



Welcome to Your New Home!

This Resident Guide has been designed to familiarize you with all the facilities and services available within the West Point communities.

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

Sincerely,

Balfour Beatty Communities

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GENERAL INFORMATION

PRIVATIZATION

West Point is one of the many Army Installations to have privatized housing. As such, Balfour Beatty Communities (Landlord), a private partner with the Army, is proud to take care of our Residents housing needs. In addition to the Community Management Offices at West Point, the Army's Residential Communities Initiative (RCI) Office stands ready to assist Residents in any way to make your home at West Point pleasant.

RENTAL PAYMENT

Residents living in West Point housing will release their BAH (Basic Allowance for Housing) 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 dependent rate, whichever is higher, will release the BAH to the Landlord. Residents will not make monthly rental payments; instead, they will sign a Lease that will contain a provision authorizing the Army's allotment management vendor to process the BAH allotment from the Resident's account to a lockbox account, managed by a trustee. The Residents will only be required to sign one set of start-up paperwork for the full tenure of their residency. No additional updates will be required. Should the Lease term begin other than the first day of a month, Residents will be required to make the partial month's rent payment via personal check, money order or cashier's check, at the time of signing the Lease.

Pursuant to the Lease, Residents must agree to execute any documents which are necessary to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to the Landlord, and agree to take no action to terminate such automatic payments without making arrangements with the Landlord. 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 promotions/demotions in grade.

Note: BAH is based off the West Point BAH rate.

RENTER'S INSURANCE

The Landlord does not provide any type of insurance for the Resident. Resident is required to obtain and maintain the below insurances throughout their lease term:

- Liability insurance with a minimum coverage of \$100,000
- Property insurance to cover personal property losses or damage

Resident must provide a copy of the Renters Insurance Declaration page to the Landlord as well as list the Landlord as an interested party.

MOVE-IN

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

On move-in date, the Resident will be given a housing orientation by a Balfour Beatty Communities Resident Specialist. This will consist of an explanation of the terms of the Lease, an explanation of the Lead Based Paint Handbook, 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 an "Authorization to Enter" form which will authorize service requests to be performed without the Resident or a designated 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 accessed by the maintenance personnel. Otherwise, a time to perform the work will be scheduled by the Service Request Administrator. The hours of operation for the Service Request Office and the Maintenance Department will be determined in order to best serve the community.

The Community Manager or the Resident Specialist will accompany the Residents to their home, complete the Property Condition Report, provide instructions on the operation of appliances, and point out the location of thermostats, circuit breakers/fuse boxes, water shut-off valves, and to address any other questions the resident might have.

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 Lease. Residents must notify the Community Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or an addition of any non-dependent personnel. Community Management will update their records to reflect the correct family size.

COMMUNITY POLICIES ENFORCEMENT

By signing the Lease, 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 are also subject to the terms of the Lease, the Resident Guide, and applicable laws and regulations while a resident at West Point. Civilian Residents are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, West Point command authorities may also deny or limit access to West Point. These violations may also be considered a breach of the Lease, resulting in its termination.

Notice of Violations

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

West Point 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: A Discrepancy Notice will be issued by Balfour Beatty Communities for minor violations, which may not require a Letter of Caution, Warning or Eviction. 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, Warning or Eviction.

A Letter of Caution: A Letter of Caution will be issued by Balfour Beatty Communities for a Resident's first violation of any nature. The Resident will then have two (2) days from receipt of such letter to correct the violation. Should the Resident fail to correct the violation within two (2) days, a Letter of Warning will be issued.

A Letter of Warning: A Letter of Warning will be issued by Balfour Beatty Communities for a Resident's second violation of any nature. The Resident will then have two (2) days from receipt of such 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 Eviction: A letter of Eviction will be issued by Balfour Beatty Communities for a Resident's third offense of any nature. The Resident will then 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 Eviction to issue.

Blatant disregard for the rules and regulations of West Point by any Resident, regardless of the number of warnings previously received, is grounds for the termination of the Lease.

MOVE-OUT

Move-out will occur under the following conditions:

- At retirement or separation of the Resident.
- At Permanent Change of Station (PCS) of the Resident unless PCS orders authorize retention under Deferred Travel or due to a dependent-restricted tour. In each of these cases, the Resident must submit a Request for Exception of Occupancy to the Community Management Office.
- If the Resident is barred from the installation or separated from the military by direction of the Garrison Commander.
- If the Resident otherwise becomes ineligible to remain in housing, the home will be vacated immediately.
- If the Resident requests to vacate housing and move off post, provided that their initial Lease term has been fulfilled and they have given 30 days written notice to the Balfour Beatty Communities Management Office. The movement of household goods will be at the expense of the Resident unless the move is directed for the convenience of the Government, subsequently, such move will be at the expense of the Government.
- If the Resident requests to vacate prior to the expiration of their initial Lease term, the Resident will provide a thirty (30) days notice, remit BAH through that period and pay a fee equal to thirty days of BAH to cover the landlord's costs to re-let the home.

- If the Resident qualifies for a change in housing due to a change in their military status or in the size of their family. In those cases, the resident may submit a new application for appropriate housing in accordance with assignment policies. When the move is at the Government's expense, the assignment date will coincide with the transportation appointment. When the resident is transferring from one home to another, they will have five (5) days to clear out their old home.

Move-out Inspections

A minimum of thirty (30) days written notice must be provided to the Community Management Office. In addition to the notice, if the Lease is being terminated prior to the expiration, a copy of the Resident 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 returning housing. The resident should complete all required repairs or cleaning in order to Move-out; however, the Resident may contact the Community Management Office to arrange for other options.

The Management Office may schedule a pre move-out inspection to occur within 10 days prior to the move out date when the resident gives their 30 days notice. 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 items that are not due to normal wear and tear. The Resident will be made aware of the 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 contract with Community Management to do so. The request must be made in writing to the Community Manager. The Resident will provide a money order, credit card, debit card, cashiers check or certified check to the Community Manager for the cost of cleaning at the time of the pre move-out inspection.

An appointment for a move-out inspection must be scheduled no later than ten (10) working days prior to the move-out date. If there are damages to the home, the Resident may elect to pay for the damages by money order, credit card, debit card, cashiers check or certified check. Resident may also elect to correct the deficiencies themselves within 24 hours of the move-out inspection. If damages are not corrected at the time of the move-out inspection, payment will be due immediately.

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

Refunds will be issued after receipt of BAH payments from MAC. This usually occurs on the 5th day of the month after move out. The resident can elect to have any refund sent to them in the form of a check or through electronic funds transfer into the account of their choice.

Abandonment

If the Community Manager 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 the personal property. The Community Management will then be responsible for boxing and storing the personal property for 30 days per New

York Landlord Tenant Law. 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 and reimbursement will be sought through normal collection procedures.

EVICTION

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 eviction.

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

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

Examples of severe violations, which are contrary to the safety and welfare of other Residents, include but are not limited to: domestic disturbances, felony convictions and destruction of property. In the event of a second violation related to a warning, the Community Manager will issue a Letter of Eviction.

In the event that the Garrison Commander bars a Resident from West Point, the Landlord must immediately initiate eviction proceedings if the Resident has not vacated the home.

REQUEST FOR RETENTION OF FAMILY HOUSING

- Residents may request for retention of family housing for family members to remain in housing, under the following circumstances:
- Residents in receipt of Unaccompanied Permanent Change of Station (PCS) orders.
- Residents 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. Family members of the deceased will be permitted to remain in the home for a period of 18 months.

All requests must be made by submitting a Request for Retention of Family Housing Form to the Community Manager, no less than thirty (30) days prior to the detachment. Any approvals will be contingent upon the Resident signing a Lease Addendum detailing the conditions of the policy exception.

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.

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

If at any time a home is going to be vacant for a period of two (2) weeks or longer, the Resident must provide the Community Management Office with the name(s) and phone number(s) of the responsible party that the Resident has assigned to look after the home.

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, including animals, or risk of death, injury or illness to humans. 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 TV cable service, Internet access and telephone service. It is the Resident's responsibility to make arrangements for TV, Internet access and telephone services. Phone numbers can be found in the reference section at the end of this guide.

Further information can be found in the Utilities section of your Lease.

MAINTENANCE

OFFICE HOURS

The Community Management and Maintenance Offices are open Monday through Friday from 0800 to 1700.

DAMAGES

There is a charge for the cost of repairs, labor and material for any damage caused to the home, lawn, garage and/or driveway by negligence of the Resident and/or Resident's family or guests. All payments are due within thirty (30) days of the date the repair was completed.

HOME INSPECTIONS

Periodic inspections of homes will be conducted as part of the preventative maintenance program to maintain and assess HVAC systems, appliances, smoke detectors, and carbon monoxide detectors. Residents will be notified via newsletter, fliers and postings on the westpointfamilyhousing.com website as to which day's maintenance personnel are scheduled to be at the Resident's home to perform preventative maintenance. If the Resident has an "Authorization to Enter" on file, it will not be necessary for the Resident to be home in order to have the work performed. If the Resident does not have this "Authorization" on file, the technician will leave a door hanger note indicating their attempt to perform the work and asking that the resident call to reschedule.

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

LOCKS & KEYS

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

- First lockout during regular business hours No Charge
- Second lockout during regular business hours \$25.00
- 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.

Balfour Beatty Communities will replace lost keys at replacement cost.

MAINTENANCE EMERGENCY

Emergencies will be handled immediately.

Emergency situations consist of:

- Fire - Immediately call 911.
- Lack of electricity.
- Broken or non-working doors, locks, windows.
- Roof leaks.
- Lack of heat when outside temperature is below 50 degrees Fahrenheit.
- Lack of air conditioning when outside temperature is above 80 degrees Fahrenheit.
- Lack of water.
- Non-functioning toilet when only one exists in the home.
- Gas leak.
- Ranges when entire range is inoperable.
- Refrigerator when not working at all.
- 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 (possible sewer back-ups)

Contact the Community Management Office immediately for assistance when any of these situations occur.

MAINTENANCE SERVICE REQUEST

If a Resident requires routine maintenance, contact the Community Management Office or complete the service request on-line via the website at www.westpointfamilyhousing.com.

PEST CONTROL

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

A New York licensed pest control vendor meeting DoD's training requirements for pest control and application will be at West Point on a regular basis. A schedule will be made available through the community newsletter and posting on the website. Requests for treatment may be made by contacting the Community Management Office. Depending on the type of pest problem, Resident may be charged for the service.

REFUSE COLLECTION

Household Refuse

Family housing refuse collection at West Point is contracted. Refuse containers are provided for every home in all areas with the exception of the Apartments. The Apartments refuse area is a centrally located dumpster. Refuse will be placed in plastic garbage bags for the provided container for the single homes or for the dumpster refuse. For the areas that the garbage container is not located curbside permanently, no trash of any kind may be placed out on the curbside prior to 1900 hours the evening before the scheduled pick up day. The pick up schedule will be delivered with the move-in package.

Recycling

Recycling at West Point is MANDATORY. All occupants will be provided a container for their co-mingled items and a container for their paper and cardboard items that they can place at the designated area. The curbside pick up schedule will be delivered with the move-in package.

ALL RESIDENTS MAY 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 as auto glass, Corning Ware, Regal Ware, plates, cups, bowls, ceramic pots, and the like. (Remove lids and rinse all containers before placing in recycle cart).

Paper: Newspaper, Sales Papers, Junk Mail, Magazines, Phone Books, Catalogs, School Papers, Calendars, Folders, etc... 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 your cart should be broken down and stacked neatly beside the blue cart at the curb on the day of collection.

Cans: Metal and Aluminum. (Empty all liquids and solids from cans and rinse before placing in cart.).

Plastic Containers: No motor oil bottles please. PET, HDPE, PVC, PP Plastic, PS Plastic, LDPE and other Plastics.

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 your blue recycle cart.

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 still 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. Disposal of hazardous waste must be done within existing West Point guidelines.

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 housing areas. However, you will appreciate that Auto-Craft Centers and off-post maintenance shops have collection points for motor oil and vehicle battery recycling.

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

Lamps: Incandescent light bulbs can be disposed of with regular trash. All Florescent bulbs must be disposed of with hazardous waste.

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

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

In addition, the U.S. Environmental Protection Agency offers the following alternatives for common household products with non-hazardous products. Please follow these guidelines for any household cleaner or pesticide.

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 the regular refuse collection days on a once per week basis. Residents will make arrangements through the Community Manager 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 regular refuse area.
- 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 permitted in homes that do not have central air conditioning. The Resident is responsible for maintenance and parts for their personally owned air conditioners.

APPLIANCES

All homes are fully equipped with a stove and refrigerator. Some homes are equipped with garbage disposals and/or dishwashers. These appliances may not be removed or replaced with privately owned appliances. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes. However, Residents may utilize a freezer, second refrigerator, etc., to accommodate their household needs when the appropriate space power supply is available.

ATTICS

Some homes are equipped with attic access panels and may or may not have pull down ladders. These attic spaces and ladders pose many dangers; low visibility, unstable flooring, low clearance, low weight ratings, and extreme heat. These attic spaces have not been designed as storage areas. These areas are designed for maintenance and emergency response personnel only. For safety reasons, residents are not to enter these areas for any reason and storage of personal belongings in attics is prohibited.

BOARDERS

Boarders or paying guests are prohibited.

BURNING AND BONFIRES

Burning rubbish or open outdoor fires are prohibited in the neighborhoods.

BUSINESS IN THE HOME

Some businesses for profit may be conducted from the home and must be requested in writing, and must be approved by the Community Manager and the Garrison Commander. In no case will a business be authorized or continued at the expense of community tranquility or safety. Utility costs associated with a business in the home will be considered. If the utility costs associated with a business in the home exceed what is considered reasonable, it is unlikely the business will be approved before all homes are fully metered. Instructions for requesting approval from Balfour Beatty Communities Management are as follows: Request shall be in writing, signed by the military member. It shall provide a detailed description of business to include type of business, method of advertising, phone numbers used, degree to which business will increase traffic in the housing area, required appliances/equipment, products and materials used (especially those that may be considered hazardous), method of storage, volume of inventory, and utility use (such as water, electric, etc.). Example: use of oven at 200 degrees for one hour each day, no more than five hours per week. Balfour Beatty Communities policies must be followed. The Community Manager will review each request and provide written authorization or denial notice. Allow a maximum of 30 days for approval/disapproval.

CRISIS MANAGEMENT/DISASTER SITUATIONS

Balfour Beatty Communities will work in conjunction with all installation personnel and agencies in following procedures for Emergency Warning Announcements due to inclement weather and any other emergency situation.

Announcements may be issued:

- In person
- On local radio or television
- By siren alarm

DECORATING AND ALTERATIONS

Community Management will clean, perform maintenance and paint each home with a standard, off-white paint prior to a new family moving in. 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 secure authorization for alterations 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, borders, ceiling fans, structural changes and remodeling. Also, attaching or removing fixtures or appliances requires management approval. Authorization may include a requirement to restore the alteration to its original condition.

- Only small nails or "J" hooks should be used for hanging items on walls.
- No nails, screws or hooks should be used on doors or cabinets.
- Corkboards, paneling, etc. are prohibited on the walls.
- Only removable shelf paper should be used in your cabinets.
- Tub decals are prohibited.
- Removal of window blinds is prohibited.
- Awnings, signs, window tinting or screen doors are prohibited.
- Alterations to carports, porches, patios or balconies are prohibited.

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

DOOR-TO-DOOR SOLICITING

Fund-raising programs approved by the Garrison Commander and announced in official bulletins will be authorized door-to-door soliciting. Vendors or persons distributing flyers may be asked to show their permit to solicit. Any other door-to-door solicitation is prohibited. Residents should notify the Military Police when peddlers or uninvited salespeople are encountered.

FENCING

Residents of individual homes who desire to install a fence must obtain the approved specifications from the Community Management Office. They must then submit a Request for Alteration Form with an accompanying sketch or proposal from the vendor providing the fence. Fences will be of a standard design and alignment. Failure to comply with the specifications that are provided will result in disapproval of the fence and subsequent removal of the fence at the Resident's expense.

Residents are responsible for the care and maintenance of fenced in yards; they will not be mowed or maintained by Balfour Beatty Communities.

All questions related to fencing should be directed to the Community Management Office.

GASOLINE STORAGE

Storage of gasoline or other flammable liquids is limited to 3 gallons. Gasoline should never be stored in the house. Outside storage of these items should be child proof. Storage of fuel will be in an approved Underwriters' Laboratories (UL) type container. Glass or open containers are not authorized for storing paint thinner and other flammable materials.

In the event of a leak from a vehicle, or a spill of oil, gasoline, or other petroleum or hazardous product, the resident will be responsible for immediate clean-up of the area. Any Contaminated soil will be replaced with clean fill material.

GUESTS

Social visits by guests (including extended family members) are limited to 30 consecutive days, and 90 total days during any 365-day period. Exceptions must be submitted to your Resident Care Specialist for approval by the Balfour Beatty Communities Community Manager. All visitors whose visit will exceed 30 days must be reported to the Community Management Office. Please remember that residents are responsible for their guests' familiarity and compliance with all housing and base regulations.

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 must be 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 to the building are prohibited.

HOME ALONE & JUVENILE CURFEW

Residents are responsible for the safeguarding and control of all family members. In accordance with AR 608-18, The Army Family Advocacy Program:

- Under NO circumstances will children nine (9) years of age or under be left unattended in any home.
- Children the age of eleven (11) years or under will not be left unattended in any home for more than a two (2) hour period.
- Children under the age of five (5) years will not be permitted on playgrounds without adult supervision.
- Residents will ensure that children do not enter any off-limits area, or areas that could be dangerous to the life or health of the child.

- 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 the reach of children at all times.
- Children who are at least thirteen (13) years old may baby-sit.
- Family members who provide care in their own homes for children other than their own must comply with all Army Child Care and Child Development Services regulations and policies. Adult family members providing childcare for others must complete the Family Child Care Certification Course available through Child and Youth Services.
- Residents will ensure that their children respect and do not damage private property. Fireworks, air rifles, pellet guns and all firearms will not be discharged anywhere within the neighborhoods.

Every Resident of the community is required to report suspected neglect and child abuse or known violations of this policy to the Military Police.

The Military Police will respond to complaints of violations of this policy. Action taken by the Military Police when a child is found unattended, will depend upon the degree of danger in which the child is found.

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 Lease.

HOT TUBS/WHIRLPOOLS/SPAS

Privately owned hot tubs, whirlpools and spas in any home are prohibited. Medical exceptions will apply.

ILLEGAL OR UNAUTHORIZED ACTIVITY

All Residents and visitors are required by the Lease to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Lease.

LANDSCAPING

Balfour Beatty Communities will mow resident lawns, except for fenced-in yards. Damage to lawns caused by swings, pools, decorations, etc. will be repaired and billed to the Resident.

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

- Flower Gardens
- Residents may plant annual and/or perennial flower gardens in beds in front of or adjacent to their homes. Authorization is required prior to making any significant alterations to the existing landscaping. Residents must submit the plan in writing to the Community Management Office along with a Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or any other structural parts of the building

or interfere with air conditioners. The Residents, at their own expense, will return the altered area to its original condition prior to vacating housing unless the alteration is approved in writing to remain. Residents who remove plants that are apart of the landscaping will be charged for those plants.

- Vegetable Gardens
- Residents may plant small vegetable gardens within their back yards or on approved community garden plots. Back yards gardens will be returned to their original condition when vacating housing at the Resident's expense.

Residents are prohibited from building platforms or structures in trees, attaching swings to tree limbs and driving nails into tree trunks.

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

LITTER CONTROL

Residents are responsible for picking up trash in their yards. Keep West Point clean and beautiful by:

- Using tightly covered trashcans. 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 utilizing them.
- Picking up trash when seen.
- Coordinating and supporting the neighborhood cleanup projects.

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do their part to keep West Point litter-free every single day.

NOISE

Be considerate of your neighbors. Residents must refrain from making or permitting any disturbing noises by their family members or guests after 2200 hours. Any noisy or boisterous conduct, including the loud playing of stereos or televisions which would disturb the peace and quiet enjoyment of other residents, is absolutely prohibited. Car stereos must be turned down when driving through the community.

Residents of multi-family buildings with laundry machines against adjoining walls must refrain from doing laundry after 10:00 p.m. or before 6:00 a.m.

PACKAGES

Residents may authorize the Community Management Office to accept mail/UPS/Federal Express, etc. packages on the Resident's behalf. This service is provided as a convenience. Packages are to 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, GARAGES AND CARPORTS

Motor vehicles are to be parked in the garage, in the driveway or in authorized parking areas along the road beside the curb, in that priority. At no time will motor vehicles be allowed to be parked/driven on the grass. Any person violating this regulation will have their vehicle towed away by the Military Police.

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

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

Repairs of any nature to vehicles are prohibited in the neighborhoods. An on-post Auto Craft Shop is located at building 648 which may be utilized to perform these repairs.

Residents are encouraged to utilize off-post POV car wash areas before utilizing the asphalt/concrete areas within the housing areas.

Personally owned vehicles may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc. are not left to accumulate. Restrictions limiting the resident's usage for outdoor watering must be followed when water conservation/drought restrictions are in effect

Washing vehicles on grass areas is prohibited.

Parking boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is limited to 48 hours in the neighborhoods. Residents must use the designated DMWR lots.

Unregistered, inoperable, unlicensed, or abandoned vehicles may not be parked within the neighborhoods. Violators will be ticketed by the Military Police and will be subject to having vehicles towed away at the Resident's expense. At no time will vehicles be permitted to be left on jacks.

Preventive measures shall be taken to keep the garage and carport floor free of stains (i.e., car oil, grease and rust). Garage and carport floors must be free of stains upon move-out.

PETS

The following policies govern the keeping of pets in Balfour Beatty Communities homes:

Pet Restrictions

- Only two pets are allowed. Fish tanks (no larger than 50 gallons) and bird cages count as one pet. No more than one fish tank is permitted in a home. No more than two bird cages are permitted in a home.
- Exotic pets are not permitted - only dogs, cats, birds, or fish.
- **Please refer to the Pet Addendum for breed restrictions.**
- No "visiting" pets are permitted without prior Community Management Office approval.
- Management must approve all pets and all required documents are to be on file prior to housing any pet.
- A current picture must be kept on file in the Community Management Office.

Handicapped assistance animals: Animals trained for use by individuals with handicaps are not considered pets. These animals are permitted with proper certification. The above Pet Restrictions do not apply to them. All required documents and a current picture are required for file.

If additional pet(s) are acquired after move-in, Resident must update the Pet Addendum within three (3) 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 on post housing 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 damage caused by their pets.

Residents are responsible for immediately removing their pets' solid wastes 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 made available 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 barks in such a manner or to such an extent that it disturbs others
- Interferes or obstructs persons engaging in exercise or physical activity
- Defecates on the lawn of a home not occupied by its owner
- Habitually violates the leash 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.

Pets will not be permitted to run loose in the community. 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. Pets will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time.

Breeding or raising animals in housing is prohibited.

Farm, exotic and wild animals are not allowed in the community. 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.

In cases of bites or scratches, transport the injured animal to the nearest Veterinary Facility for examination. The Community Manager must also be notified.

A Letter of Caution may be issued or the privilege of having a pet in the community may be revoked as a result of a pet biting a person or another animal.

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

Pets are prohibited from playground areas.

Registration, animal control, issues with aggressive animals, animal abuse, neglect and abandonment, nuisance animals, transient animals and all other issues of on-post pet ownership will be managed in accordance with the Balfour Beatty Communities Pet Policy and Installation guidelines.

PLAYGROUNDS

The streets are not to be used as children's playgrounds. A neighbor's yard can be used with the consent of that neighbor.

Children under the age of five (5) years are not permitted on the playgrounds without an adult supervision.

Playground equipment is fixed in place and is not to be removed, relocated, changed or altered. No personal equipment will be installed in the playgrounds. In the event of mistreatment of, or damage to, any playground equipment by any Resident or Resident's guests, the Resident will be held financially responsible. The Resident may also be subject to disciplinary or criminal action, termination of the Lease, and denial of have their access to West Point. Enforcement will be as dictated in the Community Policies.

PLUMBING FIXTURES/EQUIPMENT

Plumbing fixtures in the bathrooms and kitchens are not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diapers, tampons, sanitary napkins, or other obstructive substance shall be thrown in to the toilets.

On outdoor water spigots, a small device will be attached to the end of the hose bib. This is a backflow prevention device and has been placed on the spigot to protect the water source. Do not remove this device from the water spigot.

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or non-food items in the disposal or sink. Residents will be responsible for all damages resulting from the 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, once hardened, thrown away in the trash. Disposing of grease in the sink may result in sewer line back-ups and an open sewage in your 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 is prohibited. Upon move-out, the final inspection will confirm the presence of faucet 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, approval of the system and installation must be given by the Community Manager.

Satellite dishes may be mounted on a separate pole in the backyard or on a pole on the side or back of the home. Dishes may not be mounted directly onto homes, including the roof, clothesline pole, false chimney, vent pipe, or attached to any part of the gutter. The satellite dish and its supports must be constructed of rust proof materials and placed away from any electrical power lines.

Satellite dishes must be removed prior to move-out and any damages resulting from the installation must be repaired. Residents are liable for any damage or injury caused by the satellite dishes. Any audio or visual interference caused by the system must be corrected.

Satellite systems may not be connected into the home's cable television system.

Television antennas are prohibited.

All requests for satellite installation must be made by submitting a Request for Alteration Form 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 stored or moved to the back yard.
- Patio furniture, used daily, properly maintained and in good taste can remain on the patio, porch or 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.

Each person leasing housing is expected to conduct themselves in a proper manner with due regard for the rights and property of other Residents. Each Resident must understand that the grounds surrounding the home are, in essence, considered to be their private yard and are, therefore, entitled to the same privacy as in a civilian community. Assignment to the home does not, in itself, give the Resident and their family members the right to use the property occupied by or assigned to other

Residents. For example, the playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, or trespassing across other yards for access or short cuts, is not in the best interest of all Residents and is prohibited.

Disposal of cigarette butts in the roadways, parking lots, sidewalks, any public area 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 in neighborhoods are prohibited.

Storage on porches, patios, balconies, or in carports is prohibited.

Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from the Community Manager prior to installation. The Resident must submit a Request for Alteration 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 the safety, supervision, and upkeep of equipment. The Resident is also responsible for restoring damaged areas of the landscape caused by use of the equipment.

Portable barbecues and enclosed fire pits may be used at a minimum distance of 10 feet away from any building in order to prevent smoke or fire damages.

Residents are not allowed to attach any athletic equipment 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 balconies.

Failure to comply with these provisions may result in the termination of the Lease.

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.

SNOW REMOVAL

Snow and ice removal responsibilities will be as follows:

- Snow removal of the roads will be done by DPW.
- Snow removal of the common sidewalks will be done by a Balfour Beatty Communities contractor.
- Snow removal of the driveways and private walk from the home to the driveway or common walk is the resident's responsibility.

SPEED LIMIT

The speed limits range between 5 MPH and 15 MPH in the housing neighborhoods. If children are in or around the street or poor weather conditions exist, the designated speed limits may be too fast and residents are expected to slow down. Speed limit will be STRICTLY ENFORCED. DO NOT SPEED.

STORAGE BUILDINGS

Existing storage sheds will be permitted to remain. Residents are required to maintain the shed to acceptable standards. Sheds that are not acceptably maintained will be permanently removed by Balfour Beatty Communities.

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. Should water conservation/drought restrictions go into effect for West Point, restrictions may limit the resident's usage for outdoor watering, to include the filling of pools. The resident will follow any restrictions set. The emptying and storing of wading pools will help to prevent them from becoming a breeding ground for mosquitoes.

TRAMPOLINES

Due to liability and safety issues, trampolines are not permitted in the family housing areas.

WINDOW COVERING

Only proper window decorations and coverings may be used to cover windows. Items such as flags, sheets, and blankets should not be used to cover windows. If shades or blinds that have been provided by Balfour Beatty Communities are broken and need to be replaced, contact the Community Management Office to make arrangements for replacement. If the replacement is necessary due to negligence on the part of the resident a charge may be assessed.

WEST POINT PHONE NUMBERS

Emergency	911
West Point Military Police	845-938-3333
West Point Fire Department	845-938-2043
West Point Ambulance	845-938-4004
Poison Control Center	1-800-282-5846
West Point Post Veterinary Clinic	845-938-3817
Balfour Beatty Communities Management Office	845-446-6407
RCI (Residential Communities Initiative)	845-938-2500/5948
Army Community Services	845-938-4621/938-2519
Gas Company:	
Electric Company:	
Phone Company: Verizon	914-890-7100
Cable TV Company: Time Warner	1-800-431-8878
West Point Chapel	845-938-3316
Outdoor Recreation Center	845-938-6127
West Point Safety Office	845-938-3717
Red Cross	845-938-4100
County Humane Society	845-497-3881
Website	www.westpointfamilyhousing.com

~ NOTES ~