

## Welcome To Your New Home

This Resident Guide has been designed to familiarize you with all of the facilities and services available within the Fort Carson Family Housing Community.

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

Sincerely,

The Fort Carson Family Housing LLC/Balfour Beatty Communities

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## GENERAL INFORMATION

### APPLICABILITY

The provisions of this manual are applicable to all residents of Fort Carson Family Housing (FCFH). Authority for this manual is found in the RENTAL APPLICATION RULES AND REGULATIONS paragraph of your lease.

Family housing at Fort Carson has been turned over to us, Fort Carson Family Housing, LLC, a private firm owned and managed by Balfour Beatty Communities. This arrangement, know as "privatization," has made significant improvements in constructing new housing, renovating, and maintaining existing units possible.

If you've lived in military family housing before, you'll find some differences in privatized housing. No longer are you "assigned" to family housing. Although Fort Carson maintains waiting lists the same way they did under the old system, once you reach the top of your list, it is your choice whether to accept our housing or find a place off post. If you choose to take advantage of what we think is a great opportunity in our on-post housing, you must sign a lease and arrange to have your lease payments made by allotment. The lease is a legal obligation between you and us, and you have a responsibility to honor its terms.

You will also see many similarities between life in traditional military housing and our privatized housing. Under our partnership with the Army, for example, Fort Carson still provides police and fire protection so you will still see Military Police in the housing areas. Fort Carson has maintained the Mayors program to help distribute information and to allow community input both to us as your landlords and to Fort Carson as it monitors our performance under the contract. We still have the Self Help program, under which, you, as residents are responsible for fenced-in back yard landscaping and minor maintenance in and around your housing unit.

The main thing to remember is that we, Fort Carson Family Housing, LLC, are primarily responsible for virtually all aspects of the family housing operation. Our goal is to make your experience as residents in this housing the very best it can possibly be. Our hope is that this Resident Guide will answer any questions you have about living here, but, if it doesn't, please contact the Leasing Office at 226-2268 for more information.

### EXCEPTIONS TO HOUSING POLICY

Community members wishing to request special consideration of any circumstance they feel warrants an exception to the policies established in this guide, or to existing housing regulations, may submit their request as follows to the Fort Carson Family Housing Leasing Office.

**Housing Policy (e.g. altering landscaping, satellite dishes)**

Requests must originate with a memo signed by the leaseholder and be submitted to the Fort Carson Family Housing Leasing Office. Requests for exception to policy must be fully explained and justified by all supporting documents available. The Fort Carson Family Housing Project Director, or authorized representative will be the exception approving authority.

If a question exists on the appropriate authority, contact the Leasing Office.

**Installation policy (e.g. dependents remaining in housing after Sponsor PCS)**

Residents must route the appropriate "Exception to Policy" memo through their immediate unit commander for comment and/or recommendation to the first Colonel (O6) in their chain of command. The O6 (or O5) level commander should endorse these actions to the Directorate of Public Works Housing Division for action. The DPW will prepare all actions in the proper staff summary format and forward them to the Garrison Commander for decision. While each reviewing level of command may make an appropriate recommendation, only the Garrison Commander may approve or disapprove soldiers' requests for exception to policy. Requests received that have not been processed IAW this procedure will be returned to the requester for resubmission as required. Requests received that do not start at the soldier level (for example a request on behalf of the soldier) may also be returned for compliance with this policy. Requests for exception to policy must be fully explained and justified by all supporting documents available.

## GENERAL HOUSING POLICIES

### GENERAL

Family Housing residents are responsible for routine maintenance, minor repairs, operation, housekeeping, and related servicing of the home, hand-receipted equipment, maintenance and policing of grounds as would be expected of a homeowner in local civilian communities. Residents are responsible for, at a minimum, the following tasks:

- Cleaning carports, grounds, garages, storage spaces, porches, steps, walks, and driveways, including snow removal of assigned and common areas adjacent to the dwelling
- Cleaning interior surfaces of windows and those exterior surfaces that are readily accessible to include window tracks and window sills
- Cleaning of light fixtures and window blinds
- Cleaning, waxing, and polishing of floors. All pet hair, stains and odors are to be completely removed by using a pet neutralizer service from a professional company
- Carpets must be professionally cleaned and a receipt must be provided at the final clearing of the home
- Cleaning stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment

Specific housing policies are found in the following sections in alphabetical order.

### ABSENCES

Residents leaving the installation for more than 1 week must submit a completed Temporarily Vacant form to the FCFH Leasing Office, giving the name and address of a designated person in the local area retaining keys to their home and be authorized to provide access for official reasons. Residents are responsible for the care of their home and grounds during periods of temporary absence. Residents should arrange with a responsible party to complete lawn care requirements, to check the home periodically for fire hazards, broken water lines, defective heating system, and vandalism. The Provost Marshal Office should also be notified during periods of prolonged absences. **Residents are responsible for any damage or maintenance costs caused due to frozen and broken water lines, lawn upkeep and or replacement, and any other issues deemed to be the responsibility of the resident, if they do not follow the proper procedures to prevent the damage from occurring.**

By submitting the Temporarily Vacant form, you are agreeing to the following:

- FCFH will be authorized to enter the home for any emergency situation that may arise during your absence
- A FCFH representative will be authorized to enter the home with the resident's designated representative on a periodic basis to ensure that the residence is safeguarded and in good condition
- All sidewalks and walkways should be cleared of snow and other debris within 24 hours.
- All water hoses must be removed during winter months
- Newspapers should be stopped during times of absences

### **AIR CONDITIONERS**

Air conditioners are allowed. Residents may purchase up to two energy efficient air conditioners. An air conditioner form is available at the leasing office and must be approved before installation. For safety and aesthetic purposes, air conditioners must be professionally installed and removed by an approved installer.

No modification of the quarters will be approved. If the installation requires temporarily removing portions of the existing window, Plexiglas – not plywood or cardboard – will be used to replace the window sections. The window will be returned to original condition prior to clearing. Air conditioners must operate on the household current available. When air conditioners are used, their use should be limited to the hottest time of the day. Open windows during the cooler evening, night and early morning hours to allow cool air in. A fan in the window will help draw the cool air in. Close window coverings and doors to minimize warming during the heat of the day.

Only Plexiglas or similar material can be used to fill open space of windows.

The use of aluminum foil or similar materials to blacken out sunlight **is not authorized**.

### **ALTERATIONS**

- Residents are not permitted to make any physical or structural change to their home, sheds, carports, garages, grounds, or landscape without prior approval. For example, residents cannot remove windows; install pet doors; alter, extend, or remove existing utilities; or erect or remove any structure without prior written approval
- Alteration of electrical, plumbing, heating, or other installed utility equipment is prohibited
- Current installations that do not meet the specifications contained herein will be upgraded or removed. After written notice by FCFH, unauthorized, not maintained, or nonstandard alterations, equipment, or structures will be removed or upgraded by the resident. If not

accomplished within 30 days, they could be removed by FCFH, on a case-by-case basis, and the resident could be assessed all costs, depending on circumstances

- Any approved alterations must be put back to its original state at resident's expense prior to vacating housing or fees will be assessed during the final inspection

## **APPEARANCE STANDARDS**

Fort Carson housing community has many families living in a small area. Each resident is expected to do his or her part to support the pleasant living environment. This includes performing normal routine maintenance as would be required off post and to minimize the cluttered appearance that occurs when toys and furniture are left unattended in the front yard. Bikes, toys, patio furniture, and lawn equipment, when not in use, should be stored or moved to the backyard. Patio furniture, used daily, properly maintained, and in good taste can remain on the front porch or yard area when not in use. Couches, chairs, or other furniture not built or intended for outdoor use is not authorized outside (**examples: refrigerators, washer/dryers, recreational equipment, automobile parts, and storage shelves**). Backyards, while not as visible as front yards, are still expected to maintain a neat appearance. Window coverings must be maintained in an acceptable condition, only FCFH maintenance staff will install blinds. FCFH is the final approving authority on appearance standards.

***Failure to comply with these provisions may result in the termination of your lease.***

## **APPLIANCES**

- All major kitchen appliances are provided in each unit. Existing electrical outlets are standard and will not be changed to accommodate any variances in plug design of privately owned appliances
- All stoves have a broiler pan located on the bottom of the appliance, they are not to be used for storage. **Residents are responsible for any damage that may result from improper use**
- Residents are responsible for the installation and connection of all privately owned appliances. No privately owned appliances or equipment will be installed that exceed the capacity of the utilities systems. If in doubt, contact the FCFH Leasing Office
- Gas operated clothes dryers are not authorized in family housing
- All FCFH owned appliances are not to be replaced with privately owned appliances

## **ASSIGNMENT**

All home assignments are initiated and maintained by the FCFH Leasing Office, Colorado Inn, 7301 Woodfill Road, Suite 103. 719-226-2268

## **BARBECUE GRILLS**

- Barbecue grills are only authorized to be used/stored in the backyards
- Residents are encouraged to enjoy summertime activities at Fort Carson. We ask that you be responsible while having barbeques in the housing community and follow the manufactures instructions for use of all types of grills
- GAS GRILLS: All liquid propane (LP) gas cylinders shall be stored in accordance with manufactures recommendations and local fire codes

## **BASEMENTS**

Basements are authorized for storage and laundry use only. Unless modified by FCFH, basements may **not** be used for living areas. Accordingly, no one may sleep or live in a basement because this would present a serious fire safety problem. No partitions are to be constructed by the resident. During rainfalls, this area experiences problem with basements flooding, so residents are required to place all items on pallets, to include washers and dryers. Call our Service Desk, at 579-1605, for pallets, if they are not already in the basement. Claims for damages resulting from flooding where personal items were not placed on pallets will not be approved.

## **CEILING FANS**

No additional ceiling fans are authorized in family housing.

## **CHILD CARE BUSINESSES IN QUARTERS**

- Establishment of Family Child Care Homes in Family Housing is regulated by Army Regulation 608-10, under the supervision of Child Development Services. This regulation is applicable to military personnel and their family members residing in FCFH quarters on Fort Carson.
- Applications to operate a Family Child Care Home at Fort Carson may be obtained at Child Development Services, Bldg. 5510
- For information on being a licensed Family Child Care Home at Fort Carson, contact the Child Development Services located in Bldg. 5510, at telephone number 526-1101
- Family Child Care Homes are considered to be a private-ownership business. A Family Housing residence will not be adapted to accommodate a private business, although we will provide you with an additional trash container

***Failure to comply with this regulation will result in termination of your lease.***

## CONTROL OF CHILDREN

Supervision - Children should be closely supervised at all times. Children under age 10 cannot be left alone in the home. Children under the age of 6 must be under a parent's direct control and supervision at all times.

***Failure to comply with this policy may result in the termination of your lease.***

## CURFEW POLICY

Fort Carson has established curfew hours for juveniles on this post. These curfew policies are enforced by the Military Police. Juveniles found out after curfews are subject to detention by the Military Police and parents will be required to pickup their family members held under these curfew rules. The curfew policy is outlined in section 71 of this publication.

***Failure to comply with this policy may result in the termination of your lease.***

## ENERGY CONSERVATION

- The United States uses more energy per capita than any other nation in the world. Much of this energy is wasted. While we represent only 6% of the world's population, we consume 30% of the world's energy. More than half of the energy used in family quarters goes into heating. Heating water uses about 15%, lighting, cooking, refrigeration, and operating appliances account for the rest
- Energy conservation is a key element in our country's effort to become "energy sufficient." Everybody wins with energy conservation. By using less energy, we save money. A good rule to follow in energy conservation is "Use utilities as if you were paying the bill"
- Residents are responsible for practicing energy conservation, avoiding waste, and abiding by Installation energy management policies and procedures. The following basic policies are established with the understanding that a Housing Resident can conserve and reduce energy consumption without sacrificing comfort. Abuse of your energy resources may result in a quarter's warning letter
- Thermostats should be set back to 60° at night and 65°-70° during the day. If the quarters will be vacant for an extended period of time (weekends, holidays, or vacations) turn thermostats back to the lowest setting but not lower than 60° during the heating season to prevent water lines from freezing. While the quarters are unoccupied, it is a good idea to have a trusted neighbor or friend check the unit daily to ensure that the furnace is heating properly especially during extremely cold weather
- Windows and entry doors will not be left open when the furnace is running
- Storm windows and doors will be in place during the heating season

- Broken windows will be repaired immediately
- Open curtains during the day to allow sun's rays to help to warm rooms and provide light. Close curtains and window shades at night to minimize drafts. People sitting near windows will be more comfortable
- Close off unused rooms and keep garage doors closed
- Supply registers and re-circulating grills should not be covered, even partially, or circulation of air will be retarded and heating efficiency decreased. Keep register and grill faces clean and dust/lint free. Vacuum cleaners are handy in doing this job
- Report missing filters immediately. If bedroom windows are left open at night, close bedroom doors, and be sure they fit tightly so that the rest of the house will stay warm. Also, turn off the radiator, or if you have a warm air heating system, close the register
- Water is one of the West's most valuable and limited resources. There are many things you can do to help Fort Carson reduce the amount of money expended every year for water
- Take short showers instead of baths. A bath uses 30-50 gallons of water, a short shower only 10
- Use water sparingly when brushing your teeth, washing dishes, or shaving
- Use water from the sink or tub to water trees and shrubs
- The resident will maintain lawns within their fenced in yard and landscaping. Water only during the designated times in the morning or evening. Some watering is also recommended during the fall and winter. If your yard has a sprinkler system it will run automatically. You are not authorized to water in addition to the sprinkler system, unless the system is inoperable. Please call in a work order if the irrigation system is not working properly.
- If you must water manually remember:
  - Water in one location for no more than 15 minutes
  - Watering Schedule:
    - Residential Even Addresses – water on Sunday and Wednesday
    - Residential Odd Addresses – water on Saturday and Tuesday
    - From April 15th through October 15th, watering only allowed between midnight and 9 AM, or between 6 PM and midnight on a residents designated watering day. Residents may water at any time on their designated day from October 16th through April 14<sup>th</sup>
    - Residents may water for a maximum of three hours per day on their designated watering day
- Do not water on windy or rainy days
- When watering lawns, adjust the spray to avoid water running onto the street, or onto driveways and sidewalks
- Leaking plumbing fixtures such as faucets and toilets will be repaired or reported immediately. A leaky faucet can waste up to 20 gallons of water per day, and a leaky toilet can waste up to 200 gallons each day
- Wait until you have a full dishwasher or washing machine before running them to save water and energy. If you have the ability to control the amount of water in your machines, use only

the minimum necessary for cleaning. Use cold water as much as possible, especially when rinsing, to conserve energy. Let dishes air-dry

- Instead of hot water, cold water should be used whenever practicable
- **Water restrictions are subject to change depending on weather conditions**
- Electric lights and appliances should be turned off when not needed. Keep all fixtures clean to improve lighting efficiency. An 80-watt bulb left burning all year will cost \$30 and require over 300 pounds of coal to be burned at the local power plant
- Turn off lights in unoccupied areas such as basement, garages, outdoor areas in daylight
- Lighting intensities should match intended purpose of use. High wattage bulbs, over 60 watts, should only be used where people read or do close work
- Defrost refrigerators regularly and periodically check door gaskets for wear
- If refrigerators or freezers break down or the electricity goes off for a substantial period of time, Residents should take measures to prevent food spoilage, i.e., use ice chests or a neighbor's refrigerator or freezer
- Many times a more energy efficient appliance will cost a few dollars more initially, but this may be more than offset later on by reduced operating costs. Check Energy Efficient Rating (EER) when buying any appliance. The higher the EER, the more efficient. Anything rated 8.0 or higher is excellent

## FENCES

FCFH maintains fences. Call the Service Order Desk (579-1605) to obtain fence maintenance service.

## FIRE EVACUATION PLAN

Have a home fire evacuation plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity.

## FIRE PROTECTION

The Fire Department is responsible for instructing residents on the procedures to follow in case of fire. Dialing **911** should be the residents' first response to observed fires. The sponsor should instruct family members in fire prevention.

## GARDENS

**Flower Gardens:** Residents may plant annual and/or perennial flower gardens in beds adjacent

to their quarters. An approved landscaping plan is required only if significant changes are being made of existing landscaping. The resident, at their expense, will return the altered area to its original condition prior to vacating quarters. Residents in new areas that remove landscaping plants will be charged for those plants – report dead plants to the Service Desk, 579-1605.

**Vegetable Gardens:** Small vegetable gardens within back yards are acceptable. Areas used for gardening will be returned to original condition with grass following the end of season and at resident's expense.

### GASOLINE STORAGE

Storage of gasoline or other flammable liquids is limited to three gallons. Gasoline should never be stored in the house – including the basement. Outside storage areas 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, gasoline, and other flammable materials.

### HEATERS

Open coil heaters are PROHIBITED. DO NOT place portable heaters near combustible or flammable type materials. DO NOT block exits with portable heaters.

### HOLIDAY SEASON LIGHTING POLICY

Residents are expected to comply with any policy on this subject issued by Fort Carson. In addition, decorative ornaments may be used in yards, providing they present no safety hazards to children, are in good taste, and meet commonly acceptable community norms. Displays are not allowed on rooftops nor blocking walkways. Displays must be removed within one week after celebration of the holiday.

### HOT TUB/WHIRLPOOLS/SPAS

Privately owned hot tubs/whirlpools/spas are not allowed in family housing, unless medically justified. Requests for approval to utilize such medically justified equipment must be coordinated with the FCFH Leasing Office prior to installation.

## HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste must not be disposed in trash containers, storm drains, sinks, toilet commodes, or on the ground. Paint and other hazardous waste can be turned in at the county's hazardous waste site; call DECAM for current locations. The weekly trash contractor will NOT pick up hazardous wastes.

## ILLEGAL OR UNAUTHORIZED ACTIVITY

All residents, whether tenants or others residing with them in family housing, are required by their leases to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the lease and/or limitation or denial of access to Fort Carson in addition to any other administrative, disciplinary, or criminal action taken by appropriate authorities.

***Failure to comply with this policy may result in the termination of your lease.***

## INSURANCE

As Family Housing residences are now privately held, the US Government has limited liability for damages resulting from housing operations. Personal property, such as furniture, clothing, jewelry, vehicles, and recreational equipment should always be adequately insured for protection against possible damage or loss.

Fort Carson Family Housing, LLC, has arranged \$ 20,000 in personal property insurance for all residents. This policy provides for coverage against Acts of God and damage caused by situations beyond your control. There is a \$250 deductible, which is the responsibility of the resident to pay if there is loss and claim filed. You will receive an insurance brochure detailing policy info at your move in. There is a \$250.00 deductible. Floods, wind, or earthquakes are subject to a \$1,000 deductible.

It is highly recommended that, for your protection, you obtain private insurance, especially for high value items and collectibles, as they are NOT covered by the \$20,000 insurance policy.

## LANDSCAPING RESPONSIBILITIES

Residents are responsible for policing and grounds maintenance of their areas, to include watering, mowing, clipping, trimming, edging, reseeding, weed eliminating, repairing damage from pets, daily policing of trash, and general neatness and cleanliness of area. This includes areas around trashcans, parking areas, and a point midway in an adjacent road and up to a common boundary or fence line. Lawn care equipment is the responsibility of the housing

resident.

**Alterations:** Significant landscaping alterations may be done with the permission of FCFH, forms are located in the Leasing Office.

**Mowing:** Residents are responsible for keeping their fenced in lawns neatly mowed at 3" to 4" in height.

**Pets:** Residents are responsible for repairing pet damage and for removing the pets' solid wastes.

**Shrubbery:** Residents are responsible for keeping their shrubbery neatly trimmed.

**Watering:** Please refer to the paragraph regarding energy conservation

***Failure to comply with these provisions may result in the termination of your lease.***

## LITTER CONTROL

You are responsible for picking up trash that is in your yard. In Colorado, windstorms are a common fact of life and blow trash from one side of the post to the other. We appreciate you making your community better by policing up trash that blows in to your quarter's area.

Spring and fall cleanup periods help to further instill a sense of community and pride in our surroundings, but controlling litter and cleaning up should be daily activities in our lives.

Litter is misplaced, man-made, solid waste. Litter has become something that people have come to accept. That's why cleanup campaigns alone, like our Installation Cleanup, aren't really enough. What's needed is a program that gets to the root of the problem and changes the basic attitudes of people who litter. A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his or her part to keep Fort Carson litter-free every single day.

You can help keep Fort Carson clean and beautiful all year round by following the easy steps below:

- Close trashcans and dumpster lids. If it is windy, you may use bungee cords to secure your garbage cans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals, or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste
- Put a litterbag in your car, and use it. Don't pitch cans, cigarette butts, papers, bottles, or other trash out the window

- Recycling is encouraged at Fort Carson. Please refer to Fort Carson’s recycling programs. Fort Carson Family Housing will provide recycling bins for curbside pick up, call the leasing office for additional information
- Set the example - pick up trash when you see it so your neighbors, friends, and children know that you care
- Coordinate and support the cleanup projects for your neighborhood

### **LOCKOUT OF FAMILY QUARTERS**

On occasion, families living in family housing lock themselves out of their quarters or lose their keys. Outlined below are the steps to follow to gain access to your quarters when locked out. During your residency on Fort Carson you may obtain this lockout support, free of charge, for the first occurrence. A \$25 charge will be assessed on additional occurrences.

When locked out of quarters during normal duty hours, residents should report to the Leasing Office, Colorado Inn, 7301 Woodfill Road. Upon presentation of proper identification, a service representative will be notified to meet you at the quarters to unlock one of the doors.

When locked out of quarters at Fort Carson prior to 0730, after 1600, and on weekends or holidays, the resident must call our Service Desk (579-1605) and inform our service personnel of the lockout. Proper identification will have to be shown prior to the quarters being unlocked.

### **LOST KEYS**

When keys are lost and/or a new lock set is required, the resident will be required to reimburse FCFH for materials and labor necessary to change the lock set. A request will be submitted to the Leasing Office for processing.

### **MAINTENANCE AND REPAIR**

We can’t fix what we don’t know about. Call us at 579-1605 for service.

FCFH has the responsibility for the maintenance of all family housing on Fort Carson. Service calls are handled by contacting our Service Desk. The service desk has personnel ready to assist you 24 hours per day, 7 days a week, including holidays.

Our objectives for response to service requirements are:

- Promptly responding to service requests based upon priority of the requirements
- Providing 24 hour-a-day/seven days – per – week emergency service

- Accomplishing work with minimal disturbance to occupants
- Safeguarding property by rapid response
- Adhering to the highest quality standards for work performance

We accomplish these objectives through a combination of effective work control methods, hiring experienced, proven craftsman and technicians, and participation of management, in a vigorous and dynamic Quality Control Program.

Our personnel are trained to be familiar with the factors determining general work requirements. Particular attention is paid to:

- The nature of the problem
- The severity of the problem
- The physical location of the problem
- Special requirements
- The response and completion times for each service response classification

Service response classifications include:

**Emergency Calls** – These service calls are issued when conditions exist that endanger the residents or cause damage to the housing unit or resident property and require response on a 24 hour-per-day basis. Response is required within 30 minutes from 0800-2000 hours and within 1 hour during other periods. During working hours, work will continue until the emergency is corrected, while after hours efforts will focus on stabilizing the emergency until the next workday. Examples of Emergency Calls are:

- Gas leaks affecting single or multiple units
- Water line break; causing flooding conditions
- Power outage; affecting multiple housing units
- Power outage; affecting single unit with special needs
- Winter furnace outage
- Roof leaks causing interior damage
- Playground equipment repair posing a safety hazard
- Lockout situations during evening hours
- Snow removal

**Urgent Calls** – These service calls deal with situations, which could endanger residents or damage facilities if not corrected as soon as possible. Response to this priority will be within four hours of receipt during 0800-2000 hours on duty days. At other times the service call will be evaluated to determine if it should be handled in the same time frames as an emergency call or during the next duty day. Examples of Urgent Calls:

- Unit power outage
- Plumbing malfunctions not causing water damage
- Water heater outage

- Appliance Malfunctions
- Lockout conditions
- Roof Leak not causing interior damage
- Paved surface damage that may pose a safety hazard
- Window and exterior door and lock repairs
- Tree trimming posing a safety risk
- Electrical work posing a safety or fire risk
- Snow removal (secondary roads)

**Routine Work** – This includes maintenance and repair that does not meet the criteria for emergency or urgent priority. They will be completed within five working days from receipt.

Examples of Routine Work are:

- Summertime furnace outage
- Carpentry, paint, trim, pavement, counter, cabinet, flooring, electrical, plumbing, and other work involving appearance or function that does not pose a safety hazard or major resident inconvenience.
- Landscaping and recreation area maintenance not posing a safety hazard

Our Service Call Desk can be contacted at 579-1605 to request service call work or ask a question about priority designation. Additionally, our Operations and Maintenance Project Manager is available at 579- 1606 to answer any policy questions or problems with regard to service call work or priority assignment for work requests. We are here to serve you.

## **MISCELLANEOUS STRUCTURES**

- Permission to construct structures, such as a doghouse, or child's playhouse, must be requested from FCFH.
- Resident-owned playground equipment may be erected in the backyard, providing equipment and landscape are maintained, it does not interfere with access to quarters, and it does not encroach on neighbors' areas.
- Attachment of basketball backboards to quarters, telephone poles adjacent to the quarters, clotheslines, carports, trees or garages is not authorized. Freestanding basketball goals are authorized, if placed so that vehicle and foot traffic is not unreasonably impeded (i.e. keep away from streets and walking paths).

## **MULTIPLE OCCUPANCY**

Under your lease, your residence is primarily for the use of you and your family. Of course, you may entertain friends and family as occasional guests. However, no person other than your immediate family may reside with you more than 30 days without written authorization from the

Leasing Office. The Leasing Office will limit stays to no more than 90 cumulative days within a 365-day period.

You are authorized to rent these quarters because you are a service member with a family, and because your rent payment is based on your BAH, any changes to your BAH status must be reported to the Leasing Office immediately.

***Failure to comply with these provisions may result in the termination of your lease.***

### **NOISE CONTROL/QUIET HOURS**

Excessive noise is a common complaint in high-density neighborhoods. Some soldiers and family members work night shifts and sleep during the day. Please be considerate.

- Parties- Many complaints can be avoided by informing your neighbors prior to having a party
- Citations: Creating excessive noise during "quiet" hours (2200-0600) could be a basis for a complaint of disturbing the peace and could result in punitive action. Violations should be reported to the Military Police at 526-2333

***Failure to comply with these provisions may result in the termination of your lease.***

### **PAINTING**

All paint requests must be submitted and approved by the leasing office. If approved the resident is responsible for returning the painted area back to its original status or the resident will be held financially responsible for the re-painting.

### **PEST CONTROL SERVICE**

Some pest control services in family housing are provided by FCFH. Should a family member be allergic to common pesticides or have any reaction at all please notify the FCFH Leasing Office so we may properly coordinate pest control spraying.

Control of cockroaches, clover mites, ants, earwigs, pill bugs, mice, wasps, bees, hornets, fleas, and other pests not considered a significant threat to health and property is the primary responsibility of housing residents.

In the event that proper application of pesticides over a reasonable period of time (30 days) fails to alleviate the problem, pest control services may be requested from FCFH by calling the FCFH

work order service desk, at 579-1605. Pest controllers will treat the quarters or provide instructions for the continued use of resident provided materials. Scheduling of pest control treatments is accomplished following inspection of the unit to identify pests, determine extent and degree of infestation, and identify sanitation, structural, or maintenance problems contributing to infestation before treatments are scheduled.

Control of pests around the outside of quarters to include those in trees and shrubs is primarily responsibility of the resident. Residents are expected to:

- Maintain quarters in a manner to deny access, harborage, and sustenance to household pests
- Ensure that windows and doors are screened and fit properly
- Repair holes or cracks that permit access to quarters, or call the Maintenance Service Order Desk
- Ensure that minor cracks and holes inside the quarters are caulked or otherwise sealed
- Regularly remove excessive clutter in and around quarters, debris, weeds, dead leaves, pet droppings, trash, etc
- Protect food, especially starchy or fatty foods and pet foods, storing in pest proof containers
- Promptly clean up spilled food, crumbs, drink, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water daily
- Empty garbage and cat litter box daily. Clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchens, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly
- Wipe or mop dry kitchen and bathroom surfaces before retiring
- Control minor infestations of nuisance pests before seeking FCFH assistance

***Failure to maintain a home as described above may result in the termination of your lease.***

## **PETS**

Maintaining pets on Fort Carson is a privilege, not a right, and is subject to regulation and policy set by the Fort Carson Veterinary Treatment Facility (VTF) and Housing authorities. Pet owners who violate these provisions are subject to the forced removal of their pets from Fort Carson, or their removal from Family Housing.

**Pet Deposits:** Tenant shall be permitted to keep domestic animals as set forth in the Pet Addendum attached hereto. No other animals may be maintained or housed on the Premises, including the exterior thereof, without prior written consent of the Landlord. The Landlord, in its discretion, may require a pet deposit of up to \$500, based upon the size, type, number, and damage potential of pets allowed. As stated in the Pet Addendum, regardless of the amount of the bet deposit, the Tenant shall bear all legal and financial responsibility for any injuries or damage caused by such animals and shall comply with the provisions of the Resident Guide's specific details relating to the keeping of pets on the premises.

**Abandoning:** Abandonment of pets on Fort Carson is specifically prohibited. Animal owners who no longer desire to keep a pet or who are departing Fort Carson will not abandon any animal. Unwanted pets may be placed for adoption at the Fort Carson VTF or at the Colorado Springs Humane Society.

**Aggressive Animals:** Any dog that has a tendency to attack will be muzzled and kept on a short hand leash when out of quarters. Dogs that bite or chase people in an aggressive manner are considered a menace and should be reported to the military police at 526-2333. Dogs that are determined to be vicious will be removed from Fort Carson. The military police may apprehend any animal that is suspected of being a nuisance.

**Bites:** If your pet bites or scratches someone, contact the Fort Carson VTF immediately at 526-3803. An animal that has bitten or scratched someone will be examined at the VTF and placed on quarantine at home or at the VTF for a 10-day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by the Military Police or by the VTF personnel, the owner is required to transport the animal expeditiously to the VTF for examination.

**Breeds:** Fort Carson Chain of Command reserves the right to restrict certain breeds from being housed on Fort Carson.

**Commercial Breeding:** The commercial breeding of any pets including birds, dogs or other animals and kennel type operations are prohibited in the housing area.

**Exotic Animals Prohibited:** No exotic or farm animals will be kept in the family housing area. Exotic animals are foreign or domestic wildlife, or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, ferrets, monkeys, raccoons, skunks, snakes, pot bellied pigs, hybrid wolves, iguanas and other animals not normal to a household.

**Females in Heat:** Female dogs and cats will be confined to the resident's quarters during their heat cycles.

**Food and Water:** Animal owners are required to provide adequate food, water, and shelter at all

times. Physical abuse of animals is prohibited. Adequate shelter for animals, while subject to varying weather conditions, must provide protection for the animal from rain, snow, sun, and wind. A simple doghouse may provide adequate shelter if placed in a shady area. If the shelter you provide your pet with is not considered adequate by the VTF you may be cited for animal abuse and be subject to disciplinary actions. The Military Police may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to the Military Police at 526-2333.

**Leash Laws:** All dogs and cats being exercised outdoors on Fort Carson must be on a leash and accompanied by the sponsor or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up by the military police and impounded at the VTF.

**Limitations:** Residents of family housing are limited to two walking pets per family. Walking pets are considered dogs, cats or other pets that require exercise space. Turtles, birds, hamsters, etc. do not count against this limit; however, there is a reasonable limit on all pets in the household. Farm type animals (livestock, chickens, ducks, rabbits) and all animals not considered domestic pets are not allowed in family quarters on Fort Carson.

**Lost Animals:** Pet owners who have lost an animal should contact the VTF immediately at 526-3803 to inquire about missing animals. When notified by the Military Police or impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to the Military Police at 526-2333.

**Owner Responsibilities:** It is the responsibility of the sponsor to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs, and their defecating or urinating on playgrounds and lawn areas within fifty feet of quarters are considered nuisances. Any solid matter excreted by a pet anywhere on Fort Carson will be removed immediately and disposed of by the pet's owner. Pet owners will also remove fecal material from their own quarter's yard on a daily basis.

Owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damage to yards, quarters, etc., or hospital bills incurred as a result of injuries inflicted upon other residents' pets, which occur outside the confines of their yard.

**Registration Requirements:** All dogs and cats must be registered at the Fort Carson VTF within 10 working days of arrival on Fort Carson. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration requirements.

**Termination:** FAILURE TO ADHERE TO THIS POLICY AND REGULATION MAY RESULT IN

## TERMINATION OF PET PRIVILEGES OR TERMINATION OF YOUR LEASE.

**Tethering/Caging/Fencing:** Pets, when outside, must be confined to the owner's premises by a cage, or tether, which is properly, secured to a fixed object other than the exterior of the quarters. Pets will be tied or confined only in the backyard. Tethers will not exceed a length that would allow the pet to roam beyond the border of the owner's yard or sidewalks. Any tether used, however, must be a minimum of ten feet long. All means of restraint will conform to commonly acceptable humane practices.

**Vaccinations:** All dogs and cats must be vaccinated annually against rabies and receive the distemper combination vaccine upon reaching four months of age and then annually thereafter. All dogs and cats maintained on Fort Carson are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and worn at all times. Distemper vaccinations are also required. Contact the VTF at 526-3803 for more information.

**Vet Service:** The Fort Carson Vet Treatment Facility is located on the corner of Nelson and Harr in Bldg. 6001. Hours of operation are Monday-Friday 0730-1200 and 1300-1600. The clinic is operated on an appointment-only basis. Call 526-3803 for more information.

*Failure to comply with these provisions may result in the termination of your lease.*

## PETROLEUM OIL LUBRICANTS (POL)

**No POL of any kind should be changed in any vehicle component within the housing area.**

One quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water. Oil disposed of on the ground can be toxic to plants and animals. If motor oil is disposed of, down the drain in housing areas, it can disrupt the biological processes at the Fort Carson sewage treatment plant and contaminate Fountain Creek and beyond. Antifreeze is extremely toxic to pets and wildlife and should never be disposed improperly.

POL must not be disposed of in trash containers, sinks, storm drains, or on the ground. The Fort Carson Auto Craft Shop recycles used oil and anti freeze if it is changed at their facility.

DECAM will also be able to provide you with more information on POL's.

Report POL spills to FCFH Service Desk (579-1605).

## PLAYGROUNDS

The streets and your neighbors' yards should not be used as your child's playground. There are playgrounds in each housing area.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed, or altered. No personal equipment will be installed in the playgrounds. In the event of mistreatment of or damage to any playground or village equipment by themselves or any other resident of their housing unit, tenants will be held financially responsible and will receive a notice of violation. Tenants and/or the offending resident of their housing unit may also be subject to disciplinary or criminal action, termination of their lease, and/or have their access to Fort Carson denied or limited.

Clean up playgrounds after each use. Do not litter or leave trash; and please, no bottles or other breakables.

Please report damage to playground equipment to the FCFH service desk.

## PREVENTIVE MAINTENANCE

Residents of Family Housing are responsible for those preventive maintenance measures, repairs, and general upkeep that the average homeowner could reasonably be expected to carry out. These responsibilities begin with initial occupancy and continue until residents vacate quarters.

## RECYCLING

The Installation Recycle Center is located near Gate 3 in Bldg. T-155. Deliveries are accepted during published operating hours. There is also drop-off containers located throughout the post and outside the Recycle Center gate for after hour deposits. Recyclables currently collected by the Fort Carson program are paper products such as cardboard, white paper, colored paper, computer paper, and cards and newspaper. (Almost half of all municipal solid waste is paper) The Center also collects aluminum cans. Businesses located in the surrounding area recycle plastic, glass, tin cans, and other metals such as copper and brass. Until Fort Carson expands its recycle program to include these materials, resident are encouraged to recycle them locally. The proceeds from the program are returned to the Installation for environmental, energy conservation, and safety projects. For more information, call the Recycle Center at 526-5898.

Participate in the FCFH recycling program by filling out the form at G-13. Recycling bins will be dropped off along with an instruction sheet.

## REFUSE COLLECTION

Refuse is collected once a week. Residents will be informed of the schedule for their area at the initial quarter's assignment inspection. Questions concerning refuse pickup should be directed to FCFH at 579-1605.

Wet refuse and kitchen waste should be securely wrapped prior to placement in refuse container.

Leaf and grass clippings should be placed in sealed plastic bags inside or outside the refuse containers. Areas around refuse containers must be maintained in a high state of cleanliness at all times.

Large items that exceed the capability of the refuse collector, such as old furniture, appliances, etc., can be placed on your curbside for bulk pickup on Monday, Tuesday, Wednesday, and Friday. No trash pickup or bulk pickup on Thursday, therefore no trash totes or items for bulk pickup will be placed out for pickup on Thursday.

Refuse and recycle receptacles should be placed on the street in front of your quarters on the day of collection not later than 0700, and pick up as soon as possible after being dumped on the day of collection, but not later than 2100 hours that day. Receptacles should not be placed on the street the night prior to scheduled pickup. FCFH reserves the right to haul trash totes away if they are out at any unauthorized time. Residents may be held responsible to pay a fee to get the trash tote back and will be responsible for picking it up and taking it home.

Receptacles should be maintained in a clean and functional state at all times.

Receptacles should be kept in the rear or on the side of the quarters or in the designated area if one exists. Receptacles should be picked up and returned to your storage area NLT COB on the day of trash pick up.

The contractor will replace refuse receptacles if they become unserviceable through fair wear and tear. Housing residents will be held liable for containers if they are damaged beyond fair wear and tear, or if they are lost.

The contractor will empty no refuse container, bag, or receptacle weighing more than 50 pounds. Containers deemed to weigh more than this amount will be left untouched and the responsibility for removal will remain with the resident.

### Refuse Collection Schedule:

- Monday: 4300, 4400, and 4500 Areas
- Tuesday: 4600, 4700, 4800, 4900, and 5540 through 5569 areas

- Wednesday: 5500 Areas (Except 5540-5569), 5600, 5700, 5800, and 5900 Areas
- **Thursday: No trash pick-up on this day**
- Friday: 6300, 6400, 7000, 7100, 7200, 7800, 7900, and 1-58 Areas

***If a holiday falls on trash collection day, the trash will be collected on the next regular working day. If you have questions on trash collection, call FCFH Service Desk***

When recycle bins/trash cans are missing due to windstorms or theft, the resident must report such loss to FCFH Leasing Office. If recycle bins/trash cans are missing due to windstorms, the resident may be held responsible for payment of the recycle bins/trash can

### **SELF-HELP**

FCFH maintains a small self help warehouse in Building 6271 for the use of residents in maintaining their assigned residence. If something requires repair or attention please contact the FCFH service call desk for scheduling.

Residents are expected to perform simple self-help tasks. Examples of self-help that should be accomplished by Resident are bringing broken storm window inserts and torn screens to Building 6271; controlling ants, roaches, and other household pests; replacing light bulbs, and other similar work to maintain quarters in a proper state of repair and maintenance. Some parts and supplies are available from Self-Help store, Bldg. 6271.

### **SOLICITATION**

Information and processing of requests by commercial activities must be initiated through the Directorate of Community Activities (DCA), Personnel Services Assistant at 526-0437. AR 210-7 governs commercial solicitation on a military installation. If you have someone at your door soliciting, ask him or her for his or her permit. If they don't have one, call the MPs at 526-2333. The one exception to this rule is children that live in the same general part of the housing area may solicit for non-profit groups i.e., schools or scouting groups.

### **STORAGE SHEDS – RESIDENT INSTALLED**

Permission to emplace a storage shed must be submitted to the FCFH Leasing Office. Construction may not start until approval is granted. Storage sheds will be located in the rear yard only. Only one storage shed is allowed per house.

The shed may be no larger than 10' x 10', pre-painted (paint will coordinate with housing area's color scheme) non-corrosive vinyl, metal or wood; commercial product with strength suitable to

withstand ice, snow, and wind load conditions; and anchored to ground. Electric lines will not be run to storage sheds and they will not be heated. Nothing will be placed on top of shed. Satellite dishes may not be placed on sheds.

Residents are liable for any damage or injury caused by the structure. Sheds must either be turned over to the next resident by way of a written acknowledgement and acceptance letter signed by the incoming resident or be removed with the bare ground beneath the shed repaired with sod or grass growing, at resident's cost, prior to clearing housing.

### **STRAY ANIMALS**

Stray dogs and cats should be reported to the Military Police at 526-2333.

### **SUBLETTING**

Personnel assigned to family residences are not permitted to sublet or receive reimbursement for shelter from other persons who live in the residences. Only the leaseholder and dependents are allowed to occupy the premises.

### **SURGE PROTECTORS**

The power provided to FCFH by Fort Carson has the tendency to fluctuate between 110 and 126 Volts. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, typewriters, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. FCFH is not responsible for damage to appliances or equipment due to high or low voltage or power fluctuations.

### **SWIMMING POOLS**

Given the family nature of our housing, use of small, well – maintained swimming pools are authorized. Due to the small yard size and damage to grass, pools greater than 10 feet in diameter and 2 feet in depth are prohibited. Following use of the pool, yards will be returned to their original condition and any damaged grass will be reseeded.

Due to safety concerns, swimming will only be located in the backyards and will be emptied when not in supervised use.

At times of restricted water use, additional policies may be set forth by FCFH.

### **TRAMPOLINES**

Given the family nature of our housing, uses of trampolines are authorized. Due to the small yard size and damage to grass, trampolines are limited to 10 feet in diameter. Following use of the trampolines, yards will be returned to their original condition and any damaged grass will be reseeded.

It is recommended that trampolines have the safety netting installed around the play area. Due to safety concerns, trampolines will only be located in the backyards.

Residents bare all liability for damage or injuries caused by ownership of trampolines.

### **TV – CABLE**

Cable TV outlets have been installed in each set of quarters at Fort Carson, additional outlets are not authorized.

Resident desiring CATV service may contract with Charter Communications at 576-7404 to have jacks activated. Charter Communications is a private corporation and not an instrumentality of the Federal Government. If cable TV service is desired, residents must use Charter Communications.

### **TV – SATELLITE SYSTEMS**

Satellite Systems are authorized at Fort Carson. Satellite dishes that are no larger than one meter in width may be approved for installation. However, in order to ensure installation does not damage housing units or detract from the appearance of the unit or the community, Fort Carson Family Housing (FCFH) must approve satellite dish installation. Installation requests are available at the Leasing Office.

Satellite dishes must be removed prior to termination of quarters and any damage resulting from the installation repaired. Residents are liable for any damage or injury that may be caused by their satellite dish. Any audio or visual interference caused by the antenna must be corrected. As the television cable infrastructure is installed, maintained and owned by Baja Communications, satellite systems may not connect into the home's cable television system. Baja Communications reserves the right to remove unauthorized tap or attachment to their cable system.

If reception can not be established in according with FCFH guidelines a satellite will not be authorized.

**UTILITIES**

Responsibilities for utility costs are as follows:

- Water: Paid by Landlord
- Sewer: Paid by Landlord
- Garbage: Paid by Landlord
- Electricity and Gas: A baseline has been established using such data as the age of your home, type of construction, size of your home, type of appliances, average weather by month, and other factors. This baseline is a typical utility payment for a home like yours, and the entire baseline amount will be paid by the landlord. The tenant will be responsible for the costs of any gas and/or electric above the baseline. If you conserve and use less than the baseline, you will receive a refund. A mock billing program is in effect to help both you and the landlord transition. You will receive written notification at least 30 days prior to the transition from mock billing to the baseline billing/refund program.
- Cable or satellite TV: Paid by the Tenant
- Telephone: Paid by the Tenant
- High speed internet: Paid by the Tenant

**VEHICLES**

**Residents are allowed up to two operable, registered, and licensed personal vehicles** in any housing area.

**Commercial vehicles are not authorized** to be kept in the housing area.

**Inoperable, unregistered, unlicensed, or abandoned vehicles** will be towed away, with towing cost paid by the owner. An abandoned vehicle is defined as one that has expired tags, expired or no post registration, or is left unattended for over 30 days.

**Insurance:** Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage should meet or exceed Colorado State Law.

**Go Carts:** Go carts or other gas powered toy cars or vehicles will not be used on Fort Carson roads.

### **Parking**

- Vehicles should be parked in authorized parking areas. Residents will park their vehicles in assigned parking space for each housing unit. Visitors and additional vehicles may be parked in unassigned, available spaces
- Vehicles will not be driven or parked on any unpaved area
- On-street parking is authorized where designated. Vehicles must not impede the normal traffic flow, or block fire lanes. Residents should note that parking might not be permitted on both sides of the street
- To allow full use of the neighborhood's sidewalks by pedestrians and children riding bicycles, scooters and roller skating and so on, as well as minimizing the potential to damage vehicles; vehicles will not be parked on or across sidewalks. For example, if parked in a driveway, the vehicle will not cross a line extending from sidewalk to sidewalk. If parked along the curb, the vehicle wheels will be clear of the sidewalks

### **Recreational Vehicles**

- Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes
- Towed recreational vehicles, utility trailers, un-mounted truck camper bodies; self-propelled RV's and boats will not be parked in any housing area except during weekends, or for a 24-hour period before and after use
- A recreational vehicle/equipment storage facility is located adjacent to Bldg. 6074 and is intended as a storage for Fort Carson active duty military personnel, their families, and retired military personnel who require a place to store equipment such as motor homes, camping trailers, boats/motors, and camper shells/toppers
- Self-propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle, and it is indeed used for transportation. Vehicles observed in the housing areas that are not moved will be subject to citation
- Recreational vehicles must be stored within 7 days of occupancy of family quarters. Residents may store their vehicles at the Outdoor Recreation Storage Yard. For more information, contact the Outdoor Recreation Branch. If the storage yard is full, residents are responsible to obtain storage space off post

**Registration Requirements:** Fort Carson requires everyone living or working on Fort Carson to have their vehicles registered; registration must be current and up to date at all times. Proper tags must be displayed.

**Repair of vehicles:** With the exceptions of tire changes and simple preventive maintenance

measures, repairs will not be conducted in housing areas. Repair will be accomplished in the Auto Craft Shop, to include changing oil and other POL fluids. All materials will be properly disposed of; you may not place POL or other vehicle fluids in the trash.

**Speed Limit:** The speed limit is 20 MPH in all housing areas unless otherwise posted.

**Washing:** Vehicle washing is authorized in family housing areas, only on paved surfaces. However, keep in mind that detergent, small amounts of oil and grease and dirt are deposited in the storm drainage system. These pollutants contaminate water and can plug drains, so that rainwater and snow melt do not drain away properly. Limit the amount of detergent you use and always turn off the water hose when it is not in use. Residents are encouraged to use commercial car washes for extremely dirty or grimy vehicles, since wastewater from these facilities is treated to control pollution. Adherence to Fort Carson water usage restrictions is mandatory.

***Failure to comply with this policy may result in the termination of your lease.***

## WATERBEDS

Because of structural loading on floors, waterbeds are NOT recommended in family quarters. Waterbeds could damage floors and cause safety hazards if placed in quarters. However, if your family desires to have a waterbed you will need to fill out a request form at the Leasing Office. We recommend additional renter's insurance, as you will be liable for any water or structural damage caused by the bed.

## WEAPONS

All privately owned permitted weapons must be registered with the Provost Marshal's Office within three working days.

**E4 & Below:** All soldiers in the grade of E4 and below must have their Commander's authorization, in writing, to store privately owned permitted weapons in their residences. Commander's should review this authorization annually

**E5 & Above:** Soldiers in the grade of E5 and above may store their privately owned permitted weapons in their residences

## WEEDS IN LAWN

Weed control is the responsibility of the residents.

### **WILDLIFE/NUISANCE ANIMALS**

Quarters are situated among natural areas. Wildlife visitors are a common occurrence; enjoy them. Do not attempt to control birds nesting on or visiting your quarters. With few exceptions, State, Federal or International laws protect birds. Unauthorized destruction of birds or their nests could result in fines or other legal action. Coyotes and foxes are frequently seen hunting for rodents, their normal food. Do not leave pet food or small pets out at night. These will attract coyotes and foxes to your quarters. Contact the Fish and Wildlife Branch at 576-8074/8075 for more information.

### **YARD DECORATIONS**

Decorative ornaments may be used in yards, providing they present no safety hazards to children, are in good taste, and meet commonly acceptable community norms.

## CLEARING POLICY

### General Policies

- You must provide *written* notification of your anticipated departure at the earliest possible date; but no later than 30 days prior to departure or you may be held financially liable.
- Pre-termination and final inspections must be scheduled with the Leasing Office at 7301 Woodfill Rd #103, in person.
- Your housing consultant will conduct a pre-termination inspection with the sponsor on the date and time scheduled. The housing consultant will inspect your house and assess damages.
- One copy of the housing inspection checklist will be given to the sponsor to accomplish listed self-help maintenance.
- One copy of the housing inspection checklist remains with the inspector for use at final inspection.
- The Housing Consultant will provide the sponsor with the requirements for final clearance of quarters during the pre-termination inspection.

### Final Inspection

- Leaseholders will be present at the time of the final quarter's inspection, unless the Leasing Office has granted prior approval for the leaseholder to be absent.
- All personal property must be out of quarters at the time of the final inspection. All FCFH property must be in quarters or accounted for prior to final inspection.
- Termination orders will not be issued until after the Housing Consultant clears the quarters. The Housing Consultant will not clear a resident until the quarters are thoroughly cleaned, or the resident has paid for the cleaning contractor and met minimum requirements.
- There is no requirement to hire the contract cleaning company. The standards are identical, whether the resident or the contract cleaning company cleans the quarters.
- You will not clear Housing until all financial obligations are paid in full. This includes, but is not limited to, any outstanding rents, lease termination fees, damages, maintenance, cleaning, or less than 30-day notice penalties.

### Re-Inspection

Residents requiring a re-inspection will reschedule with the Leasing Office in person, no sooner than 4 hours later the same day. If there is no open schedule time that same day, re-inspection of the quarters will be conducted the next available appointment.

### Liability For Damage Or Loss

Resident may be held liable for damage to quarters, quarter's area and loss or damage to appliances and equipment, resulting from acts of negligence or abuse. This liability includes damage and stains caused by pets, damage done by marking on walls, carports, or attaching such items as nails, contact paper, hooks, shelves, or stick-on to walls, floors, fixtures or

appliances. Residents are responsible for removing all stains in the carports, driveway, and patio areas.

- Fort Carson installation clearance papers will not be stamped until reimbursement has been made in full to cover costs of damages or losses.
- When residents do not clean family quarters, the quarters will be cleaned by a contract cleaning company and must be paid in full prior to final inspection.
- Residents will be given only three chances to properly clean quarters. After the third failure, the keys to quarters will be turned over to the housing inspector. Damages and cleaning charges may be assessed at that time, and the resident must pay before clearing quarters.
- Failure to be present at a designated final inspection will be considered as a failure.
- Clearance papers will not be stamped until the quarters pass the final inspection, and damages and losses are paid in full.

### **Paying For Damages**

Residents must pay for damages by credit card, certified check or money order made payable to "Fort Carson Family Housing". The FCFH Community Manager or Project Director will review request for relief or for release from liability.

### **Keys**

Residents will return all keys issued to the housing consultant at the final inspection. Inspectors will ensure all originally issued keys are available at the start of the termination inspection. Should there be a shortage of one or more keys, the resident will be charged a fee for replacement of all locks. No unauthorized duplicate keys will be accepted. The fee will vary depending on the current replacement and labor costs for your particular housing area.

### **Carpet**

Carpeting must be professionally cleaned and dry at the final inspection. Resident must provide a receipt for carpet cleaning. If you have pets, it is highly recommended that you purchase the "pet scrub" when you get your carpets cleaned. If additional pet damages are found after move out, (stains under the carpet, damage to padding) you will be held liable. It must be free of all stains, odors, and damage. Resident will be held liable for any damage to the carpet. A black light may be used at the pre or final inspection if any damage is suspected.

### **Cleaning Quarters When Terminating**

- Our Operations and Maintenance division has subcontracted with local small businesses to clean quarters at reasonable rates. Rates are on the current cleaning form that is available at the Leasing Office.
- You have three options for cleaning your quarters:
  - The resident can clean the quarter's him/herself
  - The resident can hire his/her own cleaning team

- The resident can pay for the Fort Carson Family Housing subcontractor to clean the quarters

You must meet minimal cleaning standards (such as removing food residue and built-up grease from the stove and refrigerator), clean the yard, etc., but paying the subcontractor will eliminate considerable work, as well as the concern that you might not pass your final inspection.

## CITATION POLICY

### **Your Obligations**

By signing your lease, you, and those who live in your housing unit with you, have agreed to abide by its terms, including the provisions of this Resident Guide. As a soldier, you are also required to comply with all applicable laws, regulations, policy letters, and orders. Civilians who reside with you are also subject to both the terms of your lease and this Resident Guide and applicable laws and regulations while on Fort Carson. Civilian residents of your housing unit are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Fort Carson command authorities may also deny or limit access to Fort Carson of the violators. These violations may also be considered a breach of your lease, resulting in our terminating it.

### **Enforcement Authorities**

We, as your landlord, may issue notices to you of violations of your obligations under your lease or this Resident Guide such as failure to maintain your yard properly, maintaining unsanitary conditions or causing damage to the interior of the quarters. These violations may, at our discretion, result in termination of your lease.

Fort Carson command authorities may take administrative or disciplinary actions against soldiers violating applicable laws, regulations, or orders such as creating a disturbance in the housing areas, traffic or parking violations, or more serious crimes. These violations may also be considered a breach of your lease, resulting in our terminating it.

### **Notice of Violations**

We, as your landlord, may issue notices for violations of your obligations under your lease or this Resident Guide. For more serious violations, we may terminate your lease without previously issuing notices of violations.

Fort Carson command authorities 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.

The Command citation policy is as follows:

- Three citations and resident will receive 1st Warning Letter.
- Two citations after 1st Warning Letter, resident will receive 2d Warning Letter.
- One citation after 2d Warning Letter, resident will receive a Final Warning Letter or possible Termination of quarters.
- Blatant disregard for the rules and regulations of Fort Carson by any member of the family, regardless of the number of warnings previously received, is grounds for termination of the privilege to live on Fort Carson.

### **Pet Impoundments**

Pet impoundments are considered citations and will be treated as follows:

- 1st impoundment, the owner will receive 1st Warning Letter
- 2d impoundment, the owner will receive 2d and Final Warning Letter
- 3d impoundment, the owner will receive a Letter of Termination or Lost of Pet Privileges

## **FAMILY MEMBER POLICY**

### **Responsibility for Family Members**

Military sponsors are responsible for the safeguarding and control of all family members. Sponsors 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 residence area, sponsors 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.

Sponsors should be judicious in their choice of childcare providers and ascertain that the provider has sufficient maturity and sense of responsibility to properly care for children. See the INSTALLATION HOME ALONE/CURFEW POLICY.

All child care providers, whether attending younger children in their own or another family's quarters, will be at least 12 years of age and must be certified by the American Red Cross Babysitting Course through the Child Youth Services Center.

Sponsors 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 family housing areas.

All Fort Carson residents are required to wear helmets while bike riding, skating, and skateboarding in accordance with Fort Carson Regulation 190-5. Pads for inline skating and skateboarding are strongly encouraged.

### **Juvenile Curfew Policy**

The need for increased parental control over juvenile family members to ensure their safety, protection, and conduct, as well as the need to protect members of the Fort Carson Community from the misconduct caused by unsupervised juveniles, requires the imposition of an installation-wide curfew for unmarried family members under the age of 18.

Unmarried civilians under 18 years of age will not be in a public place on Fort Carson during the following hours:

- Sunday through Thursday, 2200-0600 the following morning (Monday through Friday, respectively)
- Friday and Saturday, 2400-0600 the following morning (Saturday and Sunday, respectively)

For the purpose of this policy, a "public place" is any location other than one's own living quarters and yard or the quarters and yard where one is an invited guest.

There is no curfew violation if, at the time in question, the minor was in a public place during

established "curfew hours" but was:

- Accompanied by a parent or legal guardian
- Accompanied by an adult at least 21 years old (with parental/guardian permission)
- Attending a school, religious, government-sponsored or work activity. This includes travel directly to and from employment, travel during employment (newspaper carriers), or picking up and dropping off of family childcare providers
- In a public place as a result of parental direction or to make an emergency errand (e.g., seeking medical assistance at Evans Army Community Hospital)
- Travel directly from on-post quarters to a location off Fort Carson or from a location off Fort Carson directly to on-post quarters

This policy will be strictly enforced. Parents and guardians who knowingly allow their family member or civilian juvenile to violate the curfew policy or who fail to prevent their juvenile family members from violating the policy, are subject to appropriate sanctions including, but not limited to, military administrative or disciplinary action, civilian prosecution, or termination of your lease. Juvenile family members who violate this policy may be referred to the Fort Carson Juvenile Review Board and/or the Juvenile Division of the 4th Judicial District Attorney's Office for appropriate action.

## TERMINATING YOUR LEASE POLICY

Please keep in mind that you have signed a lease for your home. You are required to abide by the terms of that lease and this Housing Guide, and your lease may be terminated for any violation of those terms. The following are other *examples* of some of the circumstances under which your lease will be terminated.

Please note that all of these examples assume that you have complied with the lease provision to provide 30-day notice. This notice requirement is strictly enforced so that we release your home to another soldier and his family.

### **Upon PCS, ETS or Retirement Of The Sponsor**

Pre-inspection and final inspection of quarters is required prior to service members' departure. If PCS orders authorize retention of quarters under the deferred travel or home base/advance assignment program, inspection of the quarters is required for retention approval.

### **Sponsor Is No Longer Eligible For The Quarters**

If the sponsor is no longer eligible for quarters, the sponsor must terminate and depart within 30 days.

### **Sponsor Or Family Members No Longer Reside In The Quarters**

Without an approved temporary vacate quarters request on file, absence of either the sponsor or spouse and children for a period of 45 days or longer is considered a permanent absence. When such a permanent absence exists, your lease will be terminated.

### **Serious Misconduct Of The Sponsor And/Or His Family Members**

Serious misconduct of the sponsor and/or his family (e.g. repeated failure to control pets or the accumulation of three or more housing warning citations) may be considered a breach of the lease subjecting it to termination.

### **Voluntary Termination**

- Sponsors may request voluntary termination of their lease to move to civilian quarters by notifying the Leasing Office, in writing, at least 30 days before termination is desired. The move of household goods will be at the expense of the sponsor unless the move is determined to be for the convenience of the Government, i.e. at retirement or upon PCS. Requests for exceptions should be submitted to the Leasing Office well in advance.
- Voluntary terminations will not normally be granted until the initial lease term (typically 12 months) has expired.
- If less than 30 days notice of departure is given, and sufficient justification does not exist, the sponsor will be liable to pay rent for the entire 30-day period in addition to a lease termination fee.

### **Non-Payment of Rent**

You are responsible for paying your rent. By signing your lease you agree to allot you're BAH to Fort Carson Family Housing, LLC. In those instances where the BAH was NOT allotted to Fort Carson Family Housing, you are responsible for paying the rents due no later than the 5th of the month by certified funds.

If rents are not paid by the 5th, you will receive a letter directing that you either bring your account up to date or vacate the quarters. If you do not promptly bring your account up to date or vacate your home, FCFH will terminate the lease, pursue civilian court action to recover the amounts due and/or evict you as soon as possible, and refer the matter to the Garrison Commander for appropriate administrative or disciplinary action.

### **Lease/Resident Guide Violations**

We expect you to be a good neighbor and that you wish to live near other good neighbors. With very few exceptions, our residents enhance the community. Those exceptions will not be tolerated, as they not only detract from the overall appearance of the neighborhood; but they also create unsafe or undesirable conditions that adversely affect their neighbors' ability to enjoy their homes. Accordingly, we will terminate the lease to protect the community.

### **Termination Fee**

Should a resident terminate their lease prior to one full year of occupancy, a Termination Fee of \$250 will be charged. This fee does not apply in cases of family separation or deployment / PCS orders of deployment of 90 days or longer.

## HOUSING PROGRAMS

### MAYORAL PROGRAM

The Family Housing Mayoral Program is an integral part of the Army Community Service Volunteer Support Program. Mayors are appointed to their housing positions after being nominated and elected to the position. Mayors promote harmonious living conditions in their villages and are key members of the Commanding General's chain of concern on Fort Carson. The Mayors Program operates under the guidelines established in FC Reg 608-1.

### YARD OF THE MONTH

A Beautification Program has been established to recognize those families maintaining or improving the exterior landscape at their quarters in an "Outstanding" manner. Landscaping criteria considered in the judging will include front and back yard appearances, grass areas, trees, shrubs, bushes, and flower plantings.

Fort Carson is responsible for the program, assisted by each and every resident.

All residents are encouraged to contact the Village Mayor with suggestions or recommendations for improving the appearance of the housing area.

Fort Carson recognizes the "Best Yard-of-the-Month" in each of the fourteen villages. This competition runs through out the year. Winners receive special recognition with certificates, yard signs and donations from various community agencies.

## MAINTENANCE TIPS

### DO'S & DON'TS

#### **Toilets**

##### Do's:

- Use it for normal body waste and tissue paper.
- You can also use it to dispose of small amounts of household cleaners such as cleanser, bathroom cleanser, Pine-Sol, or bleach.

##### Don'ts: Absolutely no flushing of the following items:

- No feminine hygiene products.
- No nylon reinforced paper rags, cloth rags, or material of any kind!
- No petroleum products (oil, gas, antifreeze, brake fluid, etc.).
- No paint (lead or oil), thinners or solvents.
- No industrial chemicals, pesticides, or herbicides.
- No needles (insulin, etc.).
- No medicines of any kind.

#### **Kitchen and Bathroom Sink Drains**

##### Do's:

- All soaps are acceptable.
- All food items should be put down the drain on the garbage disposal side with hot water.
- Place grease in a separate container. Let it harden, and then dispose of with trash.

##### Don'ts:

- No rice or coffee grounds.
- No petroleum products (oil, gas, antifreeze, brake fluid, etc.).
- No paint (lead or oil), thinners or solvents. No chemicals, pesticides, or herbicides.
- No needles (insulin, etc.).
- No medicines of any kind.
- No toys or other foreign objects of any kind.

NOTE: The unacceptable items mentioned above are to be disposed of properly in the trash, recycle centers or as outlined in other areas of this guide.

### **Seasonal Maintenance – Fall/Winter Maintenance (Sept through Apr)**

#### **Winterization Preparation**

Preparation of the housing unit building winterization of the building conserves energy and makes the living quarters more comfortable. Thermostats should be set no higher than 70° during the day and set back to 60° at night. Several methods that the resident can utilize to retain heat in a

home include opening drapes at south facing windows during daylight hours to allow for passive solar heating, and sealing doors and windows to provide airtight enclosures. Call maintenance work order phone, 579-1605, if doors and windows admit cold outside air.

### **Exterior maintenance for housing unit building and grounds**

Remove hoses and drain outside faucets. Drain and store the hoses indoors or in storage sheds to prevent freezing and cracking. Residents are responsible for damage to water pipes and hoses due to failure to properly drain and winterize. Leaks may not appear until the outside temperature rises and melts frozen water in the faucets and water lines.

Snow must be cleared from sidewalks, steps and driveways within 24 hours of the end of the snowfall. Residents will be held responsible for any injuries caused by failure to clear snow. The area of responsibility is the same as for lawn/yard care and maintenance.

Ice above doorways and driveways should be removed to prevent injuries.

Residents shall rake leaves in the fall and place in bags for trash removal.

It is recommended that residents water lawns and shrubs at least twice during the Fall/Winter season. Snowfall at Fort Carson generally does not provide enough moisture to adequately nourish grass and shrubs. Remember to remove, drain and store hoses after use.

Change batteries in all smoke detectors and carbon monoxide detectors.

Field mice and other vermin often seek the warmth of basements and storage sheds. Mousetraps are available in the Self-Help Store.

### **Seasonal Maintenance – Spring/Summer Maintenance (Apr through Sept).**

#### **Resident Responsibilities**

Residents are encouraged to landscape their yards. The FCFH must approve significant changes to the current landscaping. Residents should come to the FCFH Leasing Office (7301 Woodfill Road, #103) with a diagram showing the proposed layout, and fill out a Request for Landscaping. After approval, the original will be placed in the housing unit folder and a copy returned to the resident.

Residents are responsible for the upkeep of lawns within the perimeters as instructed at assignment. Lawn mowers are an individual responsibility. Residents are responsible for maintenance of grass in their yards; grass seed is available at the Self-Help Store for residents use.

Residents are responsible for the maintenance/trimming of shrubs, and edging of sidewalk. The resident should trim broken tree branches or limbs lower than 6 feet above the ground. Above this height, FCFH personnel will trim branches and trees.

## SAFETY TIPS

### Fire Prevention Recommendations

The Number One cause of fires on Fort Carson is unattended candles. Please extinguish candles, incense, lamps, and so on before leaving the home or turning in for the night or a nap.

Fire prevention inspections frequently show the following recurring deficiencies; avoid these circumstances:

- Storage of flammable materials within three feet of hot water heaters or furnaces.
- Storage of combustible materials under stairwells.
- Storage of gasoline or other flammable liquids in unauthorized conditions or containers.
- Smoke detector not working properly.
- Extension Cords:
  - Extension cords should be eliminated wherever possible through relocation of portable appliance, furniture, benches, etc.
  - Where extension cords are deemed necessary and are left in place, they should not exceed ten feet in length; be free of breaks and splices; not be secured by nails, staples, or run through walls, windows, doorways, or under rugs/pads.
  - An extension cord should not be smaller in thickness than the appliance cord it serves.
  - An extension cord should not service more than one fixture or appliance.

### Natural Gas

Family housing units use natural gas for heating, domestic hot water, and cooking. Gas is odorless; however, a harmless chemical odorant (makes it smell like rotten egg) is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect faint whiffs of the odorant. If possible, "follow your nose" to the source. It may be only a stove pilot light that is out or a burner valve that is partially turned on, something you can easily and safely correct. If the source cannot be located or if the odor persists, call the Maintenance Service Order Desk, 576-1605. Any suspected major leak should be reported immediately by calling 911.

### Small Arms Ammunition

Within family quarters, all small arms ammunition, smokeless powder, and primers shall be stored in metal containers. Residents shall notify the Fire Department, 526-9355/9356 of the number of rounds of ammunition in their quarters. Location of these items within the quarters shall also be reported. Black powder storage in all billets and family quarters is strictly prohibited.

### Smoke Detectors

Smoke detectors are installed in all family units on Fort Carson. With proper care and preventive maintenance, the detector should give sufficient warning of fire to allow the resident to exit from the unit safely. It is the responsibility of the resident to periodically check the detector for operation status. Any defective detector will be reported to the Maintenance Service Desk.

## KEY TELEPHONE NUMBERS

### EMERGENCIES

<b>AMBULANCE</b>	<b>911</b>
<b>EMERGENCY REPAIRS</b>	<b>579-1605</b>
<b>EMERGENCY ROOM</b>	<b>7111</b>
<b>FIRE REPORTING</b>	<b>911</b>
<b>MILITARY POLICE</b>	<b>526-2333</b>
ACS Outreach (Mayors)	526-1082
American Red Cross	526-2311
Army Community Service (Info)	526-4590
C.O.P.S. (Community Oriented Police Station)	526-4889
CDC – West (Full Days & Hourly Care)	524-0151
CDC –Annex (Kindergarten/Pt Care)	
CDC – Admin Offices	526-1100/1101
Chaplain (Main)	526-5209/5279
Charter Communications (Cable TV)	576-7404
Chief, DPW Housing Division	526-7574
Child Development Service (East Full Day)	526-5977
Civilian Taxi (Yellow Cab)	634-5000
Claims Office	526-1355
Commissary	526-5644
Complaints (Behavioral)	526-4313
DPW Family Housing Manager	526-5224
FCFH – Community Manager	226-2283
FCFH – Assistant Community Manager	226-2338
FCFH – Outreach Coordinator	576-3198
FCFH – Leasing Office	226-2268

FCFH – Maintenance Service Order Desk and Self Help	579-1605
FCFH – Pest Control Questions	579-1605
FCFH – Project Director	579-1606
FCFH – Project Manager for Operations & Maintenance	576-1606
FCFH – Satellite Dish And Antenna Questions	226-2268
FCFH – Trash Pickup Questions	579-1606
Ft. Carson Post Operations Officer	526-5500/3400/5914
Grant Library	526-2350/2842
Housing Liaison NCOs	526-4313
Off-Post Housing Referral Office	526-2322/2323
Post Information	526-5811
Post Locator	526-0227
Post Office	570-5454
Pre-Termination Inspection	226-2268
PX – Furniture/Annex	576-6313
PX – Main Store	576-4141
PX – Service Station (Main)	576-6570
Questions (Housing Liaison Office)	526-4313
Questions About Lease	226-2268
Stray Dogs (Military Police)	526-2333
SPRINT	527-0814
Transportation In Bound	554-9291
Transportation Out Bound	526-3755
TRICARE Appointments (Hospital)	264-5000
Weather	526-4400
YA Registration	526-1101
Youth Activities	526-2680/3546/4475

~ NOTES ~