exit/enter door.
- Violent criminal activity or burglary. CALL 911 FIRST.
- FIRE. CALL 911 FIRST.

An urgent service call is defined as any occurrence that is a failure but is not an immediate threat to the health of the Residents. Examples of Urgent Calls are:

- Inoperative heating systems, when necessary to avoid severe discomfort (i.e. no heat when temperatures are below 60°F or no air conditioning when outside temperature is over 85°F) or when a fire hazard exists. The temperature measurements are those taken at installation or air field official thermometers.
- Refrigerator not cooling properly.
- One of two toilets inoperative.
- One lock inoperative.

At anytime call **1-877-509-2424** for regular and emergency service requests. For Stewart Terrace Residents, you may also call 1-845-4176 during working hours. For Westover Residents, you may also call 1-413-593-6700 during working hours.

Should you require maintenance assistance or have any questions regarding the operation of your appliances, please contact the AMCC Call Center at 1-877-509-2424.

Before allowing entry into your home, please request credentials from all Maintenance personnel.

### **B. Access To Your Home**

It is imperative that we have access to your home in order to perform routine work, work order request and handle emergency situations; therefore, it is necessary for your AMCC Community Manager to have copies of any and all keys to your home. Whenever maintenance personnel or exterminators enter your home to perform work, they will leave a copy of the service request to let you know what work was performed. We require that written permission be supplied from Residents listed on the Lease Agreement, in order to give access to a home. This includes delivery companies, moving van representatives, out-of-town guests and relatives. The AMCC Community Management Office will provide Resident with reasonable written notice of Management staff or Maintenance staff intent to enter during normal business hours, 8:00 AM to 5:00 PM Monday through Friday and 9:00 AM to 3:00 PM on Saturday, (except National Holidays). Resident agrees forty-eight (48) hours written notice shall be reasonable and sufficient notice. In case of emergency, Management staff or Maintenance staff may enter the home at any time without prior notice.

### **C. Security Devices**

AMCC will have no duty to furnish (or to continue to furnish) alarms of any kind, security guards, or other security devices except as required by law. If AMCC furnishes any security device in the Premises, AMCC will have no obligation or duty to inspect, test or repair any security device unless Resident requests AMCC to do so. Resident must inspect the security devices upon move in, and will be given the opportunity to make comments on their condition on the "Move-In Condition Form". AMCC will make needed repairs only after receiving a written request from Resident. Any and all security devices Resident installs must comply with all applicable laws, and Resident shall not change the entry locks or otherwise deny AMCC access to the Premises. Resident agrees to release, indemnify and hold harmless AMCC, Agent and their representatives from and against any liability (including attorney's fees), arising from or in anyway relating to the use or malfunction of any security device installed by Resident.

## **35. Maintenance Tips**

**A. Garbage Disposal:** Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. Be sure to have COLD water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks), or grease down garbage disposal; which will build-up and cause clogging.

#### Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.
2. If the disposal still does not operate, please call the AMCC Call Center, at **1-877-509-2424**, in order to repair the unit.

**B. Dishwashers (if applicable):** Rinsing your dishes before loading helps prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack only. Please do not place fragile glassware in the dishwasher, because the jet action may cause breakage. See your AMCC Community Management Office for detailed operating instructions.

**C. Toilets:** Clogged toilets can be prevented by ensuring that only toilet tissue, used in moderation, is flushed down the toilet. Keeping a plunger on hand will allow you to quickly solve clogs yourself. Maintenance assistance is available for serious back-ups at the AMCC Call Center, at **1-877-509-2424**.

**D. Light Bulbs:** Your home is supplied with light bulbs at time of move-in. After move-in, it is your responsibility to replace burned out light bulbs in any personal lamps or fixtures. For specialty bulbs, such as fluorescent tubes, please call in a service request to the AMCC Call Center, at **1-877-509-2424**.

**E. Smoke & Carbon Monoxide Detectors:** Your home has one or more smoke detectors. Carbon Monoxide detectors have also been installed in most homes and will ultimately be installed in every home that is serviced with gas. Both of these appliances are hard-wired to the electrical system and have battery back-up. As the proper functioning of these appliances is critical to your safety, we recommend that you inspect and test them on a monthly basis. AMCC maintenance will conduct regular inspections of these detectors during scheduled preventive maintenance and at change of occupancy. It is a violation of your Lease Agreement to remove or tamper with these detectors. Immediately notify the AMCC Call Center, at **1-877-509-2424**, of any malfunctioning detectors.

**F. HVAC Filters:** At move-in, your filter will be new. Maintenance will schedule your filter to be replaced quarterly. It is recommended that the filter(s) in your home be changed on a regular basis to insure proper performance of heating and air conditioning units.

**G. Garage Doors (Where applicable):** Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to the AMCC Call Center, at **1-877-509-2424**, so that qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect your family and friends from potential harm. Please take a minute to read the following safety tips:

- Do not stand or walk under a moving door.
- Do not let children play with or use the garage door openers.
- Teach your children about garage door and opener safety; explain the danger of being trapped under the door.
- When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- Teach your children to keep their hands and fingers clear of section joints, hinges, track, springs, and other door parts.

Should the power fail, you will not be able to open or close the door using the pushbutton or garage door opener. Instead, you will have to pull the RED *emergency release latch* to allow the door to be manually lifted or lowered. It is recommended that the latch be pulled when the door is closed. Use caution when using this release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death.

If your garage door opener needs service, please drop it off at the AMCC Community Management Office for repair or replacement.

#### **H. Care and Cleaning Tips:**

- Floors: Allowing water to stand on any type floor will darken and damage hardwood floors and will loosen tile floors from the glue and may damage the sub-floor. Casters should be used under heavy furniture. Clean all floors with a damp mop and mild cleaner.
- Carpet: Vacuum on a regular basis and steam clean when necessary.
- Ranges: Prior to cleaning, trip circuit breaker or unplug unit from outlet (if not self cleaning). Do not use oven cleaner or steel wool on aluminum parts, painted areas, or knobs. Clean drip pans, knobs, exterior surfaces, broiler pan, lid, and oven racks with a mild cleaner. Clean interior of oven with a commercial oven cleaner following the manufacturer's instructions. For self-cleaning ranges, follow the cleaning instructions listed in the range manual.
- Refrigerators: Unplug refrigerator. Take out all removable parts and clean with warm water and a mild cleaner. Clean all interior and exterior surfaces, including door gaskets. Clean kick plate and drip pan.
- Garbage Disposal: Disposals are for the elimination of soft foods only. Grease, bones and pits should be placed in the trash container. Always run cold water into the disposal when operating. **KEEP HANDS OUT OF THE DISPOSAL.** There is a red reset button located on the unit under the sink. In case of malfunction, press the reset button before calling maintenance.
- Countertops: Please do not use countertops as cutting boards or place hot pans on the countertops.
- Dishwasher: Clean the exterior with warm soapy water. The interior is self cleaning with normal use. Occasionally wipe the gaskets, door edges, and bottom of the door to eliminate soap deposits with a mild cleaner.

#### **I. Mold Prevention:**

- Residents must take positive steps to reduce or eliminate the occurrence of mold growth in your residence, and thereby minimize any possible adverse effects that may be caused by mold. Before bringing items into

your home, check for signs of mold on the items. For example, potted plants (roots and soil), furnishings, or stored clothing and bedding material, as well as many other household goods, could already contain mold growth.

- Regular vacuuming and cleaning along with any anti-bacterial household cleaner, such as Simple Green, and most tile cleaners are effective in eliminating or preventing mold growth.
- Keep humidity in the home as low as possible. Ventilate kitchens and bathrooms by opening windows, using exhaust fans, and running the air conditioner as necessary.
- Promptly clean up spills, or other sources of moisture. Look for discolorations or wet spots and take notice of musty odors.
- Keep heating and air conditioning vents in the open position to reduce condensation.
- **PROMPTLY NOTIFY THE AMCC MAINTENANCE CALL CENTER, AT 1-877-509-2424, ABOUT ANY WATER LEAKS OR WATER PENETRATION PROBLEMS YOU DISCOVER.**
- These tips are in addition to the signed Lease Agreement Mold Addendum.

### **36. Pest Control**

Extermination service is available. Call AMCC Maintenance line if you have pest control concerns. Notices will be given with any pest control procedures to include providing instruction on Residents' responsibility regarding compliance with treatment procedures. Please prepare for extermination services as follows:

- Remove all items from under kitchen and bathroom sinks.
- Pick up toys or other objects that may interfere with application.
- All persons and pets should vacate the premises during treatment and should not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 - 3 hours (4 hours are recommended).
- Remove pet birds from the house; or if the bird(s) cannot be removed place in a ventilated room that will not be serviced.
- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap. Pumps can be restarted about 3 hours after treatment.
- Alligator control is handled by Provost Marshall's Office at all North Carolina installations. Should you encounter, or see an alligator on the community, please contact the PMO at once.

If Residents refuse pest control services at the time of service, Resident will be responsible for all future extermination requirements.

After service, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites. Any Resident with a medical condition that would not allow for pest control procedures should forward medical information to their AMCC Community Management Office.

### **37. Cold Weather/Snow Removal**

Frozen water pipes both indoors and out can be a problem during cold weather season. It is recommended that Residents remove any garden hoses from outside faucets when not in use. This will allow the faucet to drain and possibly prevent freezing and bursting. Familiarize yourself with the water shut off valves in your homes. If a pipe does freeze and burst you can quickly prevent further damage by knowing where these shut off points are.

Snowstorms create emergency conditions in any community and so it is important that the streets be clear to allow for snow and ice removal. In Stewart Terrace there is no "on street parking" permitted during periods of actual or predicted snowfall on any street. If all of your vehicles will not physically fit in your driveway or garage, alternative temporary parking will have to be found. Please contact the AMCC Community Management Office for any special needs.

AMCC will ensure that residential and common area streets as well as common area sidewalks remain clear during times of snow. The Director of Maintenance will be responsible for coordinating snow-clearing efforts. The Residents will be responsible for clearing snow from their individual sidewalks and driveways.

### **38. Self Help**

Privatized housing areas will no longer require the need for Residents to use self help for minor repairs. Please call our AMCC Call Center, at **1-877-509-2424**, to request any services required. Items such as air filters, herbicides and insecticides are available at no charge at the AMCC Central Warehouses assigned to each neighborhood.

### **39. Energy Management**

Saving energy in your home allows for more money to be available for Community Services and for upgrades to your home and common areas. Please help us to provide improvements to your homes and neighborhood by saving on your individual energy costs. Please review the attached "Conservation Tips" that offer simple steps that lead to significant energy conservation.

#### **Energy Conservation Tips**

- **Refrigerators**

- Open refrigerator door only long enough to get the food items you need.
- Organize your food on the shelves for easy access.
- Before storing leftovers allow them to cool, that way your refrigerator or freezer won't have to work to cool them off.
- Refrigerators and freezers operate more efficiently when they are full, but over-loading will prevent cold air from circulating properly.

- **Dishwasher**

- Only wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

- **Stove**

- Defrost food first in the microwave and cover pots to shorten cooking time.
- Keep your oven and range free of grease and baked-on residue.

- **Laundry**

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out your clothes faster.

- **Water**

- Turn the water off while you're not using it - such as when lathering your hands with soap, brushing your teeth and scrubbing dishes.
- Decrease your showering time to about 5 minutes.
- Reduce water usage for watering lawn, washing vehicles and cleaning sidewalks or driveways
- Run full load dishwashers to save energy and water costs.

- **Lights and Other Appliances**

- Replace your incandescent light bulbs with compact fluorescent lights (CFL's), they use 75% less energy and last up to 10 times longer.
- Turn off lights when you leave a room.
- Unplugging or turning off appliances when you're not using them can save a significant amount of energy. This includes computers and monitors.
- Avoid the use of high-energy appliances between the hours of 1300 and 1700.

- **Heating & Air Conditioning**

- Thermostat should never be turned up high to heat a home in a hurry (it won't heat your home any faster).
- Please keep windows and doors closed when using the heating and air conditioning
- Use fans and open windows to create a cross-draft instead of using your central air-conditioning

- Keep your vents free from obstructions.
- Clean washable air filter at least once monthly.
- Use ceiling fans to increase air flow.

## **Section V**

### **PARKING AND BEHAVIOR POLICIES**

#### **40. Motor Vehicles and Parking**

When entering or leaving the Community, we ask that you operate your vehicle at a speed not to exceed fifteen miles per hour regardless of posted signs that may be higher.

The parking lots are for parking automobiles, motorcycles, vans, or pick-up trucks belonging to or used by the Residents and occupants of the community. Parking on grass areas is prohibited.

PM prohibits the parking of motorcycles under breezeways, on sidewalks, patios, or inside your dwelling. Do not park in designated fire lanes, handicapped spaces (unless authorized to do so), or block trash receptacles. Such action is a violation and vehicle will be towed at the owner's expense. Any vehicle towed may be subject to additional fines.

Gasoline powered motorized vehicles, such as golf carts, dirt bikes, and four-wheelers; which are not licensed, are not allowed to be driven in any neighborhood or common area.

All abandoned, inoperable vehicles, and/or vehicles with expired registration are subject to being towed. Any vehicle with an alarm system that malfunctions and/or sounds continuously for one hour, or intermittently for a period of three hours, is subject to being towed.

Vehicles found in "No Parking" areas, red zones, blocking access, stationary for extended periods of time, or in Handicapped spaces (without a permit) will be towed at the vehicle owner's expense and risk. Private garages must be used for vehicle parking.

Observe all traffic and parking signs as the streets and alleys throughout the community will remain open to the public. This ensures access for police, fire, and other vital services. All surface (street) parking is unassigned, unless otherwise specified in your Lease.

All traffic regulations apply to the operators of bicycles/mopeds. Bicycle and moped riders will obey all applicable traffic regulations, signals, and signs, except when dismounted at which time pedestrian regulations apply.

The minimum age of a moped operator is 16. Non-licensed Mopeds will not be driven on streets at any time. Bicycle/moped operators will not wear radio headsets, earphones or other devices, which obstruct their hearing. All bicycle/moped operators and riders will wear a DOT approved helmet. Additional motor vehicle and traffic regulations can be found in the base orders.

The use of street, alley, and parking lots for any other purpose; such as parking or storage of commercial vehicles, taxi cabs, boats, trailers, large trucks, buses, recreational vehicles or large motor homes; or repair of motor vehicles, including oil changes, is prohibited throughout the Community.

Vehicles leaking any gas or excessive oil/fluids shall not be parked in the Community. Major mechanical work on vehicles or storage of inoperable vehicles is not permitted in parking space(s) or elsewhere in the Community. Minor preventative maintenance such as oil changes, spark plugs, etc. can be performed at the Auto Hobby Shop. Fueling of any vehicle or gasoline operated equipment and dispensing of any flammable liquids will be done outside of all buildings, including garages.

Parking for recreational vehicles, boats, trailers, and non-motorized campers is provided for Residents. Apply at your AMCC Community Management Office for a space in your area. In the event space is not available, you will be placed on the waiting list. You may then park your recreational vehicle in the driveway of your home until your space is available. If your Community does not have a lot, then you may also park your recreational vehicle in the driveway of your home.

For the safety of your children, please instruct them not to play in the streets, alleys or parking lots. Speed limit signs are posted in all housing areas. Sound judgment will require speeds to be considerably lower due to traffic conditions and children at play.

**WE CARE ABOUT OUR CHILDREN. . . please drive carefully.**

#### **41. Behavior**

For the comfort and well being of all Residents, the following activities are prohibited for Resident's, occupants, guests or licensee:

- **Possessing a weapon that is not properly registered and not properly stored.**
- Displaying a gun, knife, discharging a firearm or other weapon in the community in a way that may alarm others, or engaging in threatening violence within the community.
- Disrupting our business operations.
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others in or near the Community.
- Behaving in a loud or obnoxious manner that is disruptive to others within the Community.
- Harassing or discriminating behavior towards others in or near the Community (including AMCC Management representatives and employees).
- Possessing, selling, or manufacturing illegal drugs; or possessing drug paraphernalia.
- Storing anything in proximity to gas appliances such as water heaters or furnaces.
- Tampering with utilities or telecommunications lines.
- Handling, storing, using, or disposing of hazardous materials (including motor oil) in a manner contrary to local ordinance and EPA guidelines.
- Burning sterno logs in fireplaces.
- The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices. The use of fireworks is expressly prohibited.

Residents engaging in such activities risk losing the privilege of residing in Atlantic Marine Corps Communities.

### **Section VI Miscellaneous**

#### **42. Safety Awareness**

The following suggestions will help you take an active role in securing your home, property, and most importantly, yourself.

- If you have an emergency, call 911 or the base police. Attempting to call the Management Office will only delay response time.
- Take responsibility for your own safety. Know your local emergency phone numbers.
- Do not open your front door without first verifying who it is at the door. If the person claims to be an employee and you do not recognize them, call the AMCC Community Management Office for verification.
- When returning to your home late in the evening, if possible, always use the main property entrance.
- While on the property and at all times, be observant and always be aware of your surroundings and the people in the area.
- Do NOT display house keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Do NOT affix identifying tags with your address on your key chain.
- Keep a complete list of the serial and identification numbers of all your appliances, computers, television, VCR, stereo, etc. This will greatly aid in recovering stolen goods.
- If you notice suspicious persons loitering around the property, report them immediately to the proper authorities and the Management Office, DO NOT confront them yourself.
- Do not invite strangers into your Home.
- Automobiles and auto accessories such as cellular phones and stereos are prime targets for thieves. Your car should remain locked at all times with items stored out of sight.



- Please insure that all of your doors and windows are locked at all times. If any of your locks are inoperable, please contact the AMCC Community Management Office immediately.
- AMCC Ownership and Management are not responsible for lost, stolen, or damaged property.
- Formerly Used Defense Sites (FUDS) Currently active military bases and facilities, like the Base and housing areas, are NOT considered FUDS however, the following safety precautions apply:
  - a. Be aware that any type of old metal containers that may be found in the area, regardless of age, could be explosive ordnance which retains its explosive potential and may even become more sensitive over time and detonation could occur with the slightest touch. **DO NOT TOUCH!**
  - b. Mark the location with something visible. **DO NOT TOUCH!**
  - c. Call 911.

### **43. Disaster Supply Kit**

The Federal Emergency Management Association (FEMA) recommends each family keep the following items readily available for transport in case of severe weather, earthquake or other emergency: **Be prepared in advance and have emergency materials on hand.**

- **Flashlight/Batteries**
- **Battery operated Radio with extra batteries**
- **Water** – at least 1 gallon daily per person for 3 to 7 days
- **Food** – enough for 3 to 7 days
- **Non-electric can opener**
- **Non-perishable and canned foods**
- **Food for infants or elderly**
- **Snack foods**
- **Cooking tools, fuel**
- **Paper plates, roll of paper towels, plastic utensils**
- **Blankets, Pillows**
- **Clothing** – seasonal, raingear, sturdy shoes
- **First Aid kit, Medicines**
- **Toiletries**
- **Cash**
- **Keys**
- **Tools**
- **Important Documents** (keep in a waterproof container)
- **Special needs for Infants or Elderly**
- **Pet Care Items** (food, water, carrier/cage, medicines)
- **At least 3/4 tank of gas in car**

### **Disaster Services**

- **American Red Cross**
- **FEMA**
- **Salvation Army**

(See your provided move-in packet for phone numbers)

**Resident Acknowledges Receipt of Community Guidelines & Policies:**

X \_\_\_\_\_

RESIDENT

X \_\_\_\_\_

RESIDENT

X \_\_\_\_\_

RESIDENT

\_\_\_\_\_

OWNER:

Atlantic Marine Corps Communities, LLC

By  
Authorized Agent

Name: \_\_\_\_\_  
Title: \_\_\_\_\_

X \_\_\_\_\_

DATE

X \_\_\_\_\_

DATE

X \_\_\_\_\_

DATE

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

X \_\_\_\_\_  
DATE



**Appendix A**  
**EMERGENCY AND LOCAL SERVICES**  
**New Windsor, NY**

**Fire.....911**

**Town of New Windsor Police.....911**

**Gas Leak..... (800) 942-8274**

**Ambulance.....911**

**Keller Army Hospital Emergency Room.....938-4004/5**

**Keller Army Hospital Information.....938-2273**

**Maintenance (working hours)..... (845) 567-4176**

**Maintenance (24-hours a day).....(877) 509-2424**

**Management..... (845) 567-4176**

**Central Hudson Gas and Electric.....452-2700**

**Verizon .....(800) 483-7988**

**Time Warner Cablevision..... (845) 567-0036**

**Appendix B**  
**EMERGENCY AND LOCAL SERVICES**  
**Camp Lejeune/New River, NC**

**Fire.....911**

**Police.....911**

**Camp Lejeune.....451-2555**

**MCAS New River.....449-6111**

**Ambulance.....911**

**Hearing Impaired .....451-4444**

**Hospital.....450-4300**

**Maintenance..... (877) 509-2424**

**Management..... (866) 509-2424**

**Charter Cable..... (800) 955 7766**

**Sprint Telephone.....347-9011**

**Progress Energy..... (800) 419 6356**  
**(Tarawa I & II, Knox Cove only)**

**Appendix C**  
**EMERGENCY AND LOCAL SERVICES**  
**MCAS CHERRY POINT, NC**

**Fire..... 911**

**Military Police.....466-3615**

**Airplane Crash.....466-5025**

**Ambulance.....466-4419**

**Emergency Room.....466-3137**

**Hospital Information.....466-5751**

**Maintenance..... (877) 509-2424**

**Management..... (866) 509-2424**

**Time Warner Cable.....447-7902**

**Carolina Telephone.....633-9011**

**Progress Energy..... (800) 419-6356**

**Appendix D**  
**EMERGENCY AND LOCAL SERVICES**  
**Westover, MA**

<b>Fire.....</b>	<b>911</b>
<b>Chicopee Police Department.....</b>	<b>911 or (413) 592-6341</b>
<b>Ambulance.....</b>	<b>911</b>
<b>Baystate Medical Center.....</b>	<b>(413) 794-0000</b>
<b>Mercy Hospital.....</b>	<b>(413) 748-9000</b>
<b>Maintenance (working hours).....</b>	<b>(410) 593-6700</b>
<b>Maintenance (24-hours a day).....</b>	<b>(877) 509-2424</b>
<b>Management.....</b>	<b>(866) 509-2424</b>
<b>Chicopee Electric Light.....</b>	<b>(413) 598-8311 / 2400</b>
<b>Verizon .....</b>	<b>(800) 980-9999 or (413) 781-6000</b>
<b>Comcast Cable.....</b>	<b>(800) 266-2278</b>

## Appendix E Estimated Damage Charges

### STANDARD REPAIR / REPLACEMENT CHARGES

Items that are missing or damaged at move-out will be assessed charges based on the estimated charges listed below. A representative list of various repair and replacement charges is provided below. Please note that this is not a complete list and you may be charged for other items not on this list. Other charges are possible based on circumstances not recognized as a **normal condition** at the time of move out.

Window Glass	\$50-\$300
Patio Door Glass	\$165-\$650
Window Screens	\$10-\$35
Door Keys	\$10 each
Keys not returned	\$10 each
Doors	\$50 minimum
Light Fixtures Interior	\$20-\$150
Light Fixtures Exterior	\$15 & Up
Ceiling Fan	\$60 & Up
Refrigerator Shelves / Racks	\$10-\$60
Garbage Disposal	\$15-\$115 each
Ice Trays	\$2 each
Crisper Covers	\$5 each
Refrigerator Drawers	\$50-\$65
Countertop Repairs	\$50-\$350
Drip Pans	\$5 -\$50
Broiler Pans	\$20 each
Shower Rod	\$8 minimum
Sink / Disposal Stopper	\$4 each
Smoke Detectors	\$10-\$50
Stove Burners	\$15-\$20
Carbon Monoxide Detectors	\$25-\$50
Range Hood Filter	\$10-\$20
Mirrors - Bathroom	\$45-\$65
Ceramic Tile (If applicable)	\$15 & Up
Plumbing Fixtures / Hardware	\$15 & Up
Appliance Repair (Chips)	\$50-\$100
Sink Repair (Chips)	\$20-\$40
Bathtub Repairs (Chips)	\$25-\$75
Mini Blinds	\$35-\$300
Mini Blinds Plastic Wand	\$3-\$5
Removal of storage / other items	Local area cost
Lost/Non-Returned Garage Door Opener	\$25
Lost/Non-Returned Community Center Access Card	\$10



