

Welcome To Your New Home

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Fort Leonard Wood family housing community.

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

Sincerely,

Balfour Beatty Communities

Fort Leonard Wood Quick Reference Listings

Residential Communities Office	596-0859
Leasing Office/Community Manager	329-3105
LifeWorks Coordinator	329-1013
Piney Hills Neighborhood Center – 100 Thayer	329-0117
Woodlands Neighborhood Center – 140 Indiana Ave.	329-0109
Stonegate Neighborhood Center – 235 Ellis St.	329-0122
Facility Manager	329-0118
Pest Control	329-0118
Work Orders	329-4000
Fire Department (General Information)	596-0886
American Red Cross	596-0300
Army Community Services	596-0212
Child Development Services	596-0197
Job Information	596-0294
Hospital	596-1490
Legal (SJA)	596-0624
Military Police (MP) Desk	596-6141
Recycle Center	329-8359
Transportation – Inbound HHG	596-0932
Transportation –Outbound HHG	596-0077
Veterinary Services	596-0094
Emergency (includes gas leak/smell)	911

Websites

Balfour Beatty Communities	www.bbcgrp.com
Leonard Wood Family Communities	www.ftlwoodfamilyhousing.com
Residential Communities Office	www.wood.army.mil/DPWRCI/
Fort Leonard Wood	www.wood.army.mil

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FORWARD

Balfour Beatty Communities Community Management Office is pleased to have been selected by the Army as the management partner for Leonard Wood Family Communities, LLC (LWFC). In our role as community and facility manager, LWFC has established the following creed to guide our performance:

“The residents of Leonard Wood Family Communities and the service members and their families who are seeking assistance in locating housing in our communities are the most important people who enter our office; they are not an interruption of our work, but the purpose for it. These families and service members are not just addresses or statistics; they will be treated with the utmost respect and consideration for their feelings and emotions. Their needs, wants, desires, and problems become our first priority.”

Our job will be to respond to your requirements as expeditiously and efficiently as possible. Our mission will be to put your mind at ease, so that at all times, but especially when families are separated by deployment, service members can perform their jobs with maximum effectiveness, knowing that the families left behind will be given every possible assistance when a need arises. An Advisory Board has been established that allows residents to participate in formulating policy and establishing reasonable rules and standards for residents in LWFC. This Advisory Board interfaces with LWFC management to establish processes and resolve community concerns. Inputs from the Advisory Board will be used to develop recommendations for improving the quality of life in family housing.

“We will ensure that quality housing and exceptional resident services are provided to military families.”

Section A

Pulaski County (General Information)

Located in Missouri's central Ozarks, Pulaski County was organized in 1833 and was named for Revolutionary War General Polish Count Casimir Pulaski. Once roamed by Indians and French trappers, the county is part of the land ceded by the Osage Indians in 1808. Southern pioneers were early settlers, attracted by fine springs, wooded hills, caves, and the Gasconade and Big Piney Rivers.

The Ozarks of South Central Missouri within Pulaski County are surrounded by scenic mountain forests, beautiful streams filled with a wide variety of fish and other species, and a multitude of wildlife native only to the Ozarks. The official population of St. Robert, Fort Leonard Wood's immediate neighbor, is 2,760 with a daytime population estimated at about 30,000 people (2000 Census). The form of government is Mayor with a Council.

Weather

The climate of the state is temperate, yet seasonal. Average maximum temperature is 69.1 degrees, average minimum temperature 42.2. Summer heat lingers in the 80s, while winter temperatures may drop into the teens with snowfall average of 21.9 inches per season. Rainfall averages 42.89 inches per year. (Period of Record from 04/01/1949 to 07/13/03)

Post Recreation Facilities

Missouri is blessed with an abundance of natural resources and residents who wish to preserve its outdoor beauty. Missouri is a sportsman's paradise where hunting and fishing abound.

The Outdoor Recreation Center (ORC), located in Building 2282, sells Missouri and post hunting and fishing permits. The Center rents a variety of camping, boating, and sports equipment, and operates the RV storage area. The ORC also offers rafting and fishing trip packages, including equipment and transportation. Paint Ball Tournaments, Camp-Outs, Kids' Fishing Derby, and a historical weapons managed Deer Hunt, are just a few of the annual events sponsored by the ORC. The Community Sportsmen's Center also offers skeet, trap, and archery ranges, and basic instructions for first time users. For details call (573) 596-4223.

The Lake of the Ozarks Recreation Area (LORA) is a year-round Army recreation facility located in the Lake of the Ozarks State Park about 50 miles from Fort Leonard Wood. More than just a lake, LORA is Fort Leonard Wood's own vacation getaway, and is open to active duty and retired military, National Guard and Reservists, DoD employees, family members, and contract employees. At LORA, patrons can rent cabins or use campsites, RV sites, and picnic pavilions. The facility features a marina with ski boats, deck boats, party barges, fishing boats, and wave runners. For more information call (573) 346-5640.

The Piney Valley Golf Course is located on the east side of Fort Leonard Wood, just off Water Intake Road on FLW 20. The beautiful 18-hole championship facility offers a challenge to all skill levels and is open to the general public. For more information call (573) 329-4770.

The Daugherty Bowling Center is located in Building 1609 across from the Davidson Fitness Center. The center has 40 lanes with computerized scoring capabilities. The center also features a full service snack bar and a pro shop, which sells a complete line of bowling equipment and performs custom drilling of bowling balls. For more information call (573) 596-1498.

The Auto Craft Shop located in Building 1383, has 12 fully equipped self-service bays and ASE certified mechanics for state inspections and full-service repair. Conveniently located near the Auto Craft shop is a 24-hour coin operated car wash. For more information call (573) 596-0243.

Information Tickets and Registration (ITR) is located in the Welcome Center at the north Gate. ITR sells discounted tickets for local and national attractions and sporting events. They can assist in booking accommodations at select hotel/motel chains nationwide and can provide information on the military world travel club. The ITR Office also offers a variety of special trips and tours to sites and attractions around Missouri. Call (573) 329-TKTS or go to www.mwrtickets.com for more details.

The Davidson Fitness Center, a 63,000-square-foot state of the art facility, provides basketball, racquetball and volleyball courts; a 25 meter indoor swimming pool; an elevated indoor running track; Nautilus and free weights, cardiovascular equipment, a cardio fitness theatre; locker rooms, towel service and equipment check-out. Group fitness classes and personal trainer programs are available. Call (573) 596-4349 for more details.

The Sports Branch, located in the Davidson Fitness Center coordinates a wide variety of sports and fitness activities for the installation, and oversees numerous intramural sports programs. 14 softball fields, 9 soccer fields, 12 tennis courts, multi-use softball fields, youth athletic fields, coin operated batting cages, an excellent outdoor sports facilities available to post community members. For more information call (573) 596-2810.

Fort Leonard Wood also features a variety of Service and Community Clubs:

The Audie Murphy Community Club, located in Building 7391 on Buckeye Avenue. The Club also features the End Zone Bar & Grill, a Night Club, and a variety of conference and meeting rooms for special events and gatherings. Call (573) 329-2455 for more information.

The Pershing Community Club, Building 4109 in the Sturgis Heights housing area, features the Black Jack Lounge sports bar and various meeting and conference rooms. For more details call (573) 329-7650.

The Tri-Corps Lounge is a bar & grill is located in the Morelli Heights student housing area near the MANSCEN Center. Call (573) 329-6500 for information.

The Warriors' Lounge is conveniently located in the Specker Barracks Complex. The lounge caters to single service members with a full-service grill, pizzeria, pool tables, video games and televisions. For more information call (573) 329-3100.

Section B

Leonard Wood Family Communities Responsibilities

Appliances

Ranges, refrigerators, and dishwashers are furnished and serviced by LWFC Maintenance Teams. These appliances are assigned by serial number. If problems occur, do not attempt repairs or make adjustments yourself; simply call the Facility Office at [573-329-4000](tel:573-329-4000) to arrange a service call. Do not store appliances in outside areas to include carports.

Asbestos

Like most facility owners, LWFC implements a manage-in-place policy, which requires Asbestos Containing Materials (ACM) to be identified in buildings and included in a routine surveillance and maintenance program until ACM is removed during scheduled renovation or demolition activities.

ACM maintained in this manner does not present a health hazard to facility residents. In the few instances when ACM becomes deteriorated, the damaged material will be abated to protect the health of facility residents. If you believe you have discovered some type of ACM material please contact the maintenance manager at 329-0118.

Grounds Care

LWFC will provide lawn care to all front yards, un-fenced backyards, playgrounds and common areas.

Initial Acceptance Inspection

A move in inspection will be conducted by a Resident Specialist after the lease has been signed. A thorough inspection of the house is essential to identify and document any discrepancies pertaining to the home/appliances. Any discrepancy that appears to be permanent damage to the property must be identified jointly by the resident and staff member at the time of acceptance. Any oversight on the initial condition report must be submitted in writing to the Neighborhood Support Center within 10 days. They can be reached at 329-0122. This important inspection process will relieve residents from liability for existing damages beyond fair wear and tear when clearing housing.

Lead-Based Paint

Some older homes contain lead-based paint. Residents are provided a copy of the Environmental Protection Agency pamphlet on protecting families from lead in the home and residents are required to sign a disclosure statement at the time of signing for the keys. If you find peeling paint in your home please contact the Facility Manager at 329-0118.

Lockouts and Lost Keys

In the event of lost keys or a lockout call the leasing office (329-3105). After verifying resident's identity, a Resident Specialist will unlock the home at no charge. Should a lockout become a repetitive problem (defined as more than two occurrences per calendar year), the resident will be charged \$25.00 (due at time of lockout). Leonard Wood Family Communities will replace lost keys at a cost of \$50.00. Keys must be special ordered and it may take additional time to replace them. For after hour lockouts call the MP desk at 573-596-6141.

Maintenance and Repairs

Leonard Wood Family Communities is responsible for the maintenance of all family housing homes.

FOR PRIORITY 1 AND 2: MAINTENANCE AND REPAIR WORK
CALL 573-329-4000, 24 HOURS A DAY, 7 DAYS A WEEK.

FOR PRIORITY 3: MAINTENANCE AND REPAIR WORK PLEASE CALL 573-329-4000 MONDAY-FRIDAY
8:00-4:30, SEE NEXT PAGE FOR PRIORITY LEVELS.

During regular work hours when a maintenance work order is received, a representative will provide residents with a work order number and an approximate date and time the work will be performed. The resident should write the number down for reference as needed. All service requests will be assigned a priority code to determine the required response time.

Timeliness of the work order completion will correspond to the assigned work order priority coding. (See Following Table)

Work orders will be scheduled with the resident to be completed at a convenient time. Maintenance staff will not enter homes unless a resident or authorized representative is present (unless the resident authorizes unaccompanied entry), and will not enter a home if an unaccompanied minor (under age 18) is present. Crews will accomplish all work quickly, professionally, and courteously. Maintenance staff will take care to prevent damage to the resident's property and will thoroughly clean up after the repair is completed.

To prevent dog bites, please ensure that pets are secured in another area of the house while the maintenance staff is answering a service call.

Emergency – Priority 1 (Response time within 1 hour- 24 hours a day, 7 days a week) Situation will be appraised and work begin within 1 hour. Work to eliminate hazard within 1 day	
Natural gas leak	No heat – outside temperatures below 60°
Electrical short, sparking, or fire	Broken glass/window on first floor —safety/security hazard
Electrical fixtures shorting or sparking	Sewage back-up
No air conditioning—outside temperature above 80°	Resident lockout
Critical – Priority 2 (Response time 4 hours, work completed within 8 hours)	
<ul style="list-style-type: none"> • Unsecured quarters • Roof leaks-rain/snow (damage beyond staining) • Drain/toilet stoppage (all toilets in home) • No hot water • Refrigerator inoperative • Hot water leaks from tap • Oven not working • No burners working on stove • Playground equipment broken—safety hazard 	<ul style="list-style-type: none"> Not enough or too much heat Electrical problem (except shorting, sparking, or fire) Water outage Water leaks from pipes, drain, or faucet Frozen water pipes Glass broken out on second floor Smoke detector inoperative Dishwasher leaks
Routine – Priority 3 (Response time within 3 days, work complete within 5 days, 8 days for major repairs)	
Inoperative dishwasher—no leaks	Asphalt repair
Telephone jacks and wiring (only maintain one line with a maximum of two)	Repair/replace woodwork, trim, drywall, etc.
Repair/replace weather-stripping	Repair/replace window or window covering (Venetian, mini, or vertical blind, shades, etc.)
Top burner inoperative on kitchen range	Drainage problems (exterior)
Screen repair	Repair/replace gutter or downspout
Repair/replace storm door, sliding screen door	Fencing (wood or chain link)
Broken cabinets or countertops	Trim trees and shrubs
Replace ceramic tile or repair floors	Make keys (may need to order and take additional time)
Concrete repair (sidewalk/driveway/steps/patio, etc.)	Dripping faucet
Broken glass, window—cracked only	Light fixtures, switches, receptacles not working (no shorting/sparking)
Garage doors jammed or inoperative	
Garbage disposal jammed or inoperative	
Light bulb replacement (common area/not accessible to resident)	
Roof repairs (Priority 1B if damage beyond staining)	

Mold (See mold tips in Resident Responsibilities Section)

Mold and Mildew are common, naturally occurring organisms that grow indoors and outdoors and may already exist in your home. Mold may produce adverse health effects, although the scientific evidence is unclear as to the extent of health risk or the amount of mold necessary to impact health.

Mold needs three things to grow: spores, a food source, and water. 1) Mold spores are everywhere; they can be carried in the home on shoes and other clothing, pets, carpets, and furniture. Spores are nearly impossible to keep out of the home but can be controlled by regular cleaning and using a high-efficiency particulate air (HEPA) filtered vacuum cleaner. 2) Food sources are virtually any organic matter including dust, carpeting, drywall, ceiling tiles, clothing, etc. 3) The third essential contributor to mold growth is water. There are two types of water that contribute to mold growth: liquid water and water vapor. Liquid

water can enter the dwelling from outside through leaks in the outside walls, roof, windows or doors, and inside from plumbing leaks, spray from showers and faucets, and other forms of water intrusion. Water vapor occurs as humidity in the air (e.g., steam from showers, cooking, laundry equipment, and the dishwasher). Occasionally water vapor may condense on the window frame inside a home and thereby create conditions conducive to mold growth. Humidity can be controlled by operating your air conditioner efficiently. The air conditioner not only cools the air but also removes moisture from the air.

LWFC will correct any water intrusion problems that occur through external sources. Promptly notify us about any signs of water leaks, water infiltration, or mold. LWFC will repair or remedy the problem as necessary. We will also maintain the air conditioning system periodically and keep the drain pans clean. However, regular maintenance will require access to heating and cooling units in the homes. These services will occur twice a year. It is our goal to maintain the highest quality living environment for our residents. To reach this goal, it is imperative that we work together with our residents to minimize potential conditions that could lead to the growth of naturally occurring mold. Please refer to the mold prevention tips in Resident Responsibilities Section.

Renter's Insurance

As a resident of Leonard Wood Family Communities, each active duty Service Member in a home is provided with renter's insurance. This coverage is provided as part of their basic allowance for housing.

A limited amount of coverage is provided. Service Members are encouraged to supplement this policy with additional coverage. The policy has a \$250 deductible for damage to personal property; the deductible is the Service Member's responsibility.

Personal property coverage is limited to \$20,000 per unit, per occurrence and it includes household items that are owned or used by the insured while it is in the insured residence. Some exclusions apply.

Personal liability covers the insured in the event of damages due to "bodily injury" or "property damage" caused by an "occurrence". The policy will pay up to the limit of liability, \$100,000 per tenant, for damages for which the insured is liable. While there is no deductible for liability coverage some exclusions apply.

Personal liability medical payment to others will pay for the necessary medical expenses caused by injury to a person on the insured location with the permission of the insured or to a person away from the insured location if the bodily injury is caused by unintentional activities of the insured. Personal liability medical payment is limited to \$1,000 per person and \$1,000 per occurrence.

If any resident has another policy covering their personal property and a loss is covered by both policies, the Leonard Wood Family Communities renters' policy and the resident's own policy will share proportionately in paying the loss.

For any questions about the coverage, where to find the correct forms or filing procedures please contact the Community Manager, Balfour Beatty Communities at 573-329-1013.

Trash and Recycling Collection and Disposal

Leonard Wood Family Communities will provide each residence with one waste container (garbage can) and one recycling bin. Residents can only use LWFC provided containers. Container lids must be latched and closed with the strap securely in place when set at curbside. Trash must be placed by curbside prior to 7:30 am when trash pick up begins.

Monday	Tuesday	Wednesday	Thursday	Friday
No Pick-Up	Essayons	Depuy	Phoenix	Turner
	Kirby	Epps	Sheppard	Burr
	Humphreys	Diamond	Hatler	Peden
	Swift	Elwood	Kelly	Funk
	Totten	Evans	Forrest	Collier
	Wheeler	Frizell	Barkley	Specker
	Mackenzie	Gwynne	Daniels	Parrish
	Thayer	Cable	Knight	Ellis
	Williams	Rolla	Montrose	Barger
	Goethals	Pulaski		
	Siebert	Newburg		
	Delafield	Cadwell		
	Gridley	Houston		
	Jadwin	Thompson		
	Taylor	Benson		
	Newton	Castleberry		
	Pick	Neal		
			Schrum Loop	
		Woods Loop		
		Wade Court		

NEVER DISPOSE OF TRASH, YARD WASTE, RECYCLABLE ITEMS, APPLIANCES, FURNITURE, CONSTRUCTION DEBRIS, ETC., TO THE SIDE OR REAR OF YOUR HOME, IN VACANT HOMES, OR IN POSTWIDE DUMPSTERS.

PLEASE DISPOSE OF WASTE PER POST REGULATIONS.

Placing the receptacle and recycling bin at curbside the evening before pickup day is acceptable. For safety purposes, waste collection will not be scheduled during snow days. Collection days that fall on a holiday will be re-scheduled for the following business day. Residents will be notified of any changes.

Lost or damaged LWFC containers and recycling bins caused by the resident will be provided at replacement cost.

Approved bulk items for pick up include but are not limited to small household furniture, small appliances, limbs and boards (no longer than 3 ft). Bulk trash is collected on regular trash day. Advance notification of over sized items is required prior to putting them out for pick up. Please call 329-0122 to schedule.

The waste contractor is not responsible for the pickup and disposal of personal appliances such as refrigerators, freezers, washers and dryers or any items containing hazardous waste materials. If you

need disposal of bulk items on days other than the ones noted or if you need disposal of items such as appliances or tires, please call 329-0122 to make arrangements for a special trash pick-up. A service fee will apply.

Yard waste that consists of debris from shrubs, trees, grass and leaves must be bagged and/or bundled. Bags/bundles should not exceed more than 25 lbs. Should the bags or bundles break, the debris will not be removed until debris is properly bagged and/or bundled.

At resident move-in, cardboard boxes and other paper packing materials should be separated with packing papers folded and placed in bags and all cardboard boxes flattened and placed inside other boxes. Residents are not to fill shipping boxes with waste materials. Residents are urged to contact the Transportation Office or their shipping company agent for removal of packing boxes for their recycling purposes. As an alternative these items can be placed at curbside and a call made to the Neighborhood Support Center for a one-time pickup.

The recycling bins provided for resident use must be placed at curbside the same day as trash removal. Materials accepted for recycling are: office paper, computer paper, file stock, magazines, aluminum, newspaper, packing paper, brown paper grocery bags, catalogs, phone books, plastics marked #1 PETE, #2 HDPE, and #2 plastic bags. Residents should rinse bottles and cans to reduce health hazards and odors. Plastic lids and motor oil bottles are not allowed. Diapers are not to be placed in recycling bins.

Residents wishing additional information on recycling may contact the Ft. Leonard Wood Recycle Center, Building 2553. Their extension during normal duty hours (7:30 am to 4:30 pm, Monday through Friday) is **329-8359**.

Both the recycling bins and the trash receptacles are to be removed from curbside after pickup. Failure to remove these items in a timely manner could result in damage or loss of the items, at resident's expense.

Trash cans and recycling bins must be stored in carport/garage or placed behind the homes on days no pick up is scheduled. Writing the house number on the containers allows easy identification. Residents are advised to secure their containers to prevent spillage of trash or lost containers during high winds. Please be considerate and pick up trash that may spill or blow into another yard.

Leonard Wood Family Communities will provide a one time pickup of organic (real) Christmas Trees on the first Wednesday following New Years Day. Trees will be accepted at the curb; however, residents are cautioned that all lights, bulbs and other decorations must be removed as the trees will be taken to an organic landfill. Artificial trees will not be picked up.

Dead animals found on the roads and grounds of Leonard Wood Family Housing area are a health and sanitation hazard to be avoided by the general public. The disposal of such is the responsibility of the installation. Please call the Military Police if you find a dead animal.

It is against the law to dispose of hypodermic needles with regular trash. They must be disposed of in a Sharps container. Trash from outside the residence may not be brought home for disposal.

**BRICK, CINDER BLOCKS, ROCKS, STONES, SAND, GRAVEL,
AND DIRT WILL NOT BE PICKED UP CURBSIDE – CONTACT MAINTENANCE
MANAGER FOR GUIDANCE AT 329-0118**

Section C

Resident Responsibilities

Appliances—Privately Owned

Privately-owned appliances such as refrigerators or stoves may be used. If the resident chooses to do so, a Resident Specialist must be notified to make arrangements to have the LWFC appliance(s) removed. The privately-owned appliances will not be serviced by LWFC maintenance. Appliances may not be stored in outside areas to include carports or patios.

Bathrooms

Walls in the tub and shower area have a tendency to collect mildew and should be cleaned regularly with a product that combats mold and mildew. Make it a habit to use the exhaust fan when taking a bath or shower, this will lower the humidity level in your bathroom and help prevent the growth of mold and mildew. Fiberglass tubs and showers should only be cleaned with mild detergent solutions. Care must be taken not to flush feminine sanitary products, disposable diapers, toys, toothbrushes, food items, paper towels, etc., down the commode. Should the line become clogged, and it is determined that the resident is at fault, the resident will be charged for the service call and any replacement items necessary to restore the system to good working order.

Do not use stick-on decals in tubs.

Business in the Home/Solicitation

Businesses may be conducted from the home in accordance with AR 210-7 and must be requested in writing through the Neighborhood Support Center and approved by both the Community Manager and Community Liaison Officer (563-4007). In no case will a business be authorized or continued at the expense of community tranquility or safety. Utility costs associated with a business in the home will be considered. If the utility costs associated with a business in the home exceed what is considered reasonable, it is unlikely the business will be approved. The request should be a detailed description to include type of business, method of advertising, phone numbers used, degree to which business will increase traffic in the housing area, required appliances/equipment, products and materials used (especially those that may be considered hazardous), method of storage, volume of inventory, and utility use (such as water, electric, etc. Example: use of oven at 200 degrees for 1 hour each day, no more than 5 hours per week).

The Community Manager and Community Liaison Officer will review each request and provide written approval or denial. Please allow 30 days to process the request.

No solicitation is allowed in housing areas.

Cable TV/Satellite Dishes

Cable TV lines have been installed in all homes. Contact the local provider to activate service. LWFC residents who desire satellite service must complete a Satellite Dish Addendum form at the Neighborhood Support Center for approval. As the requirements for installation are significant and complex, approval must be obtained prior to installation.

Carpet Care

Residents are expected to vacuum carpet regularly and shampoo or steam clean carpet as needed during occupancy. Carpet must be vacuumed and professionally cleaned prior to final inspection. Pet owners are required to have a “pet-odor neutralizer” treatment included with the professional steam cleaning when clearing. Receipt for these professional services must be provided at termination.

Carpet Installation

Residents are permitted to install carpeting at their own expense. Only double-sided tape will be used to lay carpet. All tape residues must be removed from the floor when the carpet is removed. Nail strips are not authorized. Foam-backed carpets must have underlay to prevent sticking and damage to floors. Damage to underlying floors will be the responsibility of the resident. Doors shall not be trimmed at the bottom to accommodate rugs and pads.

Clothes Dryers

Installation is the resident’s responsibility. Check and clean the dryer’s lint trap after each load. Never place plastic articles in the dryer.

Conduct and Behavior

The following guidance encourages productive solutions to family problems and discouraging disruptive behavior within our community.

Counseling is available to residents experiencing family, work, financial, or other problems. The following services can provide you with a list of services on post:

Chaplain	596-2127
Army Community Services	596-0212

Disruptive behavior is defined as any conduct by service members, their family members, or guests which disturb discipline and good order that would require the intervention of or investigation by, law enforcement personnel. Even a single incident of serious disruptive behavior by residents of family housing or their guests could be sufficient to justify termination of the privilege to reside at LWFC and result in disciplinary action or criminal prosecution. As a general rule, a directed move will result when residents or guests demonstrate an inability to curb disruptive behavior.

The first instance of a domestic disturbance could result in notification to the resident’s commander. Repeated instances could result in an eviction.

Any disturbance that results in an assault is considered to be sufficiently serious to justify consideration of a directed move for the first offense.

Should residents suspect the potential for harm, or child/spouse abuse, please call the Fort Leonard Wood Military Police at 596-6141.

Curfew on Post

The established curfew for Fort Leonard Wood for children 18 or younger is 11 pm to 5 am.

During curfew periods all persons under the age 18 found within the limits of LWFC outside their homes and not accompanied by their legal parent, guardian, or an individual 18 years of age or older, will be in violation of the curfew. The Military Police will prepare an Incident/Complaint Report, forward it to the appropriate commander, and notify the family.

Family Separations

If the service member moves out of the house, or certain family members move out, please contact the Community Management Office immediately. The service member has 30 days from the date he/she no longer resides in the home with a family member to vacate housing. In the event of a divorce, housing must be vacated on or before the effective date of the divorce.

Home Alone

Children under the age of 10 must be supervised and must not be left unattended. Fort Leonard Wood Military Police will respond to situations where children are left unattended, either at home or in vehicles, to assure the safety of the child.

Leave or Extended TDY

If a resident will be absent from home, leaving it unoccupied for over 5 days, the resident must make arrangements for security, prudent care, lawn care, pet care, and periodic inspection of the home. Fort Leonard Wood Military Police will provide an external check of residents' homes while they are on leave or TDY. Prior to departing, contact Fort Leonard Wood Military Police non-emergency number at 596-6141 and also notify your Resident Specialist. The resident must have an appointed representative responsible for their home and/or grounds during their absence.

Damage to LWFC Equipment and Furnishings

Residents are responsible for any and all damages to the property caused by a resident, family members, pets, or visitors. Residents will be charged for damages above fair wear and tear.

Dishwasher

The exterior may be washed with a mild non-abrasive detergent and water, rinsed, and dried. The interior is self-cleaning with normal use. If lime deposits build up, pour two cups of vinegar into the empty dishwasher, do not use detergent, and operate the machine on any full wash cycle. Remove foreign debris from the drain filter as needed. Use only recommended dishwasher soap. Should your dishwasher not work properly please call in a work order.

Drug-Free Policy

LWFC supports the Federal Anti-Drug Act and will request that any service or family member found in possession of, and /or engaging in the distribution of any illegal substance, as determined by law enforcement and enforced by the Garrison Commander, be subject to immediate eviction.

Emergency/Non-Emergency Number

CALL 911 for emergencies. The caller's address is automatically displayed on the operator's screen. Fort Leonard Wood Military Police respond to all 911 calls and provides assistance as needed. Military Police, as necessary, will enter quarters and check on residents upon receipt of a 911 dispatch.

Dial Fort Leonard Wood Military Police Desk Sergeant at 596-6141 for non-emergencies.

Energy Conservation

We need the assistance of all housing residents in conserving energy. Monetary restrictions, rising utility costs, and growing environmental concerns require all of us to be conscientious. Conservation efforts can result in significant money savings. Let us all work together to help prevent energy waste.

Electricity/Gas

- Turn off lights when not actually needed.
- Lower the temperature settings on heating appliances such as water heaters. Adjust the hot water temperature to 120°F or less to conserve energy and prevent accidental burns.
- Turn off appliances when not in use, this includes air conditioners, television sets, and the like.
- Do not use kitchen ranges or space heaters to supplement the heating system. Use ceiling fans to increase efficiency of both heating and cooling systems.
- During heating and air conditioning use, keep windows and doors shut.
- Change filters regularly. Filters are available at the Neighborhood Support Centers.
- Report any condition that you feel may increase energy consumption unnecessarily, such as broken windows, poor weather stripping, fuel leaks, improper burner adjustment, etc.
- Do not block heating/AC vents with rugs, carpets or furniture.

Water

- Do not use a continuously running stream of water unless needed; hoses should be equipped with an automatic shut-off nozzle to control the water flow. Use a pail and/or bucket whenever possible to accomplish cleaning jobs.
- Residents are responsible to avoid water run offs onto the street.
- All night watering or extended watering in one location is prohibited.
- Use hot water sparingly.
- Detach garden hoses from outside water faucets during winter months (October-April) to prevent freezing of outside faucets.
- Call in a work order promptly to repair leaky faucets.

Exterior Home Care

Residents are responsible for routine cleaning of windows and screens. Screens must be left in place and in good repair at all times. Damaged or missing screens may be repaired/replaced at resident's expense.

Do not attach/hang signs, window boxes, hanging plants, swings, or any objects to the exterior of the home.

Temporary garage shelters (similar to a tent) that are erected over the driveway are not authorized.

Carports cannot be enclosed.

A request must be submitted and approved to make any alteration or additions to housing units.

Residents are responsible for maintaining a neat, uncluttered appearance to their home.

Fences

Fences in family housing are standardized to preserve an attractive appearance in the area. Residents are financially responsible for fences.

Option 1. The resident may choose to install their own fence; the fence must be approved by LWFC prior to installation, See Fencing Specifications for requirements.

Option 2. Resident may contact a private contractor in order to have a fence installed. Resident will be responsible for payment in full to the contractor.

IN ALL CASES, A DIGGING PERMIT IS REQUIRED, AS WELL AS PRIOR WRITTEN APPROVAL FROM LEONARD WOOD FAMILY COMMUNITIES.

Fencing Specifications

1. 48- inch galvanized chain link with a top rail, bottom tension wire, and a walk through gate.
2. **Gates must not be locked. (For fire protection and utility service)**
3. Fences will be installed in the back yard only. Fences may not extend past the side of homes. They must extend directly back from the corners of the residence. Total length of the backyard fence will not exceed 100 linear feet, including the gate. (In order to maintain a consistent appearance, actual distance will be determined based on such things as utility access and terrain.)
4. If a utility pole will be enclosed by an approved fence, a 10-foot wide drive through gate must also be installed.
5. Grass must be trimmed and maintained to prevent growth through the fence.
6. Resident is responsible for proper removal of self installed fences at the end of their lease, including restoration of the yard.
7. Fences will be required of residents with outside dogs. (House dogs must be on a leash and supervised at all times when outside.)

Chain link kennels will be allowed as an exception to policy on a case- by- case basis.

Fire Protection

- **Pots or pans should not be left unattended on lit kitchen stove burners. Fire in cookware may be extinguished by putting a cover on the pot or pan and turning off the burner. Never use water on grease fires or attempt to carry the cookware outside; always protect your hands. Window curtains and towel racks must be secured with sufficient clearing space so**

that they will not be ignited by the cooking stove heating elements. Cooking fires are the number one cause of home fires in the USA.

- Never leave young children unattended. Familiarize your babysitter with your family's escape plan. The babysitter's first duty is to get the children out.
- Keep matches, lighters, candles, flammable liquids, and similar materials out of the reach of children. Do not allow children to play in mechanical rooms, attics, under buildings, in or near vacant buildings, or on construction sites.
- Noncombustible ashtrays of ample size should be used for disposal of smoking materials. All burning embers must be totally extinguished prior to emptying ashtrays. Empty all ashtrays into metal containers; never use plastic containers for disposal of smoking materials indoors. Make it a habit to inspect all upholstered furniture prior to retiring.
- The use of attic spaces or mechanical rooms for sleeping purposes is prohibited. Infirm or exceptional family members should sleep on the ground floor if possible.
- The use of gasoline and other flammable liquids for cleaning purposes is strictly prohibited. Pilot lights on kitchen stoves, furnaces, and water heaters can ignite vapors of gasoline, paint thinners, and similar flammable liquids. Gasoline-powered equipment will only be used and serviced outdoors.
- Paints, varnishes, floor waxes, furniture polishes, and similar materials in tightly sealed metal containers are permitted in small amounts. Storage of these products follows the same rules as for flammable liquids described in the preceding paragraph.
- All rags, waste, mops, or other material permeated with flammable liquids and the like should be cleaned or disposed of outside the house to prevent spontaneous combustion.
- Residents are responsible for changing filters on heating, air conditioning, and clothes drying equipment to prevent overheating and a possible fire. Clogged or obstructed filters and exhaust ducts must not be used until cleaned.
- Defects in chimneys, flues, stacks, heating equipment, gas connections, kitchen appliances and exhaust systems, water heaters, electric light fixtures, wall switches and outlets, and other potential fire hazards are to be reported to the Maintenance Work Order Desk immediately.
- DO NOT store materials in the same room as the furnace or near the water heater. Combustible material should not be placed within 3 feet of any portable heating device, wall, space, or floor heater.
- Open fires are prohibited outdoors except in specifically designed outdoor cooking equipment. Indoor fireplaces must be operated with a suitable fire screen, and must never be left unattended. Ashes or embers must always be put in metal containers outdoors. Flammable liquids, other than those specifically labeled for lighting charcoal, must never be used to quick-start a fire.
- Good housekeeping, care, and cleanliness are synonymous with good fire prevention. Don't block exits. Accumulations of combustible materials must not be allowed in basements, attics, storage areas, closets, under stairs, or under buildings and porches. Proper periodic cleaning will prevent grease from accumulating around cooking equipment.
- All decorations will be flame retardant and kept to a minimum.
- Vehicles will not be parked within 15 feet of fire hydrants.

Barbeque Grills

Barbeque grills should only be lit by an adult, and must be supervised by an adult at all times. Barbecue grills shall be kept 10 feet from all combustibles including the building walls and privacy fences. Never use them under overhangs, porches, or carports. Never use gasoline as a charcoal starter. Do not store grills inside, in front of the house, or under the carport. Ensure coals are completely extinguished prior to disposal and before storing the grill. Coals will only be disposed of in non-combustible containers. Always make sure that LP-gas cylinder valves are turned off at the cylinder.

Fire Evacuation Plan

Establish a home fire evacuation plan with primary and alternate routes of escape in the event of a fire, and designate a place to assemble after escape. Establishing and practicing an escape plan as a family activity can save the lives of loved ones. Notify the Fire Department of handicapped family members.

Fire Extinguishers

Personally owned extinguishers are encouraged. Checking and recharging them is the resident's responsibility.

Fire Prevention Inspections

Every member of the family should be familiar with the hazards that cause fires and assist in eliminating them. Self inspections, using checklists furnished by the Fire Department, are encouraged. The Fire Department will inspect the quarters if requested by the resident, or when there is a reason to believe that guidance is needed.

Fire Reporting/Carbon Monoxide

Anyone who discovers a fire, or smells smoke, leaking fuel oil, or gas should:

- Immediately warn all occupants and help them leave the premises
- Do not turn on or off any light switches or use the telephone
- Close all doors when leaving
- Notify the fire department promptly by calling 911 from a neighbor's house or cell phone once outside the residence.
- Give your name, house number, and street; do not hang up until told to do so by the fire department
- Wait at a safe distance to direct fire department personnel and advise them if all persons are out of the building

ALL FIRE AND CARBON MONOXIDE INCIDENTS MUST BE REPORTED REGARDLESS OF SIZE AND WHETHER OR NOT THEY HAVE BEEN EXTINGUISHED.

PLEASE REMEMBER TO CALL 911 FOR EMERGENCIES.

Fireworks

Sale, possession, use or storage of fireworks/explosives are prohibited on LWFC Property.

Gasoline and Other Flammable Liquids

Gasoline and other flammable liquids will be stored in the garage, shed, or in another cool place with proper ventilation. Storage is not allowed in furnace/mechanical room. Gasoline shall be limited to a maximum overall quantity of two gallons. Use only UL-approved safety containers for the storage of gasoline/flammables.

Smoke/Carbon Monoxide Detectors

All homes are equipped with operational detectors. These detectors are wired directly into the building's electrical system in order to provide a reliable power source. Residents should test their detectors when they move into the home and every 30 days thereafter. If you experience any problems with the detector, place a work order immediately. Residents must not disconnect detectors, and may be held liable if a fire should occur. If the detector activates you need to contact the Fire Department (593-0886).

DETECTOR CHECKLIST (PLEASE TEST MONTHLY)

Visual Check:

1. Power indicator light must be lit.
2. Detector must be securely mounted.

Operational Check:

The test button activates the electric circuit only. The smoke sensing device is not activated by the test button.

NOTE: The smoke/carbon monoxide detector is an important part of the household and should be operational at all times. Occasionally, clean the smoke detector by using the vacuum cleaner, remove the brush or other attachment, hold the hose near the chamber parts and evacuate dust that collects in the chamber.

Should resident note any of the deficiencies listed below, contact LWFC Maintenance.

1. Mounting is not secure.
2. Power indicator light is off.
3. Detector fails to function.
4. Detector fails to function when test button is depressed.

<p>DO NOT REMOVE OR DISABLE SMOKE DETECTORS. DISABLING OF SMOKE DETECTORS IS IN VIOLATION OF FLW REGULATION 420-2. VIOLATORS CAN BE HELD LIABLE IF A FIRE OCCURS</p>

Floors

Only quality wax removers should be used to prevent wax buildup. Use only UL-approved wood floor cleaners and wax on hardwood floors. Do not use acrylic floor wax on any floors. Pay special attention to corners and baseboards for wax buildup. Excessive use of water can cause damage to floors.

Furnace/Mechanical Room

Do not store materials in the same room as the furnace. No materials should be placed anywhere within the confines of this room. Items discovered by Resident Specialists, Maintenance personnel, or Fire Department will be addressed accordingly. All mechanical rooms must remain locked.

Garage/Yard Sales

Garage sales are permitted on Friday, Saturday, and Sunday only. Notices of sales may be placed on the permanently installed bulletin boards located at the Neighborhood Support Centers on 3" X 5" cards. Notices may be posted 3 days prior to the sale and must be removed by the resident the day following the sale. **Signs cannot be placed along the main thoroughfare.** Contact your Resident Specialist at your Neighborhood Support Center for more information.

Garbage Disposals

Put food in disposal slowly and flush with plenty of cold water. Materials such as onion skins, celery, beans, rice, potato peels, pasta, grease, etc., in garbage disposals clog the pipes and causes backups. If the disposal becomes overloaded, it will shut off automatically. To start again, push the red button on the bottom of the disposal.

CAUTION: Do not put glass, metal, wood, coins, or drain cleaning chemicals into the disposal. If excessive noise occurs, stop the disposal and remove any foreign object. Resident will be charged if repairs are determined to be the residents fault.

Guests/Parties

Visits by guests are limited to 30 consecutive days, and 90 total days per year. Exceptions must be submitted to RCO for approval. Please remember that residents are responsible for guests' compliance with all housing and Post regulations. Inform neighbors prior to having a party to limit complaints. Please be considerate of your neighbors.

Hazardous Waste

Paint, motor oil, or gasoline, bleach products, brake fluids, and other hazardous wastes may not be dumped into household trash, on the ground, into the storm drains, or in the sanitary sewer system. Hazardous waste, as well as the product container, must be disposed of properly. Please consult the product label for disposal directions. Used motor oil can be turned in to the Fort Leonard Wood Auto Craft Shop (596-0242) or the Ft. Leonard Wood Recycling Center (329-8359).

Heating/Air Conditioning

Help conserve energy. Recommended temperature settings are as follows: Heat – 68° F; A/C – 78° F. Air conditioning filters should be changed at least quarterly (monthly is suggested). Do not run heat or air conditioning with the windows or doors open. For medical conditions requiring a waiver for priority HVAC

service/repair, a request must be submitted by the resident including a Form 9 from a medical doctor verifying the medical condition, and requirements for priority heating/air conditioning service.

Kitchen Care

Clean oven, broiler pan, top burners, and grease pans regularly to prevent grease buildup which can become a fire hazard. Clean porcelain parts with warm soapy water. Over-spray of commercial oven cleaners on the exterior surface of the stove, such as timer or control buttons, will cause damage and will be charged to the resident. Self-cleaning ovens may be cleaned only with products and in accordance with recommended procedures. **Commercial oven cleaners will damage self-cleaning ovens.** Clean interior of refrigerators and freezers regularly with a water and baking soda solution, rinse and dry. Clean the exterior and door gasket frequently to remove oil, food particles, and grease. The drip pan located underneath the refrigerator should be cleaned at least once a month. Do not place hot utensils directly on countertops to prevent permanent damage. Use only non-adhesive shelf paper in drawers and cabinets. Adhesive backed paper will damage surfaces when removed. Clean walls periodically to prevent surface grease buildup. Residents are responsible for any damages.

Lawn Care

The resident's responsibility extends to midpoint between adjacent buildings, to the road, and 75 feet out in any open area. Residents with fenced in back yards will keep their lawn mowed and trimmed no shorter than 2 inches, and not higher than 4 inches. Residents will be responsible for keeping their lawn free of any trash or debris. Scattered items, to include toys, need to be picked up as part of maintaining your lawn.

Window Coverings

Routine dusting with soft cloth or vacuuming with a dusting attachment and periodic washing with warm soapy water is recommended. Mini-blinds and shades must present an acceptable outward appearance at all times. Resident will be charged for damaged blinds. At no time are foils, sheets, or towels acceptable window coverings.

Mold

Tips and Responsibilities for Residents

You as the resident also have responsibility to control mold growth. This requires you to provide appropriate climate control, keep the home clean, and take other measures to retard and prevent mold and mildew from accumulating in the home. Residents also must not block or cover any of the heating, ventilation, or air conditioning ducts in the home.

It is essential that residents report to the Facility Manager, 329-0118:

- Evidence of water leak or excessive moisture in the home, as well as in any storage room, garage or other common area
- Evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area
- Failure or malfunction in the heating, ventilation, or air conditioning system in the home

- Inoperable doors or windows. Ultimately residents are responsible for damage to the home, personal property or personal injury to you and any occupants resulting from failure to comply with these instructions.

Residents can help prevent or minimize mold growth in their homes by taking the following actions:

- Open windows for proper ventilation. If it is not possible to open windows, run the fan on the central air-handler to circulate fresh air throughout your home.
- In damp or rainy weather, keep windows and doors closed.
- If possible, maintain a temperature of between 50° and 80° F within your home at all times.
- Clean and dust your home on a regular basis. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows, and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills.
- Use the pre-installed bathroom exhaust fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom. Clean the fan screen twice a year.
- Use the kitchen exhaust fan when cooking or while the dishwasher is in use and allow the fan to run until all excess moisture has vented from the kitchen. Clean the fan screen twice a year.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- Thoroughly dry any spills or pet urine on carpeting. Clean with a residential carpet cleaner.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- Change filters regularly.

Noise Control

Excessive noise is the primary complaint in housing areas. Be considerate of neighbors that may not enjoy loud music or television programs-please keep the volume down. Disregard for noise control is a lease violation and will be handled accordingly.

Out Processing / Termination of Lease

Notice to Vacate

The LWFC Community Management Office must be notified in writing at least 30 days in advance of vacating housing except for short notice PCS. Copies of orders are required for early termination to avoid penalty fees. The Notice to Vacate form can be obtained from the Leasing Office and our website.

Call the Neighborhood Support Center at 329-0122 to schedule pre and final inspections. All procedures and guidelines for clearing housing will be addressed when inspections are scheduled.

Entitlement Change

To Other Housing

If a resident becomes eligible for a different housing category because of promotion, or increase in number of family members, the resident may be placed on the waiting list for another home. Contact LWFC Community Management Office for guidance. If approved, the move is at the resident's expense. The one-year initial lease requirement must be met before a move may take place. Exceptions to this policy need to be approved by the Community Manager.

Evictions

We will work diligently with our residents to resolve problems before evictions become necessary. Eviction can occur for non-payment of rent, utilities, or any assessed fees; damage to property; failure to comply with housing standards or policies; failure to control family members, guests, or pets; or other lease violations.

Loss of Entitlement

Resident must vacate housing on or before the last day on which eligibility expires, allowing for sufficient time to clear housing, regardless of the reason (such as divorce, separation, retirement, etc.). If resident fails or refuses to vacate after their eligibility expires, LWFC has the legal right to evict them from the property, remove their belongings from the house and prevent re-entrance. Residents are liable for certain costs and damages, to include legal and court fees caused by their refusal to vacate.

Pre-Final Inspection/Final Inspection

Pre-Final Inspection

This inspection is designed to assist in preparing for the final inspection. Together, the resident and the Resident Specialist will identify any damages above fair wear and tear, work requirements for maintenance, and preview the cleanliness standards for the home. If needed a list of estimated maintenance costs for damages will be provided during the pre-inspection. The final bill for incurred damages will be presented after the final inspection and must be paid prior to clearing. The list of discrepancies identified at the time of home assignment will be used as part of the pre and final inspection process.

We recommend residents allow a minimum of 2 to 3 days for cleaning after the house is vacated. A copy of the current cleaning standards can be found in Appendix A, Inspection Check List—Cleaning Requirements. If you choose to hire a cleaning service, a list of cleaners is available at the Neighborhood Support Centers. The listing is provided as a service to you; we do not recommend or endorse any of the cleaners. The agreement will be between the resident and the cleaner. Residents are advised that cleaners may not clean the residence until the household goods have been removed.

Final Inspection

The resident will meet a Resident Specialist at the home on the date and time scheduled. Please ensure all clearing requirements have been met and keys are available to return.

If the house fails inspection, re-inspection is scheduled at the earliest mutually acceptable time to minimize delay of departure. However, should the house fail a second time, no other inspections will be scheduled and the resident will be charged for cleaning the premises.

Following a successful final inspection, the resident will return to the Leasing Office to complete termination paperwork. Any outstanding balances must be paid in full prior to clearing. Acceptable means of payment include money orders and cashier's checks.

Retention of Housing

Retention of housing must be requested in writing. Submit written requests for permission to the RCO for approval. Examples for retention are: PCS with TDY en route, attending schools, PCS to a Dependent Restricted tour, and PCS from CONUS to accompanied overseas tour (cannot exceed 20 weeks after departure of the service member). Under certain circumstances (unforeseen hardships), residents may also be permitted to retain housing beyond their separation or retirement date, if requested in advance.

Parking

Newly constructed homes will have two garage spaces and two off-street parking spaces. Overnight on-street parking is prohibited in the new housing area so cars do not interfere with municipal services such as trash pickup, street sweeping, and snow removal. Short term on-street parking is permitted on the even side of the street only. No parking is allowed within 20 feet of mailboxes or fire hydrants.

Pest Control

The best pest control is prevention. The prompt/regular elimination of trash and spilled materials are two important housekeeping practices. Check that all windows and outside doors fit tightly, and areas around entry points of pipes and wiring are caulked without any gaps. If there is an issue that the resident cannot remedy, contact the Neighborhood Support Center.

Pet Policy/Animal Control (Animal Violations)

Dogs, cats, birds and fish are permitted in the family housing area. Two walking pets (cats, dogs, ferrets or rabbits) are allowed per household. Caged or otherwise confined animals such as birds, fish, turtles, rodents, hamsters, gerbils, guinea pigs and non-poisonous reptiles may also be kept in the housing area. Nursing litters of pets are exempt for a period of time not to exceed 3 months after birth. However, breeding of any pet is prohibited. Livestock, wild, or exotic animals such as, but not limited to monkeys, wolves, wolf hybrids, raccoons, skunks, foxes, squirrels, or dangerous snakes are not permitted.

Cats and dogs shall be properly vaccinated, licensed and micro-chipped. Residents must register these pets with the post Veterinary Services within 10 days of acquisition or within 10 days (or at the age of 4 months) of taking occupancy in family housing. Post Veterinary Services provide a good source of micro-chipping services. Residents must ensure each dog/cat wears an identification tag with owner's name and local phone number.

Resident must ensure cats/dogs do not become a nuisance or menace to other persons, pets, or property. Resident shall be required to control or remove any animal that becomes a nuisance or destroys property.

All dogs or cats must be in a rear fenced yard or on a leash when outdoors. Resident must control their animal so that they do not disturb or threaten the comfort, safety, welfare, or property of other animals or persons. Pet owners are required to clean their yard of animal waste. Animal Control has the authority to pick up free roaming pets.

Pet owners must treat animals humanely, provide adequate shelter from the elements, meet medical and nutritional needs of the animals, and ensure the daily cleanliness of the pet and the area to control and prevent vermin infestations and health concerns. Walked dogs must be picked up after immediately and waste disposed of properly. All waste must be disposed of in plastic bags, tied, and in covered containers so as not to attract flies and other animals. Pet shelters must be approved by your Resident Specialist prior to installation and must compliment the home.

Parents/guardians are responsible for any cruel or provocative actions of their children toward properly controlled or confined animals.

Pets must never be kept in garages, carports, storage areas or sheds. Pets are not permitted to remain in the premises alone for 24 hours or more.

Pets, other than service animals, are not allowed in Community Centers, community playgrounds, or other recreational facilities.

The pet owner is responsible for supervising and controlling their pet. There will be no tolerance for aggressive pet behavior. All pet bites must be reported immediately to the Fort Leonard Wood Veterinary Clinic. A single substantiated case of aggression resulting in a bite to an individual that breaks the skin is grounds to have an animal removed from the premises.

LWFC will notify Animal Control of violations to this policy and Post Veterinary Regulation 40-4.

The resident is liable for the entire amount of any injury caused by the pet to a person or property. The resident hereby indemnifies LWFC for all costs of litigation and attorney fees resulting from any such damage. The resident is responsible for the restoration of any damage caused by the pet to the premises or community.

Pools—Wading/Swimming

Swimming pools are not authorized. Wading pools cannot exceed 6 ft in diameter and 18 inches deep, with water level no more than 12 inches. Pools must be kept empty overnight and when not in use. Wading pools must be placed in back yards as they are not allowed in the front yards of any home. All grass areas are to be restored to their original condition prior to termination of housing.

Play Equipment

Recreational equipment must be placed in backyards, anchored and secured to ensure stability during storms and high winds. The resident may be held liable for injuries to anyone hurt while using personal playground equipment. Resident will be responsible for damage caused by unsecured play equipment and personal items

- Swing set and play house must be placed in back yard and legs anchored.
- Portable basketball goals must be placed on resident's property, not in streets or center islands.
- Trampolines are prohibited in all housing areas.
- All play equipment will be placed in backyards and anchored.

Resident Maintenance Responsibilities

Residents are responsible for performing routine maintenance on their home to include: repairing/replacing light bulbs (except fluorescent bulbs – exchange one for one at the Neighborhood Support Center); repairing/replacing sink stoppers; plunging toilets to dislodge item; changing air conditioner/heater filters; tightening door knobs/ceiling fan blades; tightening/replacing door stops; and basic pest control.

Assorted items for maintaining the home may be obtained through the Neighborhood Support Centers.

Self-Help Projects

All self-help projects must be approved in advance through the Neighborhood Support Center and returned to the original state before final inspection.

Self-help projects must be kept in good repair by the resident. Self-help projects must not generate additional maintenance, repair costs, problems for neighbors, or detract from appearance of housing area. Do not drill holes; install nails, screws, etc., on roofs, overhangs, fascia, exterior walls, or window sills.

WARNING: Disturbing underground utilities may cause a life-threatening situation. Digging more than 5 inches requires an excavation permit from the Neighborhood Support Center.

Self-help projects installed by a resident must be removed before final termination unless accepted, in writing, by the incoming resident or Leonard Wood Family Communities. When removing self-help projects, the house and area must be restored to original condition. Ask prior to the final inspection if self-help projects can remain as part of the structure.

Electrical

Resident should be aware of the location of the electric panel box. Contact your Neighborhood Support Center for assistance.

Residents should replace broken globes on light fixtures as well as burned out light bulbs and fluorescent lamps. In most cases, the bulbs are easily accessible and require no special tools or guidance for their replacement. Light bulbs in stairwells may require a work order. If a bulb breaks during removal, disconnect the electricity before attempting to remove the screw base.

Residents can reset tripped circuit breakers, and operate reset buttons on electrically operated equipment. If a circuit breaker trips frequently, and the problem cannot be isolated by disconnecting lamps or appliance plugs, it should be reported to the Maintenance Office at 329-0118.

Hanging Pictures

- No holes are permitted in masonry walls
- For items weighing less than 15 pounds, use a wire nail hanger.
- For items weighing between 15 and 25 pounds, drill a hole through wall boards and install a molly bolt (anchor).
- Use the smallest practical sized nails or picture hangers when placing items on walls.
- For items in excess of 25 pounds, do not hang on wall unless a 1½-inch wood screw is anchored into a vertical 2x4 stud located behind the plaster board.

Hardware

Occupants may do repairs to keep hinges on doors and cabinets in good working order by tightening loose screws. If door locks do not work smoothly, they should be lubricated with graphite powder. If the locks still do not work properly, call in a work order. Do not use oil on the locks as this will cause dust to collect and may result in clogging the mechanism. Ensure doorstops are installed and serviceable to prevent accidental damage from door knobs hitting walls. Door stops are available at the Neighborhood Support Centers.

Holiday Decorations

Residents may put up temporary seasonal decorations at their house provided they do not cause damage to the home. Plastic clips and tabs are available at local hardware stores to attach lights to gutters and walls. Absolutely no decorations of any kind are allowed on the roofs. Exterior lighting and decorations must be removed within 14 days after the occasion.

Plumbing

In case of an emergency, the water can be shut off at the main service valve to the dwelling. Know where the critical valves are. Contact your Facility Manager, 329-0118 for assistance.

Occupants should attempt to unstop drains with a plunger. To obtain best results, the plunger must be submerged in water. Please do not hesitate to call in a work order if you do not feel confident to attempt this work yourself.

Sheds

There will be no additional sheds allowed in the new family housing areas. They may be requested on a case-by-case basis in the existing homes.

Snow Removal

Residents must remove snow and ice from their driveways, sidewalks in front of their house, and under carports within 24 hours after snowfall has stopped. Residents are responsible for removal of snow and ice on their leased property. This includes sidewalks.

Storm Drainage Control

During new construction phases various control measures will be utilized to control the amount of storm water runoff. These will include silt fences, straw bale dikes, fiber rolls, and diversion ditches. Please do not disturb/move these measures as they will help control soil erosion.

Surge Protectors

It is recommended that residents use surge protectors (power strips) for electrical equipment, reducing the possible loss of equipment due to power surges. LWFC will not be responsible for damage to electrical equipment connected to the electrical system in our homes.

Suspicious Persons

People living in housing tend to become aware of what or who “belongs” in their neighborhood. If residents believe someone or something is out of place, or requires investigation, please call Fort Leonard Wood Military Police Desk Sergeant at 596-6141. Dial 911 if resident feels the situation is an emergency.

Telephone Installation

If there is a problem, contact the local telephone company for instructions on proper procedures to determine if the problem is interior or exterior. For interior problems, contact your Facility Manager.

Utilities

After meters are installed on new and revitalized homes, a usage history is established and a portion of the allotment for rent will be set aside for Utility Allowance (UA). The UA will be calculated from usage of like homes plus 10% added to this average to help the resident offset utility costs. The meter will be read, the monthly bill calculated and then the UA will be applied to the bill.

Example:

- A resident’s average utility usage is calculated to be \$100.00 per month. \$110.00 (the average usage plus 10%) will be set aside as the Utility Allowance.
- The electric usage for that month is \$120.00, so the resident will owe \$10.00, the difference between \$110.00 and \$120.00
- If usage is \$100.00 for that month, the resident will be entitled to a refund of \$10.00.
- A reconciliation of the resident’s bill will be done each month.
- If the resident has used \$15.00 less than the UA, a refund check will be issued.
- If the resident has used \$15.00 more than the UA, a bill will be sent for the difference.
- Consumption billing/rebates will be calculated on a quarterly basis or a maximum of \$15.00.
- If utilities are used in a conscientious manner, rent should cover all costs for rent and utilities. Please reference the Resident handbook for tips on how to conserve energy.

Vehicle/Auto Repairs

Resident must keep all vehicles in good operating condition with a current motor vehicle license and inspection, insurance and valid installation decals. Guest vehicle passes must be obtained from the visitor center at the North Gate. Leonard Wood Family Communities does not authorize or issue vehicle passes.

Repair work on vehicles, boats and trailers, RVs, campers jet skis, etc., is not allowed in housing areas to include carports, garages, lawns, parking areas, and driveways. For the safety of our community, no vehicle may be up on jacks, blocks, or ramps at any time. This work can be accomplished at the post Auto Craft Shop.

Recreational vehicles, utility trailers, boats, campers, pickup toppers, unlicensed off road vehicles, and jet skis, etc. cannot be stored in housing areas, unless they can be stored in the garage with the overhead door completely closed. Recreational vehicles may be brought into the housing area for short-term (not to exceed 48 hours) loading and unloading. Vehicles may be stored in the post storage facility.

LWFC property cannot be used to display vehicles for sale. The For Sale Lot can be used to park for sale vehicles (cars, boats, trailers, motorcycles, etc.). For more information call MWR.

Unauthorized vehicles, trailers, etc., may be towed at owner's expense.

Weapons

- All residents must meet the requirements of all federal, state, Installation (FLW Reg 210-25), local regulations, statutes, laws, and ordinances concerning the possession, registration, display, carrying, and use of weapons, including all firearms, knives, and other regulated devices.
- Concealed weapons may not be carried or used on leasehold properties except when being transported on the resident's relocation day.
- Military weapons, except those that are part of legitimate collections and are rightfully owned by the resident, may not be stored, carried, or transported onto our properties unless authorized by the military in the performance of military duties.
- Firearms and ammunition must be stored separately from each other in locked cabinets, located out of reach of children. Loaded firearms are expressly prohibited on our leasehold properties.
- BB/pellet guns, air rifles, slingshots, cross bows, and archery equipment are considered firearms. The use of these or any other projectile propelling devices in housing areas is prohibited.
- Knives, swords, and any other potentially harmful devices may not be carried and must be securely mounted or sheathed and secured.
- Weapons prohibited by federal, state, and local laws may not be stored in our homes.
- The possession, transportation, and/or use of fireworks and all explosive devices are expressly prohibited on our leasehold properties.

Welding

Welding is not permitted in the housing area. Welding equipment may not be used or stored in family housing areas.

Violation Notification

The Resident Handbook was created to make the family housing area an enjoyable place to live. Leonard Wood Family Communities will work hard with Service Members and their families to address any issues or concerns as they occur.

Should there be any violations to the handbook the residents will receive written notification of the deficiencies.

First Notice:

Resident will be given written notice of deficiency, along with suggested corrective action, and the appropriate time to complete.

Second Notice:

Resident will be given written notice of deficiency, along with suggested corrective action, and the appropriate time to complete. Chain of Command may be notified on second notice.

Final Notice:

Resident will have 24 hours to correct deficiencies. Appropriate action will be taken. Resident will be responsible for all costs to correct deficiencies

Section D

Severe Weather Information

The Fort Leonard Wood Commander's Channel 59 and other local television and radio stations will give excellent, up-to-the-minute severe weather bulletins on impending storms. Sirens will be used for notification of severe weather warnings that may affect the area.

Make sure all members of the family know the meaning of the warning signals and necessary actions when they are sounded.

Appendix A

<p>INSPECTION CHECKLIST</p> <p style="text-align: center;">(This checklist contains the cleaning standards required for clearing your house, with helpful hints to make this process easier for you and your family.)</p>	
<p>Final Inspection Date: _____</p> <p>Inspection Time: _____</p>	<p>Neighborhood Support Center #: <u>573-329-0122</u></p> <p>Leasing Office #: <u>573-329-3105</u></p> <p>Maintenance #: <u>573-329-4000</u></p>
<p>ARE YOU READY FOR YOUR INSPECTION?</p> <p>If not, call the Leasing Office as soon as possible.</p>	
<p>DO YOU HAVE ANY OCCUPANT DAMAGE?</p> <p>The resident is responsible for any damage beyond fair wear and tear. Damages not identified prior to final inspection could cause a delay in your clearing housing. Lawns with bare areas are considered occupant damage.</p>	
<p>DO YOU HAVE THE SAME QUANTITY OF THE FOLLOWING ITEMS AS YOU DID WHEN YOU SIGNED FOR HOUSING?</p> <p>trash cans, recycle bins, door keys and garage door openers, etc.</p>	
<p>DID YOU RETURN YOUR HOUSE TO ORIGINAL CONFIGURATION IF YOU COMPLETED A SELF-HELP PROJECT (such as fence/shelves/painting)?</p> <p>Approval letter must be on file. Remove any self-help projects, unless accepted by new resident and approved by the Neighborhood Support Center in your area.</p>	
<p>DON'T PARK IN THE DRIVEWAY FOR THE FINAL INSPECTION.</p> <p>Ask the same of your cleaner if you hired one.</p>	
<p>DON'T FORGET TO HAVE SOME CLEANING SUPPLIES ON HAND AT THE FINAL INSPECTION FOR TOUCH-UP.</p> <p>clean cloths, paper towels, glass cleaner, soft scrub, broom, mop, dust pan, trash bag, etc.</p>	

Appendix B

CLEANING STANDARDS
<p>RANGE/OVEN – Unplug prior to cleaning. DO NOT use commercial oven cleaners or flammable solutions in self-cleaning ovens or on aluminum parts. Remove all loose/burned-on food particles, grease, and dirt from all accessible surfaces. Lift range top and clean the underside. Pull range out from wall and clean sides of range, cabinets, walls, and floor. Leave out for inspection.</p>
<p>EXHAUST FAN/VENT/HOOD – Ensure fan is off. Remove grease from all surfaces. Soak filter in hot water and detergent, dry and replace. Clean fan blades.</p>
<p>REFRIGERATOR – Clean door seals (especially accordion folds). Pull out from wall (use caution, water lines can break) and clean wall, floor, cabinets, sides of refrigerator, and remove dust from coils using proper electrical caution. Remove and clean kick plate. LEAVE REFRIGERATOR ON LOWEST SETTING. Buy two boxes of baking soda, open and place one in the freezer and one in the refrigerator. Leave appliances pulled out for inspection.</p>
<p>DISHWASHER – Remove food particles, grease, and stains. Clean all surfaces, rubber seals, and remove scum on interior bottom of door. Dry exterior surface to prevent water spots.</p>
<p>GARBAGE DISPOSAL – Ensure disposal is turned off. DO NOT remove rubber collar to clean. Remove residue. DO NOT place hands inside disposal.</p>
<p>SINK/COUNTERTOPS – Use non-abrasive cleaners. Remove stains. Clean faucet and all surfaces.</p>
<p>CABINETS/DRAWERS – Clean interior, exterior, doors, and hinges. Clean all tracks. Remove drawers to clean entire area. Ensure drawer corners are free of dirt/crumbs. Remove shelf paper and child preventive locks.</p>
<p>FLOORS – Do not use acrylic floor cleaners. Remove carpet tape and tape residue. All floor surfaces and baseboards must be clean. Wax for final inspection is not required.</p>
<p>CARPETING – All carpets must be PROFESSIONALLY cleaned. All stains beyond normal wear and tear must be removed without discoloration of carpet. Pet owners must provide a receipt for commercial carpet cleaning that includes pet odor treatment. If carpet is not restored to normal fair wear and tear standards, you will be charged for damages accordingly.</p>
<p>WALLS/CEILINGS – DO NOT use steel wool, abrasives, or strong detergents. All surfaces must be free of dirt, dust, mildew, grease, smudge marks, fingerprints, pencil, crayon marks, pet hair, etc. This includes areas behind range and refrigerator. All nail, hooks, hangers, tape/tape residue, and screws, etc. must be removed. Do not patch holes.</p>
<p>BATHROOMS – All fixtures must be clean. Remove soap scum, mineral deposits, and mildew from all surfaces. Do not use abrasive cleaners.</p>
<p>VERTICAL/MINI BLINDS – Clean vertical/mini blinds and valances. Warm soapy water is recommended. Final vinegar rinse will remove all residue/streaks from cleaning products.</p>
<p>CLOSETS – Remove paper and glue residues from shelves. Ensure corners of closets are free of dirt. Use a vacuum cleaner in corners and tracks. Use soap cleanser and water on all surfaces.</p>

CLEANING STANDARDS

LIGHT FIXTURES/CEILING FANS – Clean all light fixtures. The occupant is responsible for having all light bulbs working at final inspection.

AC VENTS/DOORS – Remove dirt, dust, and grease. Clean inside and outside of door with warm soapy water and brush. A clean, new filter must be in place.

WINDOW/WINDOW SILLS – Remove mold, tape, and stickers. Windowsills must be cleaned.

UTILITY ROOM/STORAGE AREA – Sweep floors. Remove cobwebs. Clean door and walls.

HEATING/COOLING – Dust and clean all exposed areas of equipment. *Ensure equipment is off during cleaning to prevent injury.* (Hot water heater, A/C home, etc.) Clean exterior surfaces with a damp cloth.

VENTS – Dryer and floor vents must be cleaned.

DOORS/THRESHOLDS – Remove stains, dirt, tape, nails, mildew and fingerprints. Sliding glass doors and tracks must be cleaned.

GARAGE/CARPORT/SIDEWALKS/DRIVEWAY/PATIO – All surfaces will be free of spider webs, bugs, dirt, etc. Sweep floors. Use stain remover or kitty litter to remove oil and stains. **DO NOT** use gasoline or other flammables. Remove all nails, hooks, and hangers. Clean overhead door inside and out. Clean cabinets inside and out. Clean and dry trash containers and recycle bins, turn them right-side up with lids in place. Use disinfectant in trash containers and recycle bins. **Remove all trash from premises.** Use stain remover and/or detergent on carpet areas to remove stains. Stains or paint not removed by the resident may be treated as occupant damage and will be charged upon clearing housing. Pressure washing is suggested. Patio walls and ceilings must be free of any mildew or pet stains/odors.

EXTERIOR STRUCTURE – Remove mildew, mud, visible stains, cobwebs, and all marks on exterior surfaces to include soffits and overhangs (on single-story buildings only). Clean all entryways (doors/ frame/thresholds). Use a broom to remove cobwebs.

LAWN/SHRUBBERY – Grass should be no higher than 4 inches, trimmed, and recently edged. Remove grass growing in cracks. Police grounds. Rake leaves. Trim bushes to windowsill height. Remove weeds from flowerbeds. Rake and place top soil and grass in all bare areas.

ENSURE THAT YOUR LAWN IS IN ACCORDANCE WITH THE RESIDENT HANDBOOK. YOU COULD BE CHARGED FOR BARE SPOTS.

Appendix C

ITEM	LAWN CARE STANDARDS
Bare spots	A pet is not an acceptable excuse for bare spots/holes residents will be responsible. Watering helps to dissipate pet urine.
Borders	To avoid attracting termites, LWFC is phasing out existing timber edging. New timber borders are prohibited.
Removal of Debris	Lawns, sidewalks, and driveways must be free of litter/debris, regardless of its source, is your responsibility.
Fences	Grass must be neatly trimmed around the fence perimeters.
Grass in Cracks and Crevices	Remove grass from cracks in driveways, curbs, seams, street gutters, sidewalks, parking areas, and doorsteps.
Grass Mowing	If you have a fenced in back yard, it is your responsibility to keep it mowed. Your yard should be mowed as often as needed to maintain a neat and attractive appearance and should be edged along fence lines.