

Welcome to Your New Home!

This resident guide has been designated to familiarize you with all the facilities and services available within the Glen Haven community.

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with the Glen Haven community. If, by chance you have a particular question not covered in this handbook, please do not hesitate to contact the Community Management Office at (301) 649-9700. Our management personnel are trained professionals who are committed to your satisfaction.

Sincerely,

Balfour Beatty Communities

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GENERAL INFORMATION

PRIVATIZATION

WRAMC is one of many Army installations to have privatized housing. As such, Balfour Beatty Communities, a private partner with the Army, is proud to take care of our Residents housing needs. In addition to the Community Management Office at Glen Haven, The Residential Communities Initiative (RCI) Office located on the main post stands ready to assist in any way to make WRAMC family housing pleasant.

RENTAL PAYMENT

Residents living in WRAMC family housing will release their BAH to Balfour Beatty Communities. In the event that both husband and wife in one home/dwelling are active duty Residents, only the senior member or the member drawing BAH with dependant rate will release the BAH to Balfour Beatty Communities, whichever is higher. In the event of the senior members BAH is not equal to the required monthly rental rate, a portion of the other members BAH will be paid to make up the difference of the required rate. Residents will not make monthly payments; instead they will sign a Resident Responsibility Agreement that will contain a provision authorizing the Army's allotment management to vendor to process the BAH allotment from the Resident's account to Balfour Beatty Communities' rental income account. The Residents will only sign one set of start-up paperwork for the full tenure of residency. No additional updates will be required. Should the Resident Responsibility Agreement term begin other than the first day of a month, Residents will be required to make the partial month's rent payment via credit card or money order covering the remaining days of the move-in month. All BAH payments are collected in arrears.

In the Resident Responsibility Agreement, Residents agree to execute any documents which necessary to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to Balfour Beatty Communities, and agree to take no action to terminate these automatic payments without making arrangements with Balfour Beatty Communities. By paying through the automatic payment system, no security deposit will be required. Rent will continue to equal BAH as adjustments are made to Residents' BAH for periodic increase or promotion/demotions.

RENTER'S INSURANCE

Balfour Beatty Communities will provide personal property (content) insurance for every home. For peace of mind, Residents should ensure that adequate coverage is provided for furniture, jewelry, clothing and other personal property. We recommend that you obtain additional personal

property insurance and liability insurance. The insurance provided by the Landlord should be augmented to fully cover personal property from theft, vandalism, and fire and water damage. Balfour Beatty Communities does not provide liability to Residents nor does the personal property insurance extend to vehicles, boats, recreation vehicles and motorcycles. A minimum deductible is applicable to all residents.

A coverage brochure will be provided to each family describing the terms, limits and conditions of the policy and coverage.

If a loss is sustained and a claim needs to be filed, Residents should notify the Community Management Office, within 24 business hours.

MOVE-IN

Once a home has been assigned, the Resident will be given a confirmation letter showing the house number address and the move-in date so this information can be provided to the Transportation Office and the move-in can be scheduled.

On the move-in date, the Resident will be given a housing orientation. This will consist of an explanation of terms of the Resident Responsibility Agreement, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the Property Condition Report.

The Resident will be given the option of signing a "Authorization to Enter" which will authorize service request to be performed without the Resident or a designated adult representative being at their home for the requested work and further agreeing to isolate any pets to a room in the home that will not be accessible by the maintenance personnel. Otherwise, a time to perform the work will be scheduled by the Community Management Office.

A Community Management person will accompany the Residents to their home, complete the Property Condition Report, provide instructions on operation of appliances, and point out the location of thermostats, circuit breakers/fuse boxes, and water shut-off valves.

USE AND RESIDENCY

Only the listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The Resident agrees that the number of residents will not exceed the number and names shown on the Resident Responsibility Agreement. Residents must notify the Community Management Office if a family increases in size due to an event such as the birth or adoption of a child or addition of another dependant. Community Management will update their records to reflect the correct size family.

In the event that any person using or visiting the premises fall or is injured in any way, such person shall report to Community Management the date, time, place and conditions of such occurrence and the names of all persons who have witnessed the same. Such report shall be given no later than the next business day after the event occurred.

COMMUNITY POLICIES ENFORCEMENT

By signing the Resident Responsibility Agreement, Residents have agreed to abide by its terms, including the provisions in the Resident Guide. Residents are also required to comply with all applicable laws, regulations, policy letters and orders. Civilian Residents who reside within the community are also subject to the terms of the Resident Responsibility Agreement, the Resident Guide, and applicable laws and regulations. Residents are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, WRAMC command authorities may also deny or limit a soldier and his/her family members' access to the community. These violations may also be considered a breach of the Resident Responsibility Agreement, resulting in its termination.

Notice Of Violations

Community Management may issue notices for violations of obligations under the Resident Responsibility Agreement or Resident Guide. For more serious violations, termination of the Resident Responsibility Agreement may occur without previously issuing notices of violations.

Balfour Beatty Communities may likewise choose to issue citations and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

Community policies enforcement is as follows:

- A Discrepancy Notice will be issued for minor violations. These types of violations require correction within two (2) days of receipt of the notice. Failure to do so will result in a formal Letter of Caution.
- A Letter of Caution will be issued for a Resident's first major violation. Residents will have two (2) days from receipt of the letter to correct the violation. Should the Resident fail to correct the violation within the two (2) days, a Letter of Warning will be issued.
- A Letter of Warning will be issued for a Resident's second violation of any nature. Resident will have two (2) days from the receipt of the letter to correct the violation. Should the Resident fail to correct the violation within two (2) days, a Letter of Eviction may be issued to the Resident.
- A Letter of Termination of Residency will be issued for a Resident's third offense of any nature. The Resident will have thirty (30) days in which to vacate the home.

Based on the nature of the incident and any other documentation contained within the Resident's File, the Community Manager will determine the appropriate Letter of Caution, Warning or termination of the Resident Responsibility Agreement to issue.

Blatant disregard for the rules and regulations as set forth in the Resident Guide by any Resident, regardless of the number of warnings previously received, is grounds for termination of the Resident Responsibility Agreement.

Conflict Resolution

In the event of a dispute over community policy enforcement, a Resident may submit a letter requesting an appeal to the Community Manager. Should no resolution be reached, the Community Manager will review the dispute with the Project Director. The Project Director will render a decision. If the Resident is not satisfied with the outcome of the decision, he/she may request a review by the RCI Asset Manager. The RCI Asset Manager and the Project Director will render a decision. Should the Resident not be satisfied with that decision, he may request arbitration. Should arbitration become necessary, both the Resident and the Project Director will agree to abide by the decision that is rendered.

MOVE-OUT

Move-out will occur under the following conditions:

- a. At the Permanent Change of Station (PCS) of the Resident unless PCS orders authorize retention under Deferred Travel or due to a dependant restricted tour. In each of these cases. The Resident must submit a Request for Exception to Occupancy to the Community Management office.
- b. Thirty (30) days prior to the Separation/Retirement of the Resident
- c. If the Resident becomes ineligible to remain in housing, the home will be vacated immediately.
- d. The Resident requests to vacate housing and move, provided their initial Resident Responsibility Agreement term has been fulfilled and they have given thirty (30) days written notice to the Balfour Beatty Communities Management Office.
- e. If prior to the expiration of their initial Resident Responsibility Agreement term, the Resident will provide thirty (30) days notice, remit BAH through that period and pay a fee equal to thirty (30) days of BAH to cover Landlord's costs to re-let the home.
- f. The Resident qualifies for a change in housing due to a change in their military status or in size of their family. In those cases, the Resident may submit a new application for appropriate housing in accordance with the assignment policies. When the move is at Government expense, the assignment date will coincide with the transportation appointment. When a Resident is transferring from on home, in housing, to another, they will have four (4) business days to clear their existing home.

Move-Out Inspections

A minimum of thirty (30) days written notice must be provided to the Community Management Office prior to vacating any unit. The exception to this policy will be waived if short notice of a pending PCS was received by the Resident. Short notice will be considered as less than thirty (30) days notice of a pending PCS. In addition to the vacate notice, if the Resident Responsibility Agreement is being terminated prior to the expiration, a copy of the military orders must accompany the notice.

Upon receipt of the above information, Community Management will provide the Resident with written instructions on minimum standards of cleanliness and conditions that are required when vacating the home. The resident may opt to clean his/her quarters themselves or opt for a contract cleaning.

A pre move-out inspection will be scheduled with the resident. The purpose of this inspection is to make the Resident aware of any items that will not meet standards prior to moving. The Property Condition Report that was completed at move-in will be referenced when performing this inspection. Charges will be assessed for any damages that are not as a result of normal wear and tear. The Resident will be made aware of the amount of charges that will be assessed if the damages are not repaired.

In the event the Resident elects to have their home cleaned by another source, the Resident may contact the Community Management to do so. The request must be made in writing to the Community Manager. The Resident may elect to use a source of their choice or use the contracted vendor of Balfour Beatty Communities to clean their home. If the resident elects to use a source other than Balfour Beatty Communities, all services to the home must be complete prior to the final inspection of the home. If the resident elects to use the contract vendor, the resident will make full payment for the cost of cleaning with a money order or credit card at the time of the final move-out inspection.

An appointment for a final move out inspection will be scheduled on the day of move-out. All damages/deficiencies to the home noted during the pre move-out inspection must be corrected prior to the final inspection. If the damages to the home have not been corrected at final inspection, payment is due immediately and the Resident may elect to pay for the damages by credit card or money order.

Any damage charges in excess of \$300 will be documented with photographs.

Upon completion of the final inspection, the Community Management Office will accept the keys and will issue a Termination of Housing Certificate to the Resident. Please refer to page 29 of the Resident Guide for self clearing cleaning procedures or stop by the Community Management Office to obtain a copy of the guidelines.

Abandonment

If the Community Management Office is informed of or discovers a home that has been abandoned by the Resident, the Community Manager will notify the Unit Command and request a determination of status of the Resident. If it is determined that the home is indeed abandoned, the Community Manager will assist the unit Command with completing an inventory of personal property. The Unit Command will then be responsible to box and store the personal property. The Community Manager will contract for cleaning and arrange for change of occupancy maintenance for the home in order to return it to service. The abandoning Resident will be charged for this service, any unpaid rent, damages and a thirty (30) day termination fee. Reimbursement of these charges will be sought through normal collection procedures.

TERMINATION OF THE RESIDENT RESPONSIBILITY AGREEMENT BY MANAGEMENT

The Community Manager will recommend in severe cases that a Termination of the Resident Responsibility Agreement be mandated immediately and issue a notice to the Resident.

In egregious cases, or serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, Resident's actions may result in a termination of the Resident Responsibility Agreement.

If the violation is of a severe nature that constitutes a threat to the safety and/or welfare of the Resident, Community or Community Management, then no Letter of Caution will be necessary and the Community Manager will issue a Letter of Warning.

Examples of severe violations, which are contrary to the safety, and welfare of other Residents and Community Management, include but are not limited to: domestic disturbances, felony convictions, spouse or child abuse, and destruction of property. In the event of a second violation related to the warning, the Community Manager will issue a Letter of Termination of the Resident Responsibility Agreement.

In the event the Garrison Commander bars a Resident from WRAMC, Balfour Beatty Communities may initiate eviction proceedings.

EXCEPTIONS TO OCCUPANCY POLICY

Under the following circumstances, Residents may request an exception to the occupancy policy for family members to remain in housing:

- Residents in receipt of Unaccompanied Permanent Change of Station (PCS) orders
- Resident in receipt of Overseas Accompanied Permanent Change of Station Orders

- Residents in receipt of PCS orders with Temporary Additional Duty (TDY)
- Death of Active Duty Residents

Requests must be made by submitting a Request for Exception to Policy Form to the Community Management Office no less than thirty (30) days prior to the detachment. Any approvals will be contingent upon the Resident signing a Resident Responsibility Agreement Addendum detailing the conditions of the policy exception and providing the name of the designated sponsor for this period.

Requests from Residents who have had incidents involving misconduct either by themselves or their family members or have received notices for violations will not be approved.

At any time during the Resident's absence for the family wishes to leave the housing, the Community Management Office must be notified.

At any time the home is going to be vacant for a period of two (2) weeks or longer, Resident must provide the Community Management Office with the name(s) and phone number(s) of the responsible party that the Resident assigned to look after the home. Sub-leasing is not allowed at any time.

RIGHT OF ENTRY

The Community Management Office has immediate right of entry to homes if emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. Management may also enter, with reasonable notice, to make inspections and/or repairs. *See section under Maintenance for details.*

UTILITIES

All utilities are currently included in the BAH housing allowance with the exception of cable service, Internet service and telephone service. It is the Resident's responsibility to make arrangements for cable TV, Internet access and telephone services. Phone numbers are found in the reference section at the end of this guide.

MAINTENANCE

OFFICE HOURS

The Community Management Office is open Monday – Friday 8:00 am – 5:00pm.

Emergency Maintenance services are available 24 hours per day. For emergency maintenance service, please call (301) 649-9700.

DAMAGES

There is a charge for the cost of repairs, labor and material for any damage caused to the interior and exterior of the home, garage and/or driveway, and common areas by the negligence of the Resident and/or Resident's family or guests. Resident's will also be responsible for damages made to common areas within the Community. All payments are due within thirty (30) days of the date the repair is completed.

ENERGY AND CONSERVATION

The goal of energy and water conservation is to ensure that the essential needs of all Resident's are provided without waste. Energy conservation is a key element in WRAMC's effort to become energy efficient. Residents are responsible for practicing conservation to avoid waste. The following tips are suggested for Residents to conserve and reduce energy consumption without sacrificing comfort:

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the heating season, turn thermostat back to lowest setting but not lower than 50 degrees to prevent water lines from freezing
- If the home will be vacant for an extended period of time (weekends, holidays or vacation) during the air conditioning season, turn thermostat up to a higher setting
- Keep doors and windows closed whenever air conditioning or heating is in operation
- Check toilets and faucets for leaks. Report leaks to Community Management immediately.
- Make sure faucets are shut off properly
- Use flow control nozzle/spry head device for outdoor hoses
- Run dishwasher when fully loaded

- Take short showers instead of baths
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow shower heads
- Wash full loads of laundry and make sure the water level is right for the size of the load
- Turn off lights when not needed in unoccupied areas such as garages and outdoor areas during daylight hours

HOME INSPECTIONS

Periodic inspections of homes may be conducted, as there is a preventive maintenance program to maintain and assess HVAC systems, appliances, smoke detectors, and carbon monoxide detectors. Residents will be notified via newsletter, fliers and/or postings on their housing website at www.wramchomes.com as to which days' maintenance personnel are scheduled to be at the Resident's home to perform preventative maintenance. If the Resident has a "Release to Enter" on file, it will not be necessary for the Resident to be present in order to have the work performed. If the Resident does not have a "Release to Enter" on file, the technician will leave a door hanger note indicating their attempt to perform the work and asking that the resident call the Maintenance Office to reschedule. All homes must have their fire and safety systems inspected at a minimum of two (2) times per year.

Inspection of Resident homes in relation to ground maintenance and general appearance will be unscheduled. If required, a notice will be issued to Residents advising which conditions need to be corrected. A re-inspection will occur in two (2) days to confirm that corrective action was taken to correct all deficiencies.

LOCKS & KEYS

Only the Resident listed on the Resident Responsibility Agreement will be issued keys to the home.

Residents are permitted to alter existing locks or install any additional locks with written permission of the Landlord. Permission is to be obtained by submission of a Request for Alteration Form. The permission will stipulate that the replacement lock must be the same manufacturer of the existing lock and that the Community Management Office must be in receipt of a copy of the new key.

Should keys become lost, immediately notify the Community Management Office. The lock will be changed and the Resident will be assessed a \$50 replacement fee.

LOCK-OUTS

If a resident requests the Community Office to unlock the door of a home, the following charges will be incurred:

Lock outs during regular business hours	No Charge
All after hours and weekend lockouts	\$50.00

A Resident listed on the Resident Responsibility Agreement must be present at the time that the door is unlocked and show proper identification upon entry into the home. In the event a minor listed on the Resident Responsibility Agreement is locked out of the home, the Community Management Office cannot issue entrance into the home without first gaining permission from an adult member of that home. Management cannot assume the responsibility of issuing entrance to a minor should the minor become injured while not under adult supervision.

MAINTENANCE EMERGENCY

Emergencies will be handled immediately. Emergency situations consist of:

- **Fire – Immediately call 911**
- Lack of electricity
- Broken or non working exterior doors, locks and windows
- Roof Leaks
- Lack of heat when outside temperature is below 50 degrees
- Lack of air conditioning when outside temperatures is above 80 degrees
- Lack of Water or Hot Water
- Non-functioning toilet when only one exists in the home
- Gas leak
- Ranges when entire range is inoperable
- Refrigerator when not working sufficiently to chill food
- Locked out of home
- Flooding
- Broken pipes
- Any life safety or health concern
- Water flowing from grass or street areas (possible underground pipe break)
- Overflowing manhole

Contact the Community Management Office immediately for assistance when any of these situations occur (301)649-9700.

MAINTENANCE SERVICE REQUEST

If a Resident requires routine maintenance, contact the Community Maintenance Office, Community Management Office or complete the service request on-line via the website at www.wramchomes.com. Emergency Maintenance requests MUST be called in to the Community Management office (301)649-9700.

PEST CONTROL

Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices. For professional pest control treatment, Residents should contact the Community Management Office.

Residents are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests
- Ensure windows and doors are screened and properly fit
- Repair holes or cracks that permit access to the home, or request Maintenance to perform these tasks
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed

- Regularly remove excessive clutter in and around the home of debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods
- Promptly clean up spoiled foods, crumbs, drinks, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and cat litter box daily. Clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- Have leaks and dripping faucets repaired promptly

Failure to maintain a home as described above may result in charges for pest service or the termination of the Resident Responsibility Agreement.

A Licensed pest control vendor will perform control treatments in every residence on a requested basis. Request for Treatment may be made by contacting the Community Maintenance Office.

If a Resident is allergic to common pesticides or has any reaction at all, notify the Community Maintenance Office.

Pesticides may be hazardous to infants under 3 weeks old, persons who are aged, pregnant, have heart, liver or respiratory problems or allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and he will advise o any special safety precautions required.

Control of pests outside of the home includes those in and around trees and shrubs. Pest control services for these types of problems may be made by contacting the Community Maintenance Office.

Problems involving wasps, bees, hornets, bats, mosquitoes, snakes, rodents (other than mice), ticks, fleas and birds should be reported to the Community Maintenance Office.

HOUSEHOLD REFUSE COLLECTION

Refuse containers will be provided for all town houses. Recycle containers will be provided for all town houses and apartments. Residents residing in apartments will place their trash is the provided trash compactors and designated recycle bins/containers. Residents residing in town houses will place their trash at curbside for trash pick-up the evening before the scheduled pick up day. No trash may be put at curbside prior to 1900 the evening of the scheduled pickup.

Recycling

Recycling at WRAMC/Glen Haven is mandatory. All occupants will be provided a blue poly cart that they can place recyclable materials. No recyclable refuse may be put out prior to 1900 the evening before the scheduled pick up day.

ALL RESIDENTS MUST RECYCLE THE FOLLOWING ITEMS:

Glass: Amber/Brown, Clear, Green. This will include only glass containers that food or drinks come in. (Examples are: beverage/drink bottles, jelly jars, ketchup jars, mustard jars, pickle jars, etc.) It does not include such items such as auto class, cookware, plates, cups, bowls, ceramic pots, and the like. All recyclable items should be rinsed prior to placing in the recycle bins/containers.

Plastics: All plastic bottles/containers with the number #1, #2, or #5 stamped on the bottom of the containers. (Examples are: drink containers, milk jugs, laundry detergent jugs, bleach containers, shampoo bottle, conditioner bottles, etc.) No motor oil containers please. (Remove lids, empty all solids and liquids and rinse before placing in recycle bins.)

Paper: Newspaper, Sales Papers, Junk Mail, Magazines, Phone Books, Catalogs, School Papers, Calendars, Folders, etc... Place all paper products in a paper bag and place on top of your blue cart. Do not recycle paper items that have food waste on them such as used paper plates. Cardboard: Shipping and Packing Boxes, Shoe Boxes, Cereal Boxes, Cookie/Cracker Boxes, Shirt Boxes, Paper Towel Spools, Poster Boards, etc...break down all cardboard boxes. Large quantities of cardboard that won't fit or that will fill up recycle bins should be broken down and stacked neatly beside the recycle bin/containers.

Cans: Metal and Aluminum. No motor oil please. (Empty all liquids and solids from cans and rinse before placing in recycle bins.)

Computer Printer Toner Cartridges (ALL): Using the carton that your new cartridge came in, place the old cartridge in the same box and tape top closed prior to placing in the recycle bin.

Large Recyclable Items: Large recyclable items such as refrigerators, stoves, washer, dryers, grills, bicycles, etc... must be placed next to the curb on the day that your bulk recyclables are collected.

Household Hazardous Waste

Paint: Dry latex paint can be thrown away with the regular trash. Latex or oil-based paint that is usable can be recycled. Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available, though they tend to be more expensive than traditional paints.

Aerosol Cans: Empty aerosol cans may be disposed of with the regular refuse. Minimize waste by completely using aerosol-packaged products prior to disposal.

Motor Oil and Vehicle Batteries: No vehicle maintenance is allowed in WRAMC's family housing area. Off-post maintenance shops have collection points for motor oil and heavy battery recycling.

Drugs: Prescription drugs should be washed down the drain with water.

Lamps: Light bulbs can be disposed of with regular trash.

Batteries: Small flashlight or calculator-type batteries can be disposed of with the regular trash.

Disposal Guide

You are encouraged to purchase amounts of products that can be used up readily; read and follow label safety directions, and if you can't use it up, follow label safety and storage instructions and/or the disposal guide for proper disposal.

In addition, the U.S. Environmental Protection Agency recommends non-hazards alternatives for common household products. Please consider these guidelines for any household cleaner or pesticides.

Household Cleaner	Alternative
Drain cleaner	Use a plunger or plumber's snake.
Oven cleaner	Clean spills as soon as the oven cools using steel wool and baking soda; for tough stains, add salt (do not use this method in self-cleaning or continuous-cleaning ovens).
Glass cleaner	Mix 1 tablespoon of vinegar or lemon juice in 1 quart of water. Spray on and use newspaper to wipe dry.
Toilet bowl cleaner	Use a toilet brush and baking soda or vinegar. (This will clean but not disinfect.)
Furniture polish	Mix 1 teaspoon of lemon juice in 1 pint of mineral or vegetable oil, and wipe furniture.
Rug deodorizer	Deodorize dry carpets by sprinkling liberally with baking soda. Wait at least 15 minutes and vacuum. Repeat if necessary.
Silver polish	Boil 2 to 3 inches of water in a shallow pan with 1 teaspoon of salt, 1 teaspoon of baking soda, and a sheet of aluminum foil. Totally submerge silver and boil for 2 to 3 more minutes. Wipe away tarnish. Repeat if necessary. (Do not use this method on antique silver knives. The blade will separate from the handle.) Another alternative is to use nonabrasive toothpaste.
Plant sprays	Wipe leaves with mild soap and water; rinse.
Mothballs	Use cedar chips, lavender flowers, rosemary, mint, or white peppercorns.
Flea and tick products	Put brewer's yeast or garlic in your pet's food; sprinkle fennel, rue, rosemary, or eucalyptus seeds or leaves around animal sleeping areas.

DO NOT mix anything with a commercial cleaning agent.

If you do store a homemade mixture, make sure it is properly labeled and do not store it in a container that could be mistaken for food or beverage.

When preparing alternatives, mix only what is needed for the job at hand and mix them in clean, reusable containers. This avoids waste and the need to store any cleaning mixture

Bulk Pick Up

Routine bulk (couches, chairs, etc.) pick up is provided on a monthly basis. Residents will make arrangements through the Community Management Office for special move-in/move-out arrangements. Residents will place items on the curb no earlier than 1900 the evening before the scheduled pick up day.

The following conditions apply for bulk collection:

- Bulk items will be picked up at the curb
- Yard waste (i.e. grass clippings, shrub trimmings, weeds, etc.) that is bagged and left at the curb will be collected
- Branches, in lengths no longer than 5 feet, must be bundled, tied, and left at the curb. Bundles must be small enough to be handled easily by one person.
- De-rimmed tires will be collected

COMMUNITY POLICIES

AIR CONDITIONERS

Resident owned air conditioners are prohibited. All homes have centrally installed heating and air conditioning units.

APPLIANCES

All homes are fully equipped with a stove, hood vent, refrigerator and dishwasher. The above listed appliances may not be removed or replaced with privately owned appliances unless approved by the Community Manager. The standard appliances listed above may NOT be moved in any way that alters the current layout of the homes without written permission from the Community Manager.

BBQ/OUTDOOR GRILLING

Portable barbecues are prohibited except in designated areas.

Pursuant to Section 22-81 of the Montgomery County Code, the use of charcoal burning or other fuel burning equipment outside of any multi-family dwelling is prohibited unless such cooking is at least twenty (20) feet from every part of the building. Any violation of any provision of this chapter or regulations promulgated hereunder shall be punishable as a Class A violation as set forth in section 1-19 of chapter 1 of the county code.

- Never use a grill (charcoal or gas), woks, turkey fryers or other fuel burning grill for cooking on patios/balconies.
- If you have a grill or grill equipment and are storing it on your patio or balcony the gas/propane tank **MUST** be disconnected.
- Do not dispose of hot charcoals unless completely cool.

BOARDERS

Sub-Leasing, boarders, or paying guests are prohibited.

BURNING AND BONFIRES

Burning rubbish or bonfires is prohibited.

CHILDCARE PROVIDERS

Childcare providers are permitted within the community in accordance with the Family Child Care (FCC) Program and authorization by Army Regulation 608-10. Family child care in the community is a privilege extended to family members. Only qualified applicants who meet the standards will be certified. The Installation's Family Child Care Coordinator will manage this program. All childcare providers are required to provide a copy of proof of the Army insurance, which will be kept in the Community Management Office's Resident File.

Family Child Care is regulated, home-based childcare provided by certified military family members operating as independent contractors from government-owned or privately owned housing. FCC is a subsidized program, through Appropriated Funds, providing an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC home usually require minor modifications and equipment, which are handled through the FCC coordinators. The Community Management Office must approve modifications that require permanent installation. Also, to assure proper installation, Community Management will arrange to install or supervise the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Balfour Beatty Communities will repair any health, safety and maintenance concerns discovered during the FCC pre-certification, through the regular maintenance and repair program. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. The Army Risk Management Program (RIMP), a self-funded insurance program, provides liability coverage for FCC providers up to \$500K. RIMP will continue to provide liability coverage even in privatized military family housing. To request to become a FCC provider, Residents need to contact the FCC Coordinator.

COMMERCIAL BUSINESSES

Commercial businesses are prohibited in the community. Commercial vehicles are prohibited from overnight parking in the community.

DECORATING AND ALTERATIONS

Residents may wish to add customized accents to make their house feel more like home. While Community Management supports such projects, it requires Residents to obtain authorization from the Community Manager prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, bordered, ceiling fans, structural changes and remodeling. Also, attaching or removing fixtures requires management approval. Authorization may include a requirement to restore the alteration to its original condition.

All requests for alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

DOOR-TO-DOOR SOLICITING

Door-to-door solicitation is prohibited. Residents should notify the Community Management Office when peddlers or uninvited salespeople are encountered during business hours. After business hours, residents should notify the police.

FLAMMABLE LIQUID STORAGE

Storage of gasoline or other flammable liquids is prohibited.

In the event of a leak from a vehicle or a spill of oil, gasoline, other petroleum or hazardous product, the Resident will be responsible to clean up the area immediately and any contaminated soil will be replaced with clean fill material.

GUESTS

Visitors and guests are welcome, but are subject to all rules contained in the Resident Responsibility Agreement and this Guide. Social visits of a temporary nature by Residents or their family members are authorized. Residents are allowed a guest for only 14 continuous days and not more than 30 calendar days in a year without notifying the Community Manager. If at any time a guest is to remain in housing for more than 30 days, a Guest Request Form containing the name of the guest, age, date of arrival, and expected date of departure must be completed and submitted to the Community Management Office. The Community Manager will approve or disapprove the requests.

A visit is bona fide only if the guest is present at the invitation of the host and does not contribute directly or indirectly to any household or other expenses that the host must bear because of such visits. In order to be considered a guest, the Resident must be present.

House sitting is not authorized without permission of the Community management Office

HALLWAYS IN APARTMENT BUILDINGS

Hallways must be kept free and clear of all items. This is a fire regulation. No bicycles, toys, trash bags or any other items are permitted to be stored in the hallway. Items that are found will be removed and the Resident will be charged.

HEATERS

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited.

HOLIDAY DECORATIONS

Holiday decorations can be displayed 30 days prior to the holiday and removed within two weeks after the holiday. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.

HOME ALONE & JUVENILE CURFEW

Home Alone

Residents are responsible for the safeguarding and control of all family members. In accordance with Montgomery County Department of Health and Human Services:

- Supervision is necessary for the protection, care, and management of children and youth. The safety and well-being of children and youth is a priority.
- Parents are held accountable for their decisions regarding their child's/children's supervision and any misconduct by juveniles/adolescents.
- Parents are expected to consider carefully the amount of responsibility their child can successfully assume before leaving them alone. Before leaving any child alone, special consideration should be given to circumstances that place the child at an increased risk of harm such as the child's medications, physical disabilities, mental instability, substance abuse issues, or a previous pattern of misconduct. The

- following provide the standards for the supervision of children and youth at Glen Haven.
- Children from birth – seven (7) years of age should not be left alone for any length of time.
 - Children eight – twelve (8-12) years old are not to be left alone without the appropriate support systems. The support systems must include phone numbers of parents, other family members or neighbors, information about personal safety, and what to do in an emergency.
 - All childcare providers, whether attending younger children in their own home or another Resident's home, should be at least thirteen (13) years of age and be certified through the Red Cross Babysitting Course or similar course whose curriculum has been approved by Child Youth Services (CYS).
 - Additionally, we recommend that adolescent baby sitters not watch more than two children at one time with no more than one of these children being under the age of two years.
 - While in their own homes, Residents will exercise all necessary care to prevent damage to property and injury to Residents. All potentially dangerous items, such as matches, drugs, poisonous materials, flammable materials, etc. will be kept out of reach of children at all times.
 - Residents will ensure that their own children respect and do not damage private property. Fireworks, air rifles, pellet guns and all firearms will not be discharged anywhere within the community.
 - Any abusive or negligence will be reported first to Montgomery County Department of Health and Human Services and then The Family Advocacy Program.

Juvenile Curfew

- Any child thirteen (13) years and younger will not be in a public place in Balfour Beatty Communities from 2100 to 0600.
- Any child between the ages of fourteen (14) and seventeen (17) years will not be in a public place in Balfour Beatty Communities from 2300 to 0530.

For the purpose of this policy, a public place is defined as any location other than the Resident's own home and yard or the home and yard where the Resident is an invited guest.

There is no curfew violation if the child was in a public place during the established curfew hours and was:

- Accompanied by a parent or legal guardian
- Accompanied by an adult at least twenty-one (21) years old and with parental or legal guardian permission

- Attending a school, religious, government-sponsored or work activity. This includes the travel to and from the activity and travel during the activity (i.e. newspaper carriers)
- In a public place as a result of parental direction or to make an emergency errand (i.e. seeking medical assistance)

This policy will be strictly enforced. Residents or guardians who knowingly allow their child or their juvenile guest to violate the curfew policy, or who fail to prevent their child or their juvenile guest from violating this policy, are subject to disciplinary action, civilian prosecution and/or termination of the Resident Responsibility Agreement.

HOT TUBS/WHIRLPOOLS/SPAS/WATERBEDS

Hot tubs, whirlpools and spas in any home are prohibited. Water beds are prohibited on second and third level apartments and prohibited in town houses.

ILLEGAL OR UNAUTHORIZED ACTIVITY

All residents, whether tenants or others residing/visiting them in Balfour Beatty Communities are required by the Resident Responsibility Agreement to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Resident Responsibility Agreement and/or limitation or denial of access to Balfour Beatty Communities.

LANDSCAPING

Lawn care, including mowing and raking is provided for the Residents, except for fenced in yards. Damages to lawns caused by swings, pools, decorations, pets, etc. will be repaired and billed to the Resident.

Residents are responsible for personal flower beds, vegetable gardens and for the removal of trash and debris from their lawns and yards.

Flower Gardens

Residents may implant annual and/or perennial flower gardens in beds in front, rear and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Residents must submit the plan in writing to the Community Management Office along with the Request for Alteration Form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. The Resident, at their expense, will return the

altered area to its original condition prior to vacating housing. Residents in newly constructed areas that remove landscaping plants will be charged for those plants.

Vegetable Gardens

Residents may plant small vegetable gardens within back yards only. Areas used for gardening will be returned to original condition with grass following the end of season at the Resident's expense.

Platforms or structures in trees, attaching swings to the tree limbs and driving nails into the tree trunks are prohibited.

All requests for landscaping alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

LITTER CONTROL

Residents are responsible for picking up trash in their yards. In addition, keep your community clean and beautiful by:

- Using tightly covered trash cans. Bag and tie all garbage and trash bags. Do not leave them sitting out for pets, wild animals or the wind to ravage.
- Placing litterbags in cars and being sure to utilize them
- Picking up trash when seen
- Coordinating and supporting the cleanup projects

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his/her part to keep his or her community litter-free.

NOISE

Be considerate of neighbors. Residents must refrain from making or permitting any disturbing noises by their family members or guests. Any noise or boisterous conduct, including the loud playing of stereos, televisions or musical instruments, which would disturb the peace and quiet enjoyment of other residents, is absolutely prohibited. Car stereos must be turned down when driving within the community.

- Residents in Apartment Homes are asked not to use washing machines after 9:00pm
- Residents in Apartment Homes are asked not to run dishwashers after 9:00 pm

PACKAGES

Residents may authorize the Community Management Office to accept mail/UPS/Federal Express, etc packages on Resident's behalf. This service is provided as a courtesy. Packages must be picked up within 48 hours of notice of arrival. Failure to do so will result in Community Management returning the package to the delivery service.

PARKING, VEHICLES, MOTOR VEHICLES, AND GARAGES

Motor vehicles are to be parked in the garage, in the driveway or in authorized parking areas, in that priority. At no time will motor vehicles be allowed to be parked and/or driven on the grass or curb. Any car violating this regulation will be towed at the Resident's/owners expense.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks.

Motorcycles/moped may not be parked on patios, sidewalks or grassy areas.

Repairs of any nature to vehicles are prohibited in the community.

Personally owned vehicles may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc are not left to accumulate.

Washing vehicles on grass is prohibited.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the communities.

Vehicles must be registered with the Community Management Office and display a Balfour Beatty Communities decal. Inoperable, unlicensed or abandoned vehicles will be towed away at the Resident's/owners expense. At no time will vehicles be permitted to be on jacks.

Commercial vehicles are prohibited from parking overnight within the community.

Handicap Parking

Vehicles displaying a valid handicap decal are allowed to park in designated handicap parking spaces. Vehicles without a valid handicap decal parked in a handicap parking space will be towed at the Resident's/owners expense.

Preventive measures shall be taken to keep the garage floor and/or driveway free of stains; i.e. car oil, grease and rust. Garage floors and driveways must be free of stains upon move-out.

PETS

Effective June 1, 2007, a revision to the Pet Policy Addendum referred to as Attachment "B" in paragraph 6 of your lease will be in effect for current residents at WRAMC/Glen Haven.

Breed Restriction

The following dog breeds will no longer be permitted at WRAMC/Glen Haven: Akita, Chow, Doberman, Pit Bull, Rotweiller, American Staffordshire Terrier, English Staffordshire Bull Terrier, Wolf hybrids or any other breed with dominant traits geared toward aggression. Mixed breeds with these types of dogs are prohibited.

Residents who currently own the above breeds, and have annotated these breeds in their lease pet addendum will be grandfathered to retain possession of these pets. No new pets with the breeds listed above will be allowed.

A limit of two pets is allowed per household, to include dogs and cats.

Resident Responsibilities

All pets must be registered with the Community Management Office by completing the Pet Addendum when signing the Resident Responsibility Agreement. If additional pet(s) are acquired after move-in, then the Resident must update the Pet addendum within ten (10) days.

All pets must be kept current with vaccinations, testing and/or treatments. All dogs and cats must wear their current rabies vaccination tag on their collar or harness.

The term "pet owner" will include any person owning, keeping, or harboring an animal. The service member residing in Balfour Beatty Communities shall be deemed the pet owner of any pet owned, kept or harbored within their home.

Owners will be held responsible for compliance with current directives and for any damages caused by their pets.

Residents are responsible for removing their pets' solid waste throughout all areas.

Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are moving out will not abandon any animal. Unwanted pets should be placed up for adoption.

The privilege of keeping a pet in homes may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. For example, an animal may be deemed a nuisance if it:

- Habitually or repeatedly bark's in such a manner or to such an extent that it disturbs others
- Interferes or obstructs person engaging in exercise or physical activity
- Defecates on the lawn of a home not occupied by its owner
- Habitually violates the lease law

Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

Owners of pets are encouraged to maintain additional liability insurance in the event that their animal bites another person or animal.

Control of Pets

Pets will not be permitted to run loose in Balfour Beatty Communities. A Letter of Caution may be issued or the privilege of having a pet may be revoked if a Resident or Guest routinely violates the leash law. When pets are not penned, they will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time. Pets may be left in fenced in yards for short periods of time with proper food, water and shelter.

Dogs may not be unattended unless confined indoors, or outdoors in a securely enclosed and locked pen, or other approved structure designed to completely restrain the animal. The Community Manager, or a representative of the Community Manager, will be determined if the structure used to restrain the animal is sufficient. Anytime a potentially dangerous dog is outside the above confined secured areas, it must, at all times, be securely leashed and under the control of the owner or its representative.

Doghouses are allowed in homes with yards with authorization from the Community Manager. A request for Alteration Form must be submitted to the Community Management Office. Doghouses shall conform to the size of the dog, standards, good taste, and shall not detract from the appearance of the property. It must be painted to match the color of the home or painted white and kept neat at all times. Residents are required to remove the doghouse and return the area to original condition with grass seeding at Resident's expense.

Prohibited Animals

Breeding or raising animals in housing is prohibited.

Farm, exotic and wild animals are not allowed in family housing. These animals include all animals normally used as work animals and those kept for the production of food, or opossums, raccoons, and any other species of animal not usually considered to be domestic.

The following dog breeds are prohibited: Akita, Chow, Doberman, Pit Bull, Rotweiller, American Staffordshire Terrier, English Staffordshire Bull Terrier, wolf hybrids or any other breed with dominant traits geared toward aggression. Mixed breeds with these types of dogs are prohibited.

Pet Violations

Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office.

PLAYGROUNDS

Two playgrounds, neighborhood Community Center and a basket ball court are located in Glen Haven. The Streets and neighbor's yards are not to be used as children's playgrounds.

Children under the age of six (6) years are not permitted on playgrounds without adult supervision. Children under the age of eleven (11) years are not permitted to use the neighborhood Community Center with out supervision of an adult or older sibling 15 years or older.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed or altered. No personal equipment will be installed in the playgrounds.

PLUMBING FIXTURES/EQUIPMENT

The plumbing fixtures/equipment in the bathrooms and kitchens is not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diaper, tampons, sanitary napkins, or other obstructive substances shall be thrown in to the toilets.

Do not place metal, string, grease coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or no-food in disposal or sink. Residents will be responsible for all damages resulting from improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and once hardened, thrown in the trash. Misuse may result in sewer line back-ups that present unsanitary conditions that could overflow in to the yards. Furthermore, such back-ups could potentially result in damage to your household goods and the inconvenience of water outages while repairs are undertaken. Your assistance in keeping our sewer lines healthy is appreciated.

Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Upon move-out, the final inspection will confirm the presence of

aspirators and low-flow showerheads. Residents will be charged for the replacement of missing devices.

SATELLITE SYSTEMS (TV)

Satellite systems are permitted. Satellite dishes, not larger than one meter in width, may be approved for installation. In order to ensure installation does not damage homes or detract from the appearance of the homes or the community, written approval for the system and installation must be given by the Community Manager.

Television and radio antennas are prohibited.

All requests for satellite installation must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

SIDEWALKS, DRIVEWAYS, PARKING, YARDS, PORCHES, PATIOS & BALCONIES

To preserve a crisp, clean appearance in your housing community:

- Bikes, toys, patio furniture and lawn equipment, when not in use should be placed in the storage areas in the apartments or moved to the back yard or garage of the townhouses.
- Patio furniture, used daily, properly maintained and in good taste may remain on the patio/balcony or in the yard area when not in use.
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited
- Back yards are expected to be well-maintained and neat in appearance.
- Balconies are expected to be well-maintained and neat in appearance

The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is not in the best interest of all Residents and is prohibited.

Platforms or structures in trees, attaching swings to tree limbs and driving nails into the tree trunks are prohibited.

Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited.

Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance. When not in use, these items may not be stored in the driveway.

Skateboard ramps are prohibited.

Storage on patios, balconies or in carports is prohibited.

Grilling on balconies porches or patios is prohibited. See section BBQ/GRILLING on page 20.

Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yard of homes with authorization from the Community Manager prior to installation. The resident must submit a Request for Alterations Form to the Community Management Office. Equipment must be whole and without defect so that it does not present a health and safety risk. The Resident is responsible for safety, supervision, and upkeep of equipment. The Resident is also responsible to restore damaged areas of turf/landscape caused by the use of said equipment.

Residents are not allowed to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized; however, they should not be located in a position that encourages children to play in the street.

Umbrella type clotheslines may be used in the backyard. Clotheslines of any kind are not permitted on patios or balconies.

Failure to comply with these provisions may result in the termination of the Resident Responsibility Agreement.

SMOKE & CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Community Management Office. Residents agree to immediately report a malfunctioning device to the Community Management Office.

SPEED LIMIT

The speed limit at Balfour Beatty Communities is 5MPH. If Children are in or around the street or poor weather conditions exists; you are expected to drive accordingly. There are too many children and the risk is too high for the speed limit not to be **STRICTLY ENFORCED. DO NOT SPEED.**

STORAGE BUILDINGS

Storage sheds are prohibited on patios and balconies.

SWIMMING & WADING POOLS

The use of swimming pools is prohibited. Small wading pools up to 6 feet in diameter and 1 foot in depth are permitted in the backyards only. When wading pools are in use by children, adult supervision is required. When wading pools are not in use, they must be emptied and stored. By ensuring these wading pools are emptied and stored when not in use, this will help prevent them from becoming a breeding ground for mosquitoes.

TRAMPOLINES

Trampolines are prohibited in the Glen Haven/ Balfour Beatty Communities

WATERBEDS

Use of waterbeds is authorized on first floor bedrooms only. Resident will be held liable for any damages caused by the use of a waterbed.

WEAPONS POLICY

Residents and family members residing in the home may possess and store privately owned weapons, which include firearms, crossbows, and BB and pellet guns.

All privately owned permitted weapons must be registered with the Provost Marshal's Office prior to moving in or within three (3) days after obtaining the weapon.

All firearms should be kept in an unloaded condition. All firearms and other potentially dangerous weapons must be stored and kept out of children's reach and access.

Violations of the Weapons Policy may be grounds for termination of the Resident Responsibility Agreement.

WINDOW COVERING

All blinds that have been provided must remain in place. Residents are responsible for ensuring all blinds are in good operating condition at the time of move-out.

SELF CLEANING CLEARING REQUIREMENTS

These guidelines have been established for clearing quarters.

INTERIOR

Cabinets/Drawers

Cabinets must be washed thoroughly and left free of any food particles, grease, spots and watermarks. Exterior surfaces are to be washed and particle free.

- Remove all shelf paper and glue
- Clean interior, exterior and tops

Countertops

Countertops shall be cleaned and any dirt buildup is to be removed. After cleaning, do not leave a visible or touchable soap residue from cleansers. Either rinse thoroughly or use a glass cleaner to finish.

Sink/Faucet

Sinks and faucets are to be cleaned of all marks, soap film, stains, mineral deposits and water spots. You may need to use a soft bristle brush to clean the hard to reach areas around the faucet and knobs. Do not use drain cleaners.

- Clean thoroughly and leave spot free
- Shine all chrome
- Clean all accessories such as sink stoppers, garbage disposal, rubber gaskets, etc.

Refrigerator

Refrigerators will be thoroughly cleaned inside and out, to include all parts, trays and rubber gaskets. After defrosting and cleaning, the refrigerator is to be LEFT RUNNING with the thermostat set at the lowest setting and the door closed. Do not use sharp objects to remove frost or ice build up.

- Defrost (If refrigerator is not frost-free)
- Remove all marks, food particles and stains, clean thoroughly including shelves, crisper, butter container, etc.
- Clean exterior, to include door handles, door gaskets, front, back and sides, coils and drip pans.

Range

Ranges are equipped with flexible gas hoses will be removed and cleaned behind and underneath. All dust and lint will be removed. All carbon that will not come off with a good oven cleaner should be scraped off with dry steel wool. Be careful not to scar the surfaces or spray oven cleaner on the flooring. Burner grates must be cleaned with dry steel wool.

Kitchen Fan

All outside areas will be cleaned. The kitchen fan exterior may be easily removed by unscrewing the center portion or two side screws. The interior of the kitchen fan must be unplugged, cleaned and plugged back in. Soaking about 20 minutes in warm sudsy water and brushing well with an old toothbrush may easily clean the filter and outer portion of the fan. Thoroughly rinse dry and reattach in the original position. DO NOT immerse the inner portion of the fan (the part with the motor) into water.

Walls/Ceilings/Woodwork/Baseboards/Ledges and Doors

Any leading cleanser will do. For difficult marks, a powdered cleanser watered down and used lightly will aid in cleaning. Be sure to rinse off film afterwards. All hangers and nails in woodwork or wall surfaces will be removed. DO NOT FILL NAIL HOLES.

Switch/Outlet Plates

Remove outlet plates before cleaning. After the outlet plates have been cleaned and are completely dry, place them back in the original position.

Light Fixtures

All light fixtures and light bulbs (inside and outside the home) will be wiped clean and free from dust, grease, soils and left streak free.

Heat/Air Conditioning Vents

- Clean heat registers inside and out
- Clean all of the heat ducts (remove any foreign debris)

EXTERIOR

Window Wells

Remove all trash, rocks and leaves from the window wells. Remove all dirt, dust and debris from all outside window sills.

Windows and Screens

Clean all exterior windows and leave streak free. Remove all dust and soils from the screens. Repair or replace damaged screens prior to clearing housing.

Patio/Storm & Screen Doors

Glass must be cleaned and left streak free. Clean the door kick panel. Door tracks must be free of any dirt or debris and cleaned thoroughly.

Threshold

Remove all black marks and soils.

Exterior Walls

Remove all foreign debris, nails, scuff marks, crayon marks dust, cobwebs, soils, etc.

Garage/Carport/Parking Space

Remove all personal items. All designated parking areas are to be left free of soils and automotive fluids.

Trash Cans/Recycle Bins

Please leave trash cans and recycle bins empty. They should be scrubbed and left clean.

Keys/Remote Control Openers

Must return all assigned house, mail box and garage door openers (if applicable).

Resident will be held responsible for damage exceeding fair wear and tear. Examples of such items are listed below, but are not limited to:

- Unauthorized painting
- Broken windows
- Lost keys and/or broken keys
- Holes in walls or doors
- Damage cause by either installing/removing satellite dishes
- Damaged flooring and/or carpet
- Pet damage
- Improper care of landscaping

Please contact the Community Management Office for guidelines for contract cleaning of your housing prior to vacating.

WRAMC & GLEN HAVEN NUMBERS

Emergency.....911

WRAMC Military Police.....202-782-7511

Montgomery County Police.....301-279-1591

WRAMC Fire Department.....202-782-3317

Montgomery County Fire Department240-777-0744

WRAMC Ambulance.....202-782-3318

WRAMC Hospital.....202-782-3501

Poison Control Center.....800-282-5846

Forest Glen Veterinary Facility.....301-295-7643

Montgomery County Humane Society.....301-279-1823

D.C. Animal Control Facility.....202 726-2556

Community Management Office.....301 649-9700

WRAMC Safety Office202-782-3318

Washington Gas Company800-363-7520

Potomac Electric and Power Company800-363-7499

Phone Company
Verizon301-954-6262

Comcast Cable Company
Customer Service.....301-424-4400