

## Quick Reference Numbers

*Seven-digit dialing is mandatory on Fort Polk*

**Picerne Military Housing**  
**1955 Louisiana Avenue**  
**Fort Polk, LA 71459**  
**537-5000**

<b>Neighborhood Office Hours</b>	
Monday - Friday	8 AM to 6 PM
Saturday	9 AM to 5 PM
Sunday	1 PM to 5 PM
<b>Neighborhood Offices</b>	
Camellia Terrace	537-5045
Cypress Terrace	537-5050
Dogwood Terrace	537-5055
Maple Terrace	537-5065
Palmetto Terrace	537-5040
<b>Leasing and Relocation Office</b>	
	537-5060
<b>Fire/Medical Emergency</b>	
	<b>911</b>
<b>24-Hour Help Line</b>	
	531-HOPE (4673)
American Red Cross	531-2041
Army Community Service (ACS)	531-1941
Army Substance Abuse Program (ASAP)	531-1281
Bayne Jones Army Community Hospital (BJACH)	531-3011
Central Enrollment Registration	531-1955/1956
Child, Youth & Schools Services	531-1989
Commissary	531-2747
Military Police	531-COPS (2677)
Post Exchange (PX)	531-1001
Post Locator (to locate active duty personnel)	531-1272
Telephone Operator	531-2911
Veterinary Services	531-1322
Wheelock Bayou Fitness Center	531-6795

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## Chapter 1: General

### 1-1 Introduction

**Scope:** The policies and procedures in this Resident Responsibility Guide (the “RRG”) are a supplement to and are incorporated into the Resident Occupancy Agreement (the “ROA”, also referred to as the “Lease”) signed by the military sponsor (the “Resident”). This Guide provides information and guidance that apply to Residents of Fort Polk Family Housing and their families. The Resident acknowledged and accepted the policies and procedures of this Guide by signing the Lease. Fort Polk family housing is owned by Picerne-Ft. Polk Funding, LLC (“Owner”) which does business as “Polk Communities”. Owner is a limited liability company owned jointly by the US Army and Picerne Military Housing. Picerne Management/FP, LLC, d/b/a Picerne Military Housing, is the Owner’s representative and the Property Manager for Fort Polk Family Housing.

**Goal:** Picerne Military Housing’s goal is to provide quality housing at the best value to military families on Fort Polk. Picerne will interpret and apply all policies with this goal in mind.

### 1-2 General Policies

- Picerne’s Neighborhood Offices will assist residents with all housing needs.
- For new move-ins, on the date of occupancy, the Resident must have a minimum of six months remaining on the current duty assignment.

### 1-3 Resident Occupancy Agreement (Lease)

The Lease outlines the basic responsibilities of the Resident and the Owner and establishes rental payment to the Owner

### 1-4 Basic Allowance for Housing (BAH)

The Lease signed by the Resident gives authorization to initiate, and maintain an allotment equal to the BAH payable to the Owner for the term of occupancy. BAH allotments will automatically change as increases/decreases occur as a result of annual BAH adjustments, promotions or demotions. If both husband and wife are active duty military members, both members will receive the appropriate BAH. The BAH allotment to the Owner will equal the senior grade member’s BAH at the with-dependent rate. The Resident will only sign one set of start-up paperwork for living in on-post housing. Residents are encouraged to contact their Neighborhood Office for assistance in understanding the BAH change to the Leave and Earnings Statement (LES).

Foreign Service Officers will be required to sign a modified Resident Occupancy Agreement and will be required to pay rent directly to Polk Communities, LLC.

The Resident is required to provide the Neighborhood Office a copy of promotions, demotions and other actions which affect their BAH. If the Army’s allotment management vendor transfers

an amount less than the Resident's current actual BAH, as itemized on the LES, the Resident assumes responsibility for the deficiency and will do so until it is paid in full. Picerne will treat any such unpaid balance as "delinquent rent" and will use reasonable means to collect the debt. The Resident may be evicted from Fort Polk Housing (subject to approval by the Community Management Director for Picerne Military Housing and the Garrison Commander for the installation) and adverse credit consequences may result from continued non-payment.

### **1-5 Move-In Inspection**

Picerne will thoroughly inspect each home for quality before a family moves in. A Neighborhood Office representative will also complete a move-in inspection with each Resident before that family takes residence in a Fort Polk home. Picerne will provide 'rent-ready' homes that consistently meet stringent quality standards for Fort Polk Family Housing.

Every military family will receive a custom home orientation to orient the family with their new home, familiarize family members with the locations of neighborhood amenities and provide a thorough demonstration of the home's equipment and features. The Resident and the Neighborhood Office representative will note existing wear and tear on a move-in inspection sheet, which will be kept in the Resident's file until move-out. Conditions at move-out will be compared to the conditions noted at move-in for the assessment of applicable damage costs. For residents who occupied housing prior to 1 August 2004, Picerne will use the Quarters Check-In Inspection Form the Resident returned to the Neighborhood Office. The Resident assumes liability for damages beyond normal (fair) wear and tear if no documentation is available to confirm that damages existed at the time of move-in.

### **1-6 Insurance**

Picerne will provide residents a basic amount of renter's insurance paid from the renter's insurance component of the BAH. Residents must satisfy a deductible requirement prior to the payment of any claim. For such items as furniture, jewelry, clothing and other personal property which may exceed the limits of the policy provided, and to ensure that all items are fully covered for theft, vandalism, fire and water damage, residents may desire to get additional coverage to protect adequately against major losses. Please contact your Neighborhood Office for more information on coverage provided, deductible amounts and other insurance information.

#### **a. Coverage**

A coverage sheet will be provided to each family describing the terms, limits and conditions of the policy and coverage. Please carefully read the policy that is provided to each family. The following summary briefly outlines some of the situations in which personal contents are covered against loss:

- Fire
- Lightning
- Windstorm
- Hail damage
- Glass breakage
- Smoke

- Aircraft damage
- Riot or civil commotion damage
- Damage caused by vehicle
- Explosion
- Falling objects
- Water damage
- Vandalism
- Snow, ice, sleet

The above list of coverage is not all-inclusive, but simply an example of some of the occurrences covered by content insurance.

#### **b. Claims**

If a loss occurs and a claim needs to be filed, residents should contact the Neighborhood Office, which will provide the contact information for the insurance carrier. Residents may also contact the Neighborhood Office if questions arise or if additional assistance is needed.

#### **1-7 Annual Inspections**

Picerne may conduct an annual inspection of residents' homes. Permission to conduct an annual inspection will be coordinated with the residents; however, Picerne has the right to conduct an inspection even if permission is not granted by the Resident or the Resident is not available.

#### **1-8 Access**

Neighborhood Offices will retain keys to each home in their respective areas of responsibility under secure control of Picerne staff members at all times. These keys are used to provide access for routine and emergency maintenance service to your home, to assist residents in the event of an accidental lockout and to gain entry to the home for routine maintenance after appropriate notification of the residents.

Polk Communities, its employees, agents and/or contractors shall have access to and may enter the home immediately under the following conditions - In case of emergency; or when the Resident has abandoned or surrendered the home; or to make necessary or requested repairs, decorations, alterations or improvements, or to supply necessary or requested maintenance or services. Residents retain the right to request an appointment for completion of necessary or requested repairs. The resident's report of damage or request for service provides Polk Communities permission to enter at reasonable hours (8:00 AM to 6:00 PM) without prior notice. Residents may be present; however, entry for the reasons set forth above is not conditioned upon such presence and the Resident agrees to hold Polk Communities and the Property Manager, their employees, agents and contractors harmless for such entry. Representatives of Polk Communities and/or the Property Manager may access the home in order to ensure the home is maintained, not in need of repair, and that the resident's use thereof is in conformity with the provisions of the ROA and/or any other purpose permitted by applicable law.

Residents will not change or add locks without prior permission from Picerne and will provide a key copy to the Neighborhood Office, if Picerne grants such permission.

In order to protect our residents' rights to privacy and freedom of contentment, Picerne recognizes that any disruptions should be kept to a minimum. Therefore, with the exceptions of valid emergencies, and scheduled inspections (for which notice has been given in advance), our staff requires permission from each resident to enter their home. Residents may stipulate certain hours when we may enter the home and under what conditions. Some residents may desire to be present during a visit while others may waive that condition. We will maintain this information as part of each resident's file and refer to it when necessary to provide the most efficient and convenient service possible. Residents are free to change the conditions relating to access of their home at any time. Residents should submit this request in person, and in writing, to the Neighborhood Office.

For non-emergencies, such as normal maintenance or pest control treatments, Picerne will inform the residents as soon as possible of any need to access the home. Our policy is to give each family at least one day or 24 hours notice of our need to enter, and only then at reasonable times. We also recognize that "reasonable" may depend on the residents' work schedule. If we must enter a home while residents are absent to perform normal maintenance or emergency work, we will leave a notice stating the purpose of the call and the name of the Picerne team member who performed the work.

#### **1-9 Conduct, Breach of Lease, Illegal Drug and Other Unlawful Activity**

The Resident is responsible for the conduct of family members and guests. Any conduct that violates the Lease or Guide, including but not limited to drug and other unlawful activity, will be addressed through a written notice to the Resident that corrective action must be taken. If the Resident, family members or guests fail to comply with the written notice, the Resident's chain of command will be notified. Repeated violations of the Lease or Guide may result in the termination of the Lease and immediate eviction.

#### **1-10 Noise/Quiet Hours**

Residents and other authorized occupants will not disturb the peaceful enjoyment of the neighborhood. Residents shall keep the volume of any radio, stereo, TV, musical instrument or electronic device in their home or vehicle sufficiently reduced at all times so as not to disturb other residents. Residents shall not conduct or permit vocal or instrumental practice or instruction at the home without prior written consent of the Neighborhood Office. The Neighborhood Office routinely approves requests for most instruments. As per Command Policy Memorandum DES-02 – Noise Abatement; quiet hours are from 2200 to 0500 Sunday evening – Friday morning and 2400 to 0600 Friday evening - Sunday morning and should be observed by all residents and their guests that reside or visit Picerne Military Housing homes at Fort Polk.

## 1-11 Eviction

The Community Management Director for Picerne Military Housing will be the approving authority on all terminations of the Lease for misconduct or policy violations by the Resident, family members and guests.

Non-payment, minor acts of misconduct or minor violations of policies will normally result in written notice to the Resident by the Neighborhood Office. Notice will detail the misconduct or violation, what corrective action is required, and what action will be taken if further violations occur. In extreme cases, or where a persistent pattern of misconduct occurs, Picerne will give the Resident written notice of the intent to terminate the Lease and will consider the service member's written response, if any. If the Resident and Picerne are unable to resolve the matter, Picerne will forward the request for termination of the Lease to the Garrison Commander, via the Residential Communities Initiative (RCI) Office, for final decision.

## 1-12 Fire

### Fire Prevention

A portable, dry-chemical fire extinguisher and a smoke detector has been supplied in a convenient location in each home. The following items should be immediately reported to the Neighborhood Office:

- Discharged fire extinguisher
- Damaged, missing or malfunctioning fire extinguisher
- Damaged, missing or malfunctioning smoke detector

The Neighborhood Office will conduct routine inspections of fire extinguishers and smoke detectors as part of the Preventative Maintenance Program. In the event that a fire extinguisher or smoke detector is missing, damaged or misused, the resident bears financial responsibility for its replacement. Please see the Damage Cost Sheet on page 29 for details concerning the cost for replacement. Good housekeeping, care and cleanliness are synonymous with good fire prevention. Some of the basics for preventing fires are: never leave children unattended, do not smoke in bed, never empty ashtrays into trash cans without first running under water and do not do so before retiring for the night. Never leave cooking unattended in the kitchen. If a fire occurs in a cooking utensil, cover the burning pan with a lid or larger pan and switch off the stove. Do not attempt to move the burning pan and never put water on a grease fire. Kitchen stove exhaust hoods should be regularly cleaned to avoid the build up of grease in the filter. Always clean the lint filters on the clothes dryers before and after each use. Never use flammable liquids for cleaning purposes; only use nonflammable solvents. Last, but not least, familiarize your family and the babysitter, with your household fire plan.

Residents will be held liable for damages to their home caused by violation (whether by yourself or your guests) of the above precautionary measures. **If a fire occurs, residents must call (first) the fire department and (second) the Neighborhood Office immediately.** Residents must initiate an investigation. Command involvement will be required. Residents found liable for fire damages to their home or the premises will be required to reimburse Picerne for the repair cost. In addition, a letter of warning for the offense will be sent by Picerne to the Resident with a copy to the Command. If any type of fire violation continues, Picerne will forward the request for termination of the Lease to the Garrison Commander, via the RCI Office.



### 1-13 Pest Control

The Resident acknowledges that good housekeeping assists in the elimination of pests and agrees to keep the home in a clean and sanitary condition at all times. Residents shall immediately notify their Neighborhood Office of the presence of any pests or vermin in the premises or common areas. Resident's preparations to receive pest control services are critical and should be followed per instructions from the Neighborhood Office in order to ensure effective treatment, comfort and safety. The Neighborhood Office will keep documentation and log all services rendered to ensure routine and satisfactory service.

- a) Residents with pets will be required to resolve any pet related pest problems such as fleas and ticks in their home or yard at their own expense. Residents can request Picerne Military Housing to initiate the pest control services, utilizing the on site pest control contactor at the pet owner's expense.

### 1-14 Weapons and Ordnance

**No unregistered firearms or any ordnance, i.e., smoke grenades, explosives, ammunition, etc., are permitted in Fort Polk family housing. Residents will register their privately owned firearms with the Provost Marshal Office immediately upon arrival at Fort Polk.** Proof of ownership is required for registration; however, firearms need not be present at the time of registration. With the exception of immediate registration as noted above, JRTC and Fort Polk Regulation 190-3 shall govern the storage, transportation and registration of privately owned firearms and ammunition in Fort Polk family housing. As noted JRTC & FP Reg. 190-3 says, "Both firearms and ammunition must be stored in a secured locked container. Individuals storing privately owned firearms and ammunition in Fort Polk family housing are to ensure that all reasonable precautions are taken to make certain firearms and ammunition are inaccessible to unauthorized persons and minors." BB and pellet guns are also prohibited. The discharge of any firearm, including BB and pellet guns, in the Fort Polk family housing neighborhoods may lead to termination of the Lease Agreement.

If residents purchase, acquire or legally dispose of the firearm(s), it must be reported to the Provost Marshal Office within three working days of the change. Guests of residents must store their firearms with the Military Police. Violations of the above policies will result in confiscation of the firearm(s) and may subject the Resident to judicial, non-judicial or administrative action detailed in JRTC & FP Reg. 190-3.

### 1-15 Utilities

Electricity, gas, trash collection, water and sewer services will be provided by Polk Communities, as part of the rental rate which will match the BAH rate. There is the possibility that additional charges for electricity and gas consumption may occur if residents are not following established resident responsibility guidelines concerning energy consumption. Polk Communities **shall not** be responsible for any other utility services including telephone (local, long distance, or cellular), Internet access (high speed or dial-up) or cable TV (basic or expanded / satellite TV service).

There shall be no change in the Resident's or Polk Communities' respective responsibilities for payment of said utilities pursuant to this Agreement without the Polk Communities providing the Resident at least three (3) months prior written notice. Notwithstanding the forgoing, following the implementation of the Army's Resident Direct Pay Program (and **without** any requirement

for three months prior notice to the Resident), the Resident shall be responsible for the payment of either some or all utilities servicing the home. This includes the payment for all electric consumption (at the prevailing utility rates) in excess of the established "baseline" consumption for the home. The methodology for calculation of the "baseline" consumption for the home will be provided to resident upon the resident's request.

#### **1-16            Changes in Policy**

From time-to-time, it may be necessary to change or adopt new rules, policies or otherwise revise the Resident Responsibility Guide. Picerne Management/FP, LLC, d/b/a Picerne Military Housing will send a 30-day written notice of such changes to the Resident. The Resident, family members and guests will comply with all such changes to the Guide.

## Chapter 2: Care of Homes

### 2-1 Satellite Dish/Antenna

The Resident must receive **written** approval and complete a Satellite Addendum and a Satellite Installer Addendum prior to the installation of a satellite dish or antenna (to include amateur or CB radio antenna) from the Neighborhood Office. Any installation of a satellite dish that cannot be installed under the guidelines of the Satellite Addendum or the Satellite Installer Addendum will need to be approved by completing a Resident Alteration Agreement at the Neighborhood Office. The Resident also agrees to supervision and approval of installation by the neighborhood maintenance staff. Installation must be scheduled with the Neighborhood Office in advance. Satellite dishes installed by residents must:

- Be free standing and constructed of corrosion-resistant materials.
- Not be attached to chimneys or placed on roofs.
- Not be installed on an exterior wall or hung out of a window.
- Be located to prevent the antenna and all associated conductors and wires from coming in contact with electric power lines. If the mast is over ten feet, a triangular structural galvanized steel or aluminum-reinforced tower will be used. Vinyl or metal surfaces of the home will not be penetrated.
- Not exceed one meter (3 feet, 3 inches) in length and width.
- Be installed by a professional.
- The Resident is liable for injuries and damages to persons or property resulting from their satellite dish.
- The Resident will be responsible for removal and/or repair fees for any dish/antenna systems that they have installed.
- Any dish/antenna systems that are installed by a resident that has not been approved by Picerne will be promptly removed at the resident's expense.

The Neighborhood Office will work with residents on any satellite system installed prior to 1 August 2004 to develop a plan to comply with these guidelines.

### 2-2 Alterations

Picerne will clean, paint and perform routine maintenance in each home prior to a new family moving in. The residents may wish to add customized accents such as painted walls and wallpaper to make their house feel more like home. These alterations are permitted, however, it is required that residents restore the wall or other feature to a condition such that it can be covered with one coat of typical off-white paint during maintenance of the home after move-out. Residents should remove wallpaper and use white primer on dark wall paints.

While Picerne supports such projects, we require the Resident to secure authorization for alterations other than those mentioned above from the Neighborhood Office by completing a Resident Alteration Agreement prior to work being performed. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include any form of structural change or remodeling. Attaching or removing fixtures or appliances requires Neighborhood Office approval. Authorization will usually include a requirement to restore the alteration to the original condition.

### **2-3 Storage Sheds**

Requests for storage sheds must be addressed to the Neighborhood Office. The need for additional storage space must be documented in such a way that clearly and accurately defines the proposed location in relation to the house, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Additionally:

- Sheds will not exceed 120 square feet in floor are and the construction/location of storage sheds will be permitted only within the fenced in yard behind the home and will not be fastened or attached to the house, fence or any other existing structure present at the home.
- All storage sheds must be of a commercial type, properly constructed and be **anchored** securely to prevent possible overturning or becoming a hazard to other property, homes or residents from forces such as heavy winds from thunderstorms.
- The color must be compatible with the exterior color of the home and must have a metal or plywood floor.
- Prior to moving out of the home, the Resident will be responsible for dismantling and removing the shed, removing residual from the site and restoring grass affected by their storage shed.

### **2-4 Patio Covers**

Construction of commercial-type patio covers and window awnings is not authorized.

### **2-5 Swimming Pools**

Only small, well-maintained **wading** pools are authorized. The Resident assumes all liability for the installation, operation and supervision of such equipment. An adult must supervise wading pools at all times. Wading pools 12” or less in height and no more than 10 feet wide may be positioned in the back yard on grass areas but must be emptied daily and removed and stored when not in use. Residents will repair any damages to property, including grass areas, at their own expense from the use of a wading pool or other equipment that they utilized at their Picerne Military Housing home.

Hot tubs are not authorized in Picerne Military Housing at Fort Polk, as they pose a very serious safety concern to the residents in the neighborhoods.

### **2-6 Skateboards/ In-Line Roller Skates & Small Motorized Transportation Devices**

Skateboards/in-line roller skates are permitted. Skateboards/in-line roller skates must be ridden on sidewalks rather than on installation roadways. Small skateboard accessories such as ramps and grinding rails may be rolled to the curb for use in the carport/driveway as the playing surface; however, the accessories must be returned to the proper storage area in the rear of the home out of public sight. Furthermore, residents are encouraged to secure additional liability insurance to cover any injuries that may occur. Skateboarders are encouraged to use the skate park on post. Skateboarders will wear helmets, also recommended for in-line roller skaters, and both will always yield to pedestrians and vehicular traffic. Any motorized form of skateboarding is not permitted. Go-karts and all-terrain vehicles (ATVs) are not permitted in neighborhoods. Use of other unlicensed or non-traditional forms of motorized transportation equipment require prior authorization by the Neighborhood Office as well as from the MP's/Garrison Command.

## **2-7 Trampolines/Swing Sets/ Other Play Equipment**

Trampolines pose a very serious safety and liability issue to residents and guests. The Fort Polk Safety Office supports this position. The installation and use of trampolines is strongly discouraged. Residents who install and/or use such equipment do so at their own risk and assume all liability for personal and property damage that may occur. Any trampoline installed must incorporate appropriate safety nets to reduce potential injury. Any trampoline that does not have a safety net poses a significant safety risk and will be promptly removed by the resident. If the resident fails to follow this requirement and the safety issue persists Picerne will require the resident to remove the trampoline or Picerne may be able to provide assistance to the resident in removing the safety issue. The resident must submit written notification 24 hours in advance for assistance. Trampolines may be positioned in the back yard on grass areas as Residents will repair any damages to property, including grass areas, at their own expense.

Swing sets and other similar types of children's outdoor recreational equipment are permitted in housing neighborhoods. Equipment must be whole and without defect so that it does not present a health and safety risk. Please provide the Neighborhood Office with a picture or description of proposed equipment. Equipment cannot be placed until written permission is granted. The Resident is responsible for the safety, supervision and upkeep of equipment and for restoring damaged areas of turf/landscape caused by use of equipment, and for injury occurring on the equipment. This play equipment is only allowed within the confines of a fenced-in yard. Any exceptions to this policy must be granted in writing by the Neighborhood Office.

Play equipment is restricted to the backyard, unless approved by Picerne in advance. All portable play equipment, including basketball goals designed for any age group, must be stowed in the rear of the home. Equipment must not be visible from the street, common parking areas or primary housing entrances and walkways. All play equipment that is authorized by Picerne to be placed anywhere other than in the back yard will be marked with the owner's full name and address.

## **2-8 Outdoor Furniture**

Only furniture intended for outdoor use is to be used outside of the home. Indoor furniture will not be authorized to be stored in the carports, driveways or around the exterior of the home. Furthermore, items such as strollers, oil or gas containers, boxes, shoes or clothing, and other miscellaneous items should not be stored in the carports, driveways, walkways or around the exterior of the home. Each home has either a storage closet or garage depending on the home a resident is occupying.

- a) Items stored on the entrance walkway or around the exterior of homes pose potential risks as obstacles in an emergency as well as a haven for pests to enter homes.
- b) All flammable materials stored on the exterior of homes pose a fire hazard and could jeopardize the safety of your home and those that live around you. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in a secure location or disposed of promptly and properly.

## **2-9 Fencing**

Picerne Military Housing is responsible for the repair and maintenance of all fencing within the Fort Polk neighborhoods. Fencing cannot be altered or modified for any reason. It is not recommended that you hang or attach any items to the fence or the vinyl partition. The vinyl partition and the vinyl coating on the fence can be cleaned by spraying with a water hose. A mild soap may be used on the vinyl partition as needed. No barbecue grill, fire pit or open flame will be used within 10 feet of the vinyl partition, vinyl covered fence or vinyl siding as heat from these items can cause damage to these materials. Any damage to fencing, siding or structures owned by Picerne Military Housing, caused by the use of a barbecue grill, fire pit or open flame by a resident or their guest will be charged to the resident. No materials may be attached to, hung from or other wise used to modify a fence without prior written approval from the Neighborhood Office. Please refer to section 2-13 on Barbecue Grills.

## **2-10 Window Coverings**

Picerne supplies appropriate window coverings for all windows in the home. Please contact your Neighborhood Office if shades or blinds are broken, missing or otherwise need replacement. If replacement is needed due to damage caused by the resident, resident's guest(s) or pet(s), the Resident will be responsible for the expense of the new window coverings. Picerne will gladly make the necessary repairs or replacements. Only proper window decorations and coverings may be used to cover windows. Flags, sheets, aluminum foil and other non-standard coverings are prohibited as a replacement for supplied shades and blinds.

## **2-11 Installation of Air Conditioners and Other Privately Owned Equipment**

- a. Resident-owned air conditioners are not permitted unless authorized in writing by your Neighborhood Office. All homes requesting to add a resident-owned air conditioner unit will be checked by their neighborhood maintenance staff to ensure that the home and electrical circuit will handle the load of the window air conditioner unit prior to the written authorization being provided. All residents will follow the guidelines as established by their Neighborhood Office on the proper installation of a resident-owned window air conditioner unit.
- b. All homes come fully equipped with a stove, range hood, refrigerator and dishwasher. The above listed appliances supplied to the home may not be removed or replaced with privately owned appliances.
- c. Residents may utilize a freezer, second refrigerator, washer, dryer, etc., to accommodate their household needs when the appropriate power supply is available. The Resident assumes responsibility for any damage caused to the home by the installation, use or removal of personally owned appliances or equipment.
- d. Use of waterbeds is authorized. The Resident will be liable for any damages caused by the use of a waterbed.

## **2-12 Laundry**

Residents shall not hang or place laundry on the exterior of any building or hang on any fencing or lawn. Laundry room facilities will be available for your use in your Neighborhood Center. Resident will have access to the facility utilizing their electronic key pass during operational hours. (Please check with your Neighborhood Office for specific hours of operation).

## 2-13 Barbecue Grills

Residents will not use Barbecue grills within the confines of a garage, carport, covered patio or covered porch/walk ways. Barbecue grills, both gas and charcoal, will be use in an open, uncovered space 10 feet from any combustible surface such as vinyl or wood fences/siding to prevent damage or the accidental ignition of these surfaces.

- a. Operate charcoal grills only outdoors, never inside an enclosed area, even if you've finished grilling, and you assume all the coals are extinguished, they're still producing carbon monoxide, so keep your charcoal grills outside at all times.
- b. Any damage caused by the heat or open flame from a barbecue grill will be the resident's responsibility and expense to repair.
- c. Charcoal briquettes will be thoroughly doused with water to ensure that they are not burning to avoid an accidental fire if a barbecue grill is left unattended or before storing.
- d. The ash from briquettes will be properly disposed of once they are completely checked to ensure that they are no longer combusting (burning).
- e. Do not bring your propane tank indoors, and do not store spare gas containers under or near your grill. Don't store other flammable liquids, such as gasoline, near propane tanks. Keep your barbecue covered when it's not in use to prevent hazardous situations.

## 2-14 Holiday Decorations:

Residents can decorate their yards and homes for holidays throughout the year. These decorations should be limited to the holidays that they are intended and should be promptly removed and stored after the holiday has passed.

- No decorations of any kind will be placed on the roofs of Picerne Military Housing homes, as this can be a significant safety hazard as well as damaging the roof which can result in a roof leak and damage to the structure of the home as well as personal effects of the residents in that home.
- Any holiday lighting that is put out for display must be Underwriter's Laboratories, Inc. (UL) approved for outdoor use and no holiday lighting will be left on if the residents are not home.
- To hold outdoor lights in place, string them through plastic holders. Never use nails, hooks, staples or tacks.
- All Christmas tree ornaments and decorations will be noncombustible. Lighting and lighting sets for use with Christmas decoration will bear the label of Underwriter's Laboratories, Inc. (UL) and will be in good condition.

## Chapter 3: Maintenance and Repair

### 3-1 Lead-Based Paint

Most homes at Fort Polk are lead-based paint free. For homes built before 1978, the Owner must provide full information on lead based paint conditions and potential hazards. Some homes built at Fort Polk before 1978 had lead-based paint on the exterior; for those homes, all exterior painted surfaces have been removed or covered with vinyl (structural beams that could not be removed).

### 3-2 Work Order Procedures

Picerne is committed to providing excellent maintenance service to our residents. In order to resolve maintenance requests as efficiently as possible, the resident agrees to notify the Neighborhood Office immediately when maintenance is required. Maintenance work orders may be placed via telephone call, email, fax, web page, hand-written note, or personal visit to the Neighborhood Office. The Resident may grant permission for maintenance technicians to access the home for the purpose of completing maintenance service while family members are not home. Uniformed maintenance technicians will leave a notice when they have been in the home. Maintenance technicians will not enter a home with children less than 18 years of age present unless an adult 18 years of age or older is also present.

Picerne will provide 24-hour emergency maintenance service to our residents. Routine maintenance will also be accomplished quickly, efficiently and according to the highest standards. Work order guidelines were created with resident safety in mind and to provide a clearer understanding of the work order process.

#### Work Order Priorities

Residents should call 911 and Picerne immediately in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.

Work order priorities will be addressed according to the following priority system:

#### a. Emergency

##### ▪ Response Time

★ 4 hours or less

Emergency work orders take priority over all other work orders and require immediate action. Picerne will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

- No heat when outside temperature is below 60 degrees Fahrenheit
- No air conditioning when outside temperature is above 78 degrees Fahrenheit
- Natural gas leak
- Electrical short or fire
- Electrical fixtures—shorting or sparking
- Broken electrical components which may cause fire or shock



- Sewer back-up
- Inoperable commodes (when only one is available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain or faucet
- Entire stove or cook top, oven or refrigerator inoperative
- Accidental lock-ins of small children
- Hot water supply outage

The response time for each work order emergency may differ depending on the type of emergency. Please note that an emergency work order will be closed as soon as the emergency situation is taken care of. A new urgent or routine work order will then be created if there is follow-up work required.

**b. Urgent**

- **Response Time**  
★ **2 working days or less**

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example would include heating and air conditioning systems malfunctions or failures when more moderate temperatures exist (see below).

The following work may be classified as urgent (but not limited to):

- No air conditioning when outside temperature is 78 degrees Fahrenheit or less
- No heat when outside temperature is 60 degrees Fahrenheit or greater
- Broken window (cracked only) or single pane in a double pane window.
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink or exterior faucet drip
- Light fixtures, switches or receptacles not working
- Inoperable commode where another operable commode exists

**c. Routine**

- **Response Time**  
★ **3 working days or less**

Residents are encouraged to contact their Neighborhood Office if there are questions concerning any maintenance issues.

### **3-3 Rubbish/Refuse/Recycling**

Picerne will provide suitable waste containers and instructions for their use to residents. Residents agree not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by neighborhood. Recycling and trash will be picked up on the same day. Residents may not place trash and recycling containers at their designated pickup locations sooner than 5 PM the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup. Storage of the provided waste containers is defined by your home type and your Neighborhood Office. No waste containers will be left at the curb or on sidewalks or driveways other than as specified above for trash pick up.

Residents may not leave excess trash or rubbish when moving out of the home. Bulk trash may not be left curbside at any time. Items that might be included in the recycling program follow: Plastic; Paper/cardboard and Aluminum/Steel.

### **3-4 Plumbing**

The toilets and waste pipes shall not be used for any purpose other than those for which they were intended. No sweepings, rubbish or any other improper articles will be thrown into them. The Resident shall be responsible for any damage to the building caused by the misuse of such equipment.

- Water shutoffs will be shown and explained to residents during the move-in inspection.
- If residents identify a water leak he or she should shut off the water supply if it is safe to do so.
- It is the responsibility of the Resident not to cover the sewer clean-outs, which are located in different areas of the yard. They should be easily accessible to service staff in the event of an emergency.

### **3-5 Electric/Electrical Panel Box/Light Bulbs**

- Picerne will supply your home with electric light bulbs at the time of move-in. Residents agree to furnish replacement bulbs of the same type & wattage and install thereafter, with the exception of specialty bulbs.
- If residents suspect an electrical problem, the electrical breaker(s) should be shut off if it is safe to do so. These devices will be identified for the Resident during the move-in inspection.
- The installation of Compact Florescent Lights (CFL) is in progress in all Fort Polk Picerne Military Housing homes through a Capital Improvements Program. The implementation of this program will continue until all homes have received CFL bulbs, which is anticipated by year-end, 2012. We will be unable to provide CFL bulbs to families who reside in homes that have not been updated through the CFL program.

Note: CFL bulbs require special disposal and all CFL bulbs have to be turned into your Neighborhood Office for proper recycling.

### **3-6 Smoke Detectors**

Smoke 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 Neighborhood Office. Residents agree to report immediately a malfunctioning smoke detector to their Neighborhood Office.

### **3-7 HVAC Filters**

It is the Resident's responsibility to change the HVAC filter monthly. Replacement filters are available at no cost to residents from their neighborhood office. Maintenance personnel will change HVAC filters and inspect the HVAC unit for proper operation prior to the residents' move-in and per the established preventive maintenance schedule; however, a representative from your Neighborhood Office will replace the HVAC filter if the resident so requests. It is the Resident's responsibility to maintain the regularly scheduled filter replacement and request assistance from the Neighborhood Office, if necessary. Residents will be instructed on how to change the filter during the move-in inspection.

## **Chapter 4: Miscellaneous**

### **Use and Residency**

Only those residents, and other authorized occupants listed on the Lease shall occupy the premises and will do so solely as a private dwelling. Residents must notify the Neighborhood Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a spouse, parent or grandparent. Picerne will update its records to reflect the correct family size.

In the event that any person using the home suffers injury, the Resident must report to the Neighborhood Office the date, time, place and conditions of such occurrence and the names of all persons who witnessed the incident. The report will be given not later than the next business day after the event has occurred.

#### **4-1 Guests**

All occupants undocumented by Picerne Military Housing are considered as guests. Residents may have guests visit for a period not to exceed 30 days in a 12-month period or calendar year. Any questions regarding this requirement should be addressed to the Neighborhood Office. All residents agree to register guests staying overnight more than seven (7) days with their Neighborhood Office. No guest is allowed in Picerne Military Housing if that guest has been barred from the installation..

#### **4-2 Subletting/Assignment**

Subletting, subleasing or assignment of this lease is prohibited.

#### **4-3 Home/Commercial Businesses**

Residents wishing to engage in ventures such as childcare, the sale of home or beauty products, or conduct fund raising events must submit a written request to the Neighborhood Office. Consideration of such requests requires endorsement from the Directorate of Morale, Welfare and Recreation (DMWR). Engaging in other commercial ventures is not permitted.

#### **4-4 Care of Children**

Residents will comply with Louisiana laws relating to the health and welfare of children as well as Joint Readiness Training Center and Fort Polk Reg 608-4, dated 06 February 2006

<b>Fort Polk Home Alone Age Matrix</b>						
<b>Age of Child</b>	<b>Left Home Alone</b>	<b>Left Alone Overnight</b>	<b>Play Outside Unattended</b>	<b>Left in Car Unattended</b>	<b>Child Sit for Siblings</b>	<b>Child Sit for Other Children</b>
<b>Newborn through Age 3</b>	NO	NO	NO	NO	NO	NO
<b>4 through Age 5</b>	NO	NO	YES: in designated safe area with immediate access (visual sight or hearing distance) to adult supervision	NO	NO	NO
<b>5 through Age 8</b>	NO	NO	YES: with access to adult supervision which can be physically present within 15 minutes and sponsor knows the location of the child	NO	NO	NO
<b>10 through age 11</b>	YES: With ready access to adult supervision that can be physically present within 15 minutes; Limit-1 hr	NO	YES: with access to adult supervision which can be physically present within 15 minutes	YES: with keys removed and handbrake applied	NO	NO
<b>12 through age 14</b>	YES: with access to adult supervision which can be physically present within 15 minutes; Limit-6 hrs	NO	YES: with access to adult supervision which can be physically present within 15 minutes	YES	YES	YES: may not sit overnight
<b>15 through age 17</b>	YES	No: with sponsor or in local area and access to adult supervision that can be physically present within 15 minutes	YES: until 10PM during weekdays and 11PM on weekends and holidays	YES	YES	YES

- An individual who is charged with the care of children under age eighteen will provide supervision appropriate to the age and development of the child at all times, in accordance with the more restrictive JRTC& FP Reg 608-4 or Louisiana law.
- Recommended guidance suggests that no child under 12 years of age should be allowed to supervise younger children. A child 12 years old, if adequately prepared, may supervise 1 infant (0-12 months old) only, for a brief period (30 minutes to 1 hour) but no longer period of care (over 1 hour). Children of this age group should not be responsible for the supervision of a group of more than three children nor should any of the children be under the age of five. Length of care of the group should not exceed 3 hours. It is recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.
- 13-14 Years: This age group is the same as the 12 year age group with the following exceptions: A child in this age group, if adequately prepared, may supervise 1 infant only for a period no longer than two to three hours or supervise a group of no more than four children ranging in age from 1-11 years for no more than four hours a day. It is also recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.
- 15-17 Years: This age group is the same as the 13-14 year age group with the following exceptions: A child in this age group, if adequately prepared, may supervise 1 infant only for no more than 10 hours a day or supervise a group of no more than 5 children ranging in age from 1-11 years for no more than 10 hours a day. It is also recommended that this age child take the Certified Baby-sitting Course offered by Child Development Services.
- Teens between the ages of 13-17 must take the Certified Baby-sitting Course if they wish to be on the referral list for providing child care. The list is maintained at the CDC Supplemental Programs and Services office, Child Development Center. Children who are 12 years old are not placed on the list as certified teen baby sitters until they reach age 13.

#### **4-5 Family Child Care**

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

FCC homes usually require minor modifications and equipment, which are handled through the FCC coordinators. The Neighborhood Office must approve modifications that require permanent installation. Also, to assure proper installation, neighborhood maintenance staff will 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. Picerne will repair any health, safety and maintenance concerns discovered during the FCC pre-certification. 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 \$500,000 of liability coverage for registered FCC providers. To request to become an FCC provider, residents need to contact the FCC Coordinator.

#### **4-6 Pet Policy**

Picerne is sensitive to the relationships that exist between our residents and their pets. Picerne will enforce all installation regulations/policies and residents should familiarize themselves with Army Regulation 40-3, Veterinary Health Services 40-905, JRTC and Fort Polk 40-3, Fort Polk Garrison Policy #4, Department of the Army memo, Pet Policy for Privatized Housing, dated 01/05/09 issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships) and local laws regarding acceptable pets, animal restraint, abuse, sanitation, numbers and other issues. The following pet regulations are designed to minimize health and safety issues and resident complaints.

- A maximum of 2 pets, either dogs or cats of any combination, is authorized per household.
- Picerne Military Housing reserves the right to charge a new resident moving in with pets a refundable deposit and/or non-refundable fee. These deposits and/or fees will be outlined in your Resident Occupancy Agreement.
- Pets are the responsibility of the Resident. As such, the Resident will be liable for all damages to include carpet, doors, walls, shades, blinds, screens, appliances, cabinets and other parts of the home or community including landscaping. Pets will be controlled at all times by their owners. Such control prevents pets from becoming a nuisance or menace to other persons, animals or property. Residents are liable for any injury or damage, caused by their pet(s).

- Pit Bulls, American/Staffordshire Bull Terriers Rottweilers, Doberman Pinschers, Chows, wolf hybrids and crosses of these breeds are not allowed in Fort Polk family housing. Any Pit Bull, American/Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids and crosses currently residing in on-post housing and registered with the Fort Polk Veterinary Clinic before March 1<sup>st</sup>, 2009 will be allowed to remain in on-post housing; however, no newly acquired Pit Bulls, American/Staffordshire Bull Terriers, Rottweilers, Doberman Pinschers, Chows, wolf hybrids and crosses of these breeds will be allowed in Fort Polk family housing.

This policy aligns with Department of the Army guidance as outlined in the 1/5/09 memo Pet Policy for Privatized Housing, issued by Paul Bollinger, Jr. (Deputy Assistant Secretary of the Army, Energy and Partnerships) and Fort Polk Garrison Policy #28 Control of Animals on Fort Polk, which applies to Soldiers, family members and civilians who own any of the listed breeds or crosses as outlined above.

- Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:
  - Unprovoked barking, growling or snarling at people approaching the animal
  - Aggressively running along fence lines when people are present
  - Biting or scratching people
  - Escaping confinement or restriction to chase people
- Poop and scoop is mandatory and requires the removal of pet waste from yards (daily), common areas (immediately) and grounds in the neighborhood (immediately). The Resident will incur charges for failure to comply, and the expense will be commensurate with the cost for a third party to remove the pet waste. Pets should not be permitted to soil patios and porches.
- All dogs, cats and other animal pets (small caged animals, birds and fish excluded) more than 90 days of age must be immunized or show proof of immunization and be registered at the Veterinary Treatment Facility (VTF) within 10 days of arrival or acquisition.
- Un-spayed female pets will be kept in isolation during their heat period to prevent attracting male animals.
- Pets are to be kept on a leash and under the owner's supervision and control at all times when outside of the home or yard.
- Pets must wear a Fort Polk rabies tag and have a current vaccination history.
- Ferrets, snakes, reptiles, rodents (other than hamsters and guinea pigs), hedgehogs, pot-bellied pigs, monkeys, arachnids, sylvatic pets (skunks, raccoons, squirrels, other tree or woods-dwelling animals, etc.) and any other exotic or farm animal are not permitted in family housing.



- Pets will be housed indoors or may be secured outside home within a fenced area.
- Birds, gerbils, hamsters, etc. must be caged at all times.
- Farm animals are not permitted in Fort Polk family housing. Any such animals found running loose or abandoned on Fort Polk will be impounded until proper disposition can be made.
- Pets are not permitted in any recreational areas such as swimming pools, recreation centers, tennis courts, playgrounds or any other recreational facilities including laundry rooms, offices and clubrooms at any time. However, exceptions will be made for assistive animals in authorized areas in accordance with "Title 40, U.S.C., and Section 291"
- Dogs are not permitted in a second story only home.

### **Keeping Your Pet Safe**

- Provide your pet with adequate food, water, shelter and exercise
- Never leave your pet locked in a vehicle—especially during the hot summer months
- Protect and vaccinate your pet
- Remember, happy pets are well-behaved pets

Resident should notify the Neighborhood Manager or the Military Police concerning loose or stray animals or any animal which, by its conduct or temperament, reasonably constitutes a physical threat to people or other animals. All animal bites or scratch incidents to humans should be reported to the nearest medical facility. The offending animal is subject to a physical examination and quarantine. Failure to abide by this Pet Policy may result in a revocation of pet privileges or eviction from housing.

### **4-7 Parking**

Parking by the Resident, family and guests is authorized in the following areas:

- Resident's driveway and other designated parking spaces.
- On streets where the sidewalk exists on only one side of the street, parking (with the flow of traffic) is authorized only on the side of the street where there is no sidewalk.
- On streets where sidewalks exist on both sides of the street, and there is only one entrance onto the street, parking (with the flow of traffic) is authorized only on the right side of the street (as the driver enters the street).
- On those streets where sidewalks exist on both sides of the street, and there are two or more entrances onto the street, parking is authorized in designated "Parking" areas only.

Parking is prohibited, except when complying with the directions of a law enforcement official or traffic control device, in any of the following places:

- In a parking space assigned to another resident
- On a sidewalk
- In front of a driveway other than the Resident's
- Within an intersection
- Within fifteen feet of a fire hydrant
- On a crosswalk or within twenty feet of a crosswalk at an intersection
- On lawns or grassed areas
- At any place where official signs prohibit parking.

Vehicles parked in assigned spaces must have current post and valid state license registration or risk being towed and impounded without prior notice at owner's expense. Parking in space assigned to another resident or for a vacant home is strictly prohibited. A resident's or visitor's vehicle may be towed and impounded without prior notice, at the vehicle owner's expense, if it is inoperable, otherwise disabled or parked in a space assigned to another resident. Assigned parking areas such as carports or parking bays may be used for parking personally owned vehicles only. They may not be used for storage of recreational vehicles, household goods or other personal belongings. Parking on lawns, planted areas and sidewalks is strictly prohibited.

- The following types of vehicles and equipment may not be permanently parked, left overnight, stored on the streets, in garages, in driveways, yards or parking lots in any neighborhood:
  - Travel trailers
  - Motor coaches
  - Cargo trailers
  - Motorcycle trailers
  - Camper bodies or trailer
  - Commercial vehicles
  - Construction equipment
  - Tractor trailers
  - Boats
  - Boat trailers
  - Horse trailers

A Recreation Vehicle (RV) Storage Lot has been designated as the appropriate storage location for all such vehicles and equipment. Picerne Military Housing provides a secure RV storage lot to all residents for the storage of their personal equipment as identified in the list above at no charge to the resident. Access to this RV storage area is available 24 hours a day, 365 days a year to any resident that has items stored at the site. Arrangements for assignment to a Picerne Military Housing RV storage lot are to be coordinated by the Resident (owner) with their Neighborhood Office.

Parking violations should be reported to the MP Desk Sergeant at 531-2227.

#### **4-8 Vehicle Repairs and Maintenance**

Automobile repairs are not authorized in Fort Polk family housing neighborhoods. Residents may use the Fort Polk Auto Craft Shop owned by AAFES for repairs. Unauthorized repairs create safety hazards for other residents and guests and may damage housing or common areas. The Resident will be assessed charges for the repair of damages resulting from such activity (oil leaks, curb breaks, turf damage, etc.).

#### **4-9 Landscaping**

All common areas of each neighborhood, including all lawn areas, will be thoroughly maintained by Picerne through the use of an approved professional grounds maintenance contractor and a commercial grass cutting contract. All turf areas will be mowed, edged and clippings blown off to maintain a neat and orderly appearance. Bushes will be trimmed once per season. For example, shrubbery will be trimmed to ensure proper flowering (if applicable) or during dormant months (winter). Common area flower beds will be mulched and weeded in the spring. Fallen limbs and trees will be removed when maintenance services are needed and will also include the portion of the lawn located inside the boundary of housing fences. However, those areas must be fully accessible to receive services. Accessibility requires all of the following items to be prepared: gates are provided and unlocked, pets are confined, all pet waste removed and personal belongings are picked up. The Resident will be responsible to maintain landscaping inside inaccessible fenced areas to Picerne specifications and on the same schedule as the services provided by Picerne. Failure to allow access or maintain fenced areas will result in a lease violation and be referred to the chain of command and may result in the loss of pet privileges, charges to the resident or termination of the Lease.

#### **4-10 Flower Gardening**

While Picerne will provide lawn mowing and landscaping services, residents may beautify the area immediately adjoining their homes with annuals and perennials. Vegetables and herbs may be grown in Fort Polk neighborhoods only in pots or raised beds at the rear of the home. Families are required to maintain their flowers and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Flower gardens are restricted to areas currently landscaped for this purpose. Residents who wish to create or expand existing flowerbeds must obtain prior authorization from the Neighborhood Office.

#### **4-11 Telephone and Cable Service**

Residents are responsible for telephone instruments, services and additional equipment. At least two telephone jacks and wiring are provided in the home. Cable television will be the responsibility of residents. Additional phone jacks or cable television outlets may be installed by completing a Resident Alteration Agreement at the Neighborhood Office.

#### **4-12 Yard Sales**

Neighborhood yard sales may be permitted at a designated location at dates and times to be determined by Picerne. Private yard sales are limited to the first Saturday of each month. Individual sales are solely for the disposal of household items, which have become excess to the needs of the family. The resale of new items (as in a business) is not permitted.

Residents may request authorization to have a yard sale outside of the normally identified first Saturday to dispose of household items for any move by visiting their Neighborhood Office which will provide instructions for locations and methods of posting and removal of signs. All yard sale signs are to be removed by the resident holding the yard sale immediately after the yard sale is completed. Yard sale signs will not be attached to bus stop shelters, mailboxes, road signs or fences.

#### **4-13 Lockouts**

During normal business hours, a resident who is accidentally locked out of their home should notify the Neighborhood Office in order to gain entry to the residence. Upon providing proper identification, the resident will be provided access to the home providing that their name is on the Lease or currently on the key release log.

In the event a resident is locked out of a home outside of normal business hours, the resident should call the Neighborhood Office and request assistance from the 24-hour on-call service specialist. One of the management team members will respond and confirm the resident's identity and key release log status. Once confirmed, the resident will be given access to the home. If proper identification cannot be provided, the resident and management staff will have to use alternative means to determine the resident's identity such as contacting the duty office of the resident's chain of command.

Frequent lockouts inconvenience everyone; any Resident who repeatedly locks themselves out of their home will be subject to a \$25.00 lockout fee on the fourth and subsequent occurrences in a calendar year.

#### **4-14 Resident's Potential Liabilities**

The Resident is responsible and may be held liable for damage to assigned housing or damage to or loss of related equipment or furnishings, caused by their abuse or negligence or that of their family members, guests or pets.

#### **4-15 Energy Conservation**

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

- The thermostat should be set at a comfortable setting without fluctuation to maintain consistent climate control.
- Doors and windows should be kept closed whenever air conditioning or heating is in operation.
- Check toilets for leaks, make sure faucets are shut off properly and run the dishwasher when fully loaded. Take short showers instead of baths. Do full loads of laundry and make sure the water level is right for the size of the load.
- During daylight hours turn off lights when not needed in unoccupied areas such as garages and outdoor spaces.

## Chapter 5: Move-Out

### 5-1 Move-out Policy

The following moves may be granted at the Government's expense (subject to change and outside the control of Owner, Picerne Management/FP, LLC or Picerne Military Housing):

- 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 housing retention to Picerne.
- As directed by the Garrison Commander.

The following moves MAY be at the Resident's expense:

- If the Resident becomes ineligible to remain in housing, the home will be vacated immediately.
- A Resident may request to move out of the home and move off post. The movement of household goods will be at the expense of the Resident unless the move is directed for the convenience of the government.
- A Resident who qualifies for a change in housing due to a change in military status or family size may submit a new application for appropriate housing in accordance with assignment policies.

### 5-2 Termination/Vacate Notice

The Resident will provide at least a 30-day written notice to terminate the Resident Occupancy Agreement.

Early release from the 12 month term of occupancy may be authorized if:

- the Resident/Service Member is required to move pursuant to PCS orders a distance of at least 50 miles based on duty station,
- the service member receives deployment orders
- the Resident/service member is prematurely or involuntarily discharged from the service,
- The Resident retires.
- On a case-by-case basis with an approved Exception to Policy request.

The service member must provide written notice and a copy of orders to the Neighborhood Office at least 30-days prior to the desired date of departure from the home, if they must end this Agreement before its term has expired. PCS/ETS or deployment orders received with less than 30-days advance notice will authorize release of the Resident on a case-by-case basis with proof of orders.

Early termination of this Agreement, for other than PCS/ETS/Retirement orders or deployment orders may be authorized when the following conditions are satisfied;

1. Request endorsed by the Resident's unit commander;

2. Resident delivers 30-day written notice of intent to vacate to Neighborhood Office, and
3. Paying all monies due through the term of occupancy stated on the lease, if an Exception to Policy request to break the 12 month lease has not been approved for reasons other than PCS/ETS, deployment or retirement.
4. Failure to provide a proper vacate notice may result in payment of liquidated damages equal to the Resident's current BAH rate for a minimum of one month (30-day notice period).

The Neighborhood Manager may approve these and other early terminations on a case-by-case basis for extraordinary circumstances but the resident/service member must contact the neighborhood manager as soon as possible.

A minimum 30-day notice will be required from all families moving out of housing. A Resident who's PCS, Separation or Deployment orders are written with less than a 30 day notice will generally be the only exception; however, they will be required to provide immediate notification to their Neighborhood Office upon receipt of their PCS, Separation or Deployment Orders.

### **5-3 Move-out Inspections**

A family preparing to move out may request a pre-inspection at anytime. This inspection is offered for the convenience and peace of mind of the departing military family. A pre-inspection may be scheduled any time, for example: 60 days, 30 days or even one week prior to the scheduled move-out date. A member of the Neighborhood Office staff will conduct the inspection which may identify potential damages or cleaning items that require remedy prior to move-out in order to avoid charges being assessed. Appendix C presents the Picerne Military Housing Damage Cost Sheet which provides examples of damages and estimated cost.

Picerne will only require one final move-out inspection to be conducted after all personal belongings have been removed from the home. The identical form used to document the condition of the home at move-in will again be used at move-out to document the condition of the home upon departure. The two inspections will be compared with differences in conditions noted. After allowing for normal wear and tear, Picerne will evaluate any remaining differences or discrepancies and assess appropriate charges if warranted. A member of the neighborhood management staff will conduct the inspection.

The Resident is strongly encouraged to be present at the inspection to facilitate the "check-out" process. In the event that charges are necessary and the Resident disagrees or questions them, a resolution can be obtained more expeditiously if the Resident is present. Picerne will provide a certificate of inspection to all military families that close out with a zero rent balance and do not incur any damage or cleaning charges. This certificate will provide the military family with a positive rental reference for the future.

The Resident must pay Picerne all monies due within 24 hours of move-out or within 48 hours of receipt of notification by Picerne (via U.S. mail or other recognized delivery service) if not present at the inspection. All amounts owed must be remitted to the Neighborhood Office (made payable to Picerne Military Housing) prior to clearing the installation. Picerne can accept for payment purposes credit cards, debit cards, personal checks and money orders, but cannot accept any payments in cash. Picerne will use all reasonable means available, including judicial and non-judicial processes, to pursue and collect unpaid balances. A former Resident may suffer adverse credit consequences as a result of failure to pay monies due to Picerne.

#### **5-4 Abandonment**

If a Resident abandons a home, Picerne will send a letter to their last known address stating that unless a reply is received from them within seven days, Picerne will re-rent the home. If a Resident vacates a home without notice to Picerne, removes possessions from the home and does not pay rent for more than fifteen days, abandonment has occurred.

#### **5-5 Surface-Clean Concept**

Picerne will require a surface-clean condition (see **RRG Appendix B**) at move-out. The surface-clean requirement is designed to ease the “check-out” process for military families. It is no longer necessary to hire a cleaner to achieve the level of cleanliness considered acceptable for move out. Surface-clean condition implies that a home is left clean throughout. When a home is cleaned regularly, it should only require a wipe down and sweep/vacuum at move-out to deliver a surface-clean condition. A damage cost sheet (see **RRG Appendix C**) outlining costs for homes left dirty and damages beyond normal wear and tear is attached. Contact your Neighborhood Office if there are any questions.

#### **5-6 Conflict Resolution for Damages to the Home**

In the event of a dispute over compensation for damage charges, both parties agree that if a mutually acceptable solution cannot be reached, the Resident may choose to rectify the dispute by hiring the services of a licensed, bonded and insured contractor in the specific discipline(s) involved, e.g., carpentry, plumbing, roofing, etc. Upon Resident request, the Neighborhood Office will provide a list of qualified contractors.

## **Appendix A: Guide for Operation of Appliances, Thermostat, Smoke Detector and Instructions for Testing Ground Fault Interrupters**

### OPERATION OF APPLIANCES (Do's and Don'ts)

#### **A. Garbage Disposal Unit:**

1. Do keep the cover on the drain when the disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, tacks, etc., may result in a clogged drain or jammed disposal.
2. Do grind food waste with a strong flow of cold water.
3. Do flush disposal for self-cleaning by running a few minutes after grinding waste or draining dishwasher.
4. Don't use lye or other chemicals for cleaning.
5. Don't turn off the water while grinding.
6. Don't grind fibrous food waste, i.e., cornhusks, pea pods, lettuce, celery, artichoke leaves or chicken skin.
7. Don't drain grease down the sink or the disposal.

NOTE: When the garbage disposal does not operate take the following steps:

STEP 1. Turn off the switch and water and allow garbage disposal unit to cool.

STEP 2. Push the reset button located on the bottom or side until a click is heard.

STEP 3. Turn on the switch and water.

STEP 4. If not operational, call your Neighborhood Office to report a work order.

#### **B. Stoves:**

Ovens, grills and burners will be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

#### **C. Dishwashers:**

Dishes, pots and pans will be scraped of food and rinsed before being placed in the dishwasher.

Water damage may occur from flooding to the home if soaps other than dishwasher



soap are used in a dishwasher. Residents should never use regular dish soap in a dishwasher as it will cause excessive foaming and cause the dishwasher to overflow onto the floor of the home.

**D. Instructions for Testing Ground Fault Interrupters:**

The ground fault interrupter receptacles (GFI) installed in your home are designed to protect people from the hazards of line to ground electric faults. **Do not overload the circuit.**

Should your receptacle or the outlet in your adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a work order:

- (1) Push the “test” button and the “reset” button should pop up, showing a red line, which indicates that power to the protected circuit, has been discontinued.
- (2) If the “reset” button does not pop up when the test button is pushed, a loss of ground fault protection is indicated. Do not use. Call in a work order.
- (3) To restore power, push the “reset” button.

**E. Smoke Detectors:**

1. Each home is equipped with at least one electrically powered smoke detector. These units have been installed for your safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by particles of combustion, which are produced when a fire is burning. Your smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).
  - a. To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc., before turning the power on. Notify your Neighborhood Office if it doesn't reset.
  - b. If your smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow your fire escape plan and evacuate the home until it has been checked. If in doubt, call the Fire Department.
  - c. Accidental activation of your smoke detector may be annoying but this is an indication that your detector is doing its job.
2. If your detector malfunctions, contact your Neighborhood Office. Do not attempt to repair it yourself.

The Fort Polk Fire Department is available to assist with any fire prevention information or questions. Contact the Fire Prevention Section at 531-7486 or 531-7247; South Fort Station at 531-2026/2296; or North Fort Station at 531-6154.

## **Appendix B: Guideline for Surface-Clean Condition**

Surface-clean condition implies that a home is left clean throughout although not necessarily scrubbed. The standards below are intended to reflect good day-to-day housekeeping. When a home is cleaned regularly it should only require a wipe down and sweep/vacuum at move-out to deliver surface-clean condition. It is only meant to be a guide. It is not an absolute definition as wear and tear plays a factor in the determination of acceptability. Note that these parameters are exclusive of damages.

### **GENERAL**

- All personal items to be completely removed from the home, storage area and garage.
- Any items requiring disposal are disposed of in an appropriate, proper and approved manner.
- Any equipment or feature delivered as part of the home (including appliances, appliance parts, fixtures, hardware, etc.) are returned intact and in proper working order
- Wall color is not to be altered or changed unless approved by the Neighborhood Office.
- Carpeted surfaces are vacuumed and free of excess spots or stains.
- All windows to be closed and locked with window covering left in the “closed” position
- Garbage cans cleaned and placed in garage or storage area.

### **KITCHEN**

- All kitchen work surfaces to be wiped down and free of grease build-up.
- Refrigerator to be wiped down inside and out, empty and free of mold/mildew
- Range hood, stovetop, oven, drip pans and under burners to be wiped down and free of burned-on food and grease.
- Dishwasher exterior to be cleaned
- Floor to be swept and cleaned

### **BATH**

- All bathroom surfaces to be wiped down. All surfaces to be free of soap scum, mold, mildew and dirt build-up.
- Tub/shower to be free of mold/mildew and soap scum buildup with the shower curtain removed
- Toilet cleaned inside and out
- Vanity, sink and tiled surfaces to be wiped down and free of mold/mildew

### **BEDROOM/LIVING ROOM/DINING ROOM**

- Flooring surfaces to be swept or vacuumed as appropriate to the surface.

### **GARAGE/SHED**

- Floors should be free of debris.

## Appendix C: Damage Cost Sheet

Repairs that result from normal wear and tear will be the responsibility of the Owner. Damage caused by Resident neglect or negligent action will be charged to the Resident in accordance with the schedule listed below.

If one or more items need to be replaced or cleaned as a result of Resident damage and or neglect during your residency, the Neighborhood Office will issue an invoice with the appropriate itemized charges. If damages are noted at the time of move-out, the Neighborhood Office will prepare and send an itemized invoice with the appropriate charges. Payment will be due upon receipt of the invoice and must be made before the Resident will be permitted to clear post. **Listed below are minimum charges that might be expected if your home is damaged beyond normal wear and tear.**

ITEM	COST	UNIT
Removal of Trash, Furniture, etc	\$10	per item
Carpets not vacuumed	\$5	per room
Pet Damage	Cost plus labor	
Damaged Countertop	Cost plus labor	
Dirty Kitchen/Bath Linoleum	\$10	per room
Repair Damaged Door Jamb	\$25	
Replace Door Jamb	\$125	
Dirty Oven/Range	\$10	
Dirty Stove Top	\$20	
Dirty Range Hood	\$20	
Greasy Kitchen Cabinets	\$25	
Dirty Countertops	\$5	
Dirty Toilet	\$10	
Dirty Medicine Cabinet	\$5	
Replace Medicine Cabinet	\$35	each
Missing Medicine Cabinet Shelf	\$5	each
Damaged Cabinet Doors	Cost plus labor	
Broken Garbage Disposal (as a result of Resident neglect)	\$65	
Dirty Vanity	\$10	each
Repainting Walls/Doors/Ceiling that require a 2 <sup>nd</sup> coat	\$105	per room
Damaged Kitchen/Bath Linoleum	Cost plus labor	
Broken Refrigerator Crisper/Shelf	\$45	
Dirty Refrigerator	\$20	
Damaged Walls from holes larger than 1"	\$25	per hole
Repair Damaged Bedroom Door	\$25	
Replace Bedroom Door	\$60	
Repair Damaged Bi-fold Doors	\$25	
Replace Bi-fold Doors	\$60	

Replace Metal Door	\$350	each
Damaged Appliances	\$25	minimum
Damaged Towel Bar	\$8	
Damaged Bath Sink	\$75	each
Broken Mirror	\$120	
Dirty Tub/Shower	\$20	each
Damaged Tub/Shower	\$50	
Damaged Shower Rod	\$10	
Replacement of Toilet Seat	\$15	each
Unstop Commode (Resident neglect)	\$25-\$75	
Damaged Shade/Mini-blind	\$15	
Damaged Vertical Blinds	\$45	
Damaged Smoke Detector	\$10	
Replace Ceiling Fan	\$75	
Carpet Damage	Cost plus labor	
Light Fixtures	\$25	
Light Globe	\$15	each
Light Bulb Replacement – CFL	\$2.50	each
Lost/Unreturned House Keys	\$10	each
Mailbox Key	\$15	each
Replacement of Lock/Deadbolt	\$65	per lock
Missing/Torn Screen Door	\$40-\$100	
Missing/Torn Window screen	\$20	each
Fire Extinguisher	\$15	each
Replace RV lot key	\$50	
Sliding door in new homes/other homes	\$420/\$220	each side
Garage Door Opener	\$50	each
Washing Machine Drain Pan	\$25	
Pool Pass	\$25	each
Neighborhood Center key FOB	\$25	each
Garage Door Panel	\$250	each panel
Broken Windows	Cost plus labor	
Picene Trash Receptacle provided with home	\$80	
Fill holes in yard	\$25	per hour
Rut damage to yard	\$25	per rut
Sod Replacement	Cost plus labor	
Oil Stains in Driveway or Garage	Cost plus labor	

**The information and prices above are provided as a reference only and are subject to change without advance notice.**

## APPENDIX D: HOUSEKEEPING TO CONTROL MILDEW AND MOLD

1. **Mildew and Mold Prevention.** The key to stopping mildew and mold from forming or growing is to prevent excess moisture from building up within the home. In order to minimize the potential for mold growth within the home, it is your (the Resident's) responsibility to do the following:
  - Keep your home clean – especially the kitchen, the bathroom(s), carpets, floors, baseboards and windows. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces (non-porous items such as ceramic tile, Formica, vinyl flooring, metal, sealed wood or plastic) is important to remove household dirt and debris that harbor mold or food for mold. Immediately dispose of any cellular material including food that has mold. All personal belongings affected by mold, including clothes, should be properly cleaned or removed from the home. Residents shall clean their home on a regular and consistent basis.
  - Remove visible moisture accumulation within or on the leased premises including (but not limited to) all windows, walls, floors, ceilings and kitchen and bathroom fixtures as soon as reasonably possible. Spills are to be mopped up to thoroughly dry the affected area as soon as possible after the occurrence. Properly clean or dispose of any sponges, towels, rags, etc. that are used to clean mold. It is recommended that gloves be worn.
  - Turn on any exhaust fans in the bathroom or kitchen **before** you start showering, cooking or using your dishwasher. When showering, be sure to keep the shower curtain **inside** the tub or the shower doors fully closed and use a bath mat on the floor. Also, after taking a shower or bath, wipe the moisture off of shower walls, shower doors and bathroom floor; leave the bathroom door open and exhaust fan running until all moisture on the mirrors, walls and other surfaces has fully dissipated; and hang up your towels and bath mats so they will completely dry out.
  - Keep moisture within your home at a reasonable level – ideally between 30% and 50% relative humidity. Proper use of kitchen and bath exhaust fans (see above), increasing ventilation by opening windows in dry weather, increasing sunshine by opening shades, operating your air conditioner in humid weather, and limiting the number of houseplants are just a couple of ways that you can keep the relative humidity down within your home.
  - Inspect the drip pans in your air conditioner, refrigerator and/or dehumidifier regularly. Pans should be kept clean and dry. If you are unsure as to the location of these pans or how to clean and dry them, please contact the Neighborhood Office.
  - In homes with existing washer and dryer connections, dryer vents are to be vented properly and must be approved by management. The integrity of the venting system must remain intact at all times and dryer lint is to be removed after each use. Any malfunctions with the dryer vent system are to be reported to the Neighborhood Office immediately.
2. **Mildew and mold on non-porous surfaces.** If you notice small areas of mildew or mold (4 square feet or less – i.e. a 2 foot by 2 foot area) on **non-porous surfaces** (such

as sealed ceramic tile, Formica, vinyl flooring, metal, sealed wood or plastic) within your home, general guidelines to follow are:

- Clean the area(s) with soap or detergent and water. Let the surface dry. It is recommended that gloves be used during the clean-up process. All sponges, towels and/or rags used in the cleaning process should be properly cleaned or disposed of.
  - Within twenty four (24) hours of cleaning, and after the surface has dried, apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scented), Tilex Mildew Remover or Clorox Cleanup (please note that Tilex and Clorox contain bleach which can discolor or stain the surface). **Please be sure to follow the instructions on the container and clean the affected area first.** Should a medical condition make it difficult or impossible for you to use the recommended cleaning products, please contact the Neighborhood Office.
  - Always clean and apply a biocide to an area several times larger than the visible mildew or mold to be sure to address any mildew or mold that may have spread. Also, it may take more than one cleaning and disinfectant application to successfully eliminate mold from the affected area.
  - *Do not clean or apply biocides to visible mildew or mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew or mold on large (greater than 4 square feet) non-porous surfaces.* If there is mildew or mold on a porous surface or a large non-porous surface, please contact the Neighborhood Office immediately.
- 3. Mildew and mold on porous surfaces.** A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mildew and mold products from porous items, such as fibers in sofas, chairs, drapes and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mildew and mold from clothes. ***Do not clean or apply biocides to visible mildew and mold on porous surfaces (such as sheetrock walls or ceilings) or to visible mildew and mold on large (greater than 4 square feet) non-porous surfaces.*** If there is mildew or mold on a porous surface or a large non-porous surface, please contact your Neighborhood Office immediately.
- 4. Notification of Neighborhood Office.** Resident shall immediately notify the Neighborhood Office of the presence of the following conditions:
- A water leak, excessive moisture or standing water inside the home.
  - Mildew or mold growth within or on the home that persists, reappears quickly or spreads after the resident has tried to clean and disinfect the affected area as described in sections 2 and 3 above.
  - A malfunction in any part of the heating, air conditioning, ventilation (including bathroom and kitchen exhaust fans and dryer vents) or refrigeration systems within the home.
- 5. Compliance.** Complying with these housekeeping guides will help prevent mildew and mold growth within or on your home.