

## **Welcome To Your New Home**

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Vandenberg Air Force Base 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

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## **GENERAL INFORMATION**

### **PRIVATIZATION**

The Air Force has entered in to a 50-year ground lease with Vandenberg Housing LP (Owner). Vandenberg Housing, LP will design, construct, own, operate and manage the housing at Vandenberg Air Force Base.

The goal is to provide quality, affordable housing for the service members and their families living at Vandenberg Air Force Base.

Balfour Beatty Communities (Landlord), in partnership with the Air Force, is proud to take care of Vandenberg Air Force Base residents' family housing needs.

### **RENTAL RATE & PAYMENT**

The resident will pay the amount of Rent specified in the Lease. Rents will be collected by payment as described in the Lease. Should the Lease term begin other than the first day of the month, residents will be required to make the first partial month's rent payment via a check, money order or credit card at the time of signing the Lease.

### **RENTER'S INSURANCE**

The Landlord does not provide any type of insurance for the Resident. We recommend and highly encourage Residents obtain adequate insurance coverage of their personal property for protection against possible damage or loss to such items as furniture, clothing, jewelry, vehicles and recreational equipment. Living without insurance could have a devastating impact on you and family.

### **MOVE-IN**

On Move-In date, the resident will be given a housing orientation. This will consist of an explanation of the terms of the Lease, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the Property Condition Report.

The resident will be given the option of signing a "Release to Enter" which will authorize service requests to be performed without the resident or a designated representative being at their home for the requested work and further agreeing to isolate any pets to a room in the home that will not be accessed by the maintenance personnel. If resident elects to not sign this release, a time to perform the work will be scheduled by the Service Request Department.

A representative from the Community Management office may accompany the residents to their home, complete the Property Condition Report, provide instructions on the operation of appliances, and point out the location of thermostats, smoke detectors, range hood fire suppression system (installed in some homes) circuit breakers/fuse boxes, and water shut-off valves.

### **USE & RESIDENCY**

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

In the event that any person using the premises or visiting the same suffers any fall or other injury, such person shall report to Community Manager the date, time, place and conditions of such occurrence and the names of all persons who witnessed the same. Such report shall be given no later than the next business day after the event has occurred.

### **COMMUNITY POLICIES ENFORCEMENT**

By signing the Lease, residents have agreed to abide by its terms, including the provisions in the Resident Guide. Residents are also required to comply with all applicable laws, regulations, policy letters and orders. Civilian residents who reside with residents are also subject to both terms of the Lease, the Resident Guide, and applicable laws and regulations while in Vandenberg Air Force Base family housing. Residents are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Vandenberg Air Force Base command authorities may also deny or limit access to the Vandenberg Air Force Base. These violations may also be considered a breach of the Lease, resulting in its termination.

#### **Notice of Violations**

Community Management may issue notices for violations of obligations under the Lease or Resident Guide. For more serious violations, a termination of the Lease may occur without previously issuing notices of violations. Serious violations will be reported to the Installation Command and the residents' chain of command.

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

Community policies enforcement is as follows:

- A Friendly Reminder will be issued for minor violations such as failing to cut back yard, place trash in proper areas, parking violations, etc. These types of violations require correction within two (2) days of receipt of the notice. Failure to do so will result in a formal letter of Caution.
- A Letter of Caution will be issued for a resident's first major violation such as disturbing neighbors, damaging property, etc. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Warning will be issued.
- A Letter of Warning will be issued for a resident's second violation of any nature. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Termination may be issued to the resident.
- A Letter of Termination of Residency will be issued for a resident's third offense of any nature. Resident will have thirty (30) days in which to vacate the home at resident's expense.

Based on the nature of the incident and any other documentation contained within the resident's file, the Community Manager will determine the appropriate Letter of Caution, Warning or Termination of the Lease to issue.

Blatant disregard for the rules and regulations of Vandenberg Air Force Base by any resident, regardless of the number of warnings previously received, is grounds for the termination of the Lease.

## **MOVE-OUT**

Move-Out will occur under the following conditions:

- a. At retirement or separation of the resident.
- b. At Permanent Change of Station (PCS) of the resident.
- c. As directed by the Installation Commander.
- d. If the resident becomes ineligible to remain in housing, the home will be vacated immediately.
- e. Resident requests to vacate housing and move, provided their initial Lease term has been fulfilled and they have given 30 days written notice to Community Management Office.
- f. If prior to the expiration of their initial Lease term, the resident will provide thirty (30) days notice, remit rental payments through that thirty (30) day notice period and pay a fee equal to one month's rent to cover the landlord's costs to re-let the home.
- g. Resident qualifies for a change in housing due to a change in their military status or in the size of their family. In those cases, the resident may submit a new application for appropriate housing in accordance with assignment policies. The move will be at the residents' expense.

### **Move-Out Inspections**

A minimum of thirty (30) days written notice must be provided to the Community Management Office. In addition to the notice, if the Lease is being terminated prior to the expiration, a copy of orders must accompany the notice. **(If you do not yet have a copy of your orders you still must submit the 30 day written notice and note that a copy of the orders will be provided as soon as they are available.)** Once you receive your orders a copy must be provided to the Community Management Office as soon as possible.

Upon receipt of the above information, Community Management will provide the resident with written instructions on minimum standards of cleanliness and conditions that are required when returning the home.

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

In the event the resident elects to have the home cleaned by another source, the resident may contract with the Community Management Office to take advantage of our "Pay & Go" program. The resident will provide payment for the cost of cleaning to the Community Management Office at the time of the move-out inspection.

An appointment for a Move-Out Inspection must be scheduled no later than ten (10) working days prior to date of move-out. If there are damages to the home, the resident may elect to pay for the damages by credit card or correct the deficiencies at standards of acceptable quality within 24 hours. A re-inspection will be performed 24 hours after the Move-Out Inspection. If damages are not corrected at that time, payment will be due immediately.

Any damage charges that total more than \$300 will be documented with photographs.

### **TERMINATION OF THE LEASE BY MANAGEMENT**

**In severe cases, the Community Manager will advise the Commanding Officer that Termination of the Lease be mandated immediately and issue a notice to the resident.**

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

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

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

### **EXCEPTIONS TO OCCUPANCY POLICY**

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

- Residents in receipt of Unaccompanied Dependent Tour (UDR) orders.
- Residents in receipt of Overseas Accompanied Permanent Change of Station Orders with housing not being available within 30-days.
- Residents in receipt of PCS orders with Temporary Additional Duty (TAD).
- Death of Active Duty Residents<sup>1</sup>

Requests must be made by submitting a Request for Exception to Policy Form to the Community Manager no less than thirty (30) days prior to the departure. Any approvals will be contingent upon the Service Member signing a Lease Addendum detailing the conditions of the policy exception and providing the name of the designated family sponsor for this period. Additionally, the service member's chain of command must concur with the request for retention of housing.

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

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

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

### **RIGHT OF ENTRY**

The Community Management Office has immediate right of entry to homes if emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. Management

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<sup>1</sup> In the event of death of an Active Duty Resident, 30 days prior notice is not applicable.

may also enter, with reasonable notice, to make inspections and/or repairs. See section under Maintenance for details.

## **MAINTENANCE**

### **OFFICE HOURS**

The Service Request Desk is open Monday through Friday from 6am to 6pm. After hours, holidays and weekends, an answering service is available for the reporting of emergency and urgent requests.

### **DAMAGES**

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

### **ENERGY & CONSERVATION**

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

- Limit thermostat settings to no higher than 68 degrees for heating and no lower than 78 degrees for cooling.
- Turn off or restrict the use of lighting for porches, patios, and entrances, except when required for safety or security.
- Turn off or curtail the use of decorative lighting inside and outside.
- Do not operate portable electric heaters.
- Adjust thermostat settings of hot water heaters to reduce temperature to 105 degrees, except where dishwashers are in use.
- Use drapes, blinds and shades to allow entry of sunlight in the heating season and provide shade during hot weather.
- Close doors and registers to unused rooms.
- Turn off air-conditioning systems, reduce heating to 50 degrees, and close windows when away for an extended period of time (weekends, holidays or vacations).
- Operate dishwashers, clothes washers, and dryers only when fully loaded.
- Delay operation of heat-producing appliances to cooler periods of the day during the summer months.
- Use the lowest wattage lamp consistent with needs and turn off lights in unoccupied rooms.

- Operate kitchen exhaust fans to reduce cooling loads imposed by cooking appliances during the summer months.
- Ensure that filters are changed every 90 days.
- Do not obstruct duct outlet registers.
- Lower heating thermostats 5 to 10 degrees at bedtime.
- Use the shower in lieu of the tub for bathing.
- Self-cleaning ovens use large amounts of energy; consequently this feature should be used sparingly.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads.

## **HOME INSPECTIONS**

Periodic inspections of homes will be conducted, as there is a preventative maintenance program to maintain and assess HVAC systems (where applicable), appliances, smoke detectors, fire extinguishers, safety systems, and carbon monoxide detectors. Residents will be notified via the Work Order Administrator's department to schedule a preventative maintenance inspection appointment. If the resident has a "Release to Enter" on file, it will not be necessary for the resident to be home in order to have the work performed. If the resident does not have this "Release" on file, the technician will leave a door hanger note indicating their attempt to perform the work and asking that they call to reschedule. All homes must be inspected at a minimum of two times per year to ensure that the fire and safety systems are operating properly.

## **LOCKS & KEYS**

Only the residents listed on the Lease and providing valid identification will be issued keys to the home.

Residents are permitted to alter existing locks or install any additional locks with written permission of the Landlord. Permission is to be obtained by submission of a Request for Alterations Form. The Community Management Office must be given a copy of the new key.

Should keys become lost, immediately notify the Community Management Office. The lock will be changed, and the resident will be assessed a \$115 fee to replace all locks.

**LOCK-OUTS**

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

- First lockout during regular business hours No Charge
- Second lockout during regular business hours \$25.00
- All after hours and weekend lockouts \$50.00

A resident listed on the Lease must be present at the time that the door is unlocked and show proper identification.

**MAINTENANCE EMERGENCY**

Emergency service requests will be responded to within thirty (30) minutes during normal working hours or one (1) hour during non-normal working hours.

Urgent service requests will be responded to within four (4) hours during normal and/or non-normal working hours.

| Emergency   | Urgent  |
|---|---|
| Dishwasher sparking                                       | Refrigerator inoperative  |
| Switch or outlet sparking                                 | Stove inoperative   |
| Gas leak  | Clogged drains  |
| Water line leak   | Non-functioning commode where there are at least two commodes in the home |
| Roof Leak   | Heating unit inoperative  |
| Broken window   | Lockout   |
| Entry Door Lock inoperative                               |   |
| Entry Door inoperative                                    |   |
| Non-functioning commode where only one exists in the home |   |

**Contact the Service Request Desk at 805-734-1488** immediately for assistance if any of these situations occur.

**MAINTENANCE SERVICE REQUEST**

If a resident requires routine maintenance, contact the Service Request Desk at 734-1488 or complete the service request on-line via the website at **www.vandenbergfamilyhousing.com**. Routine service requests will be responded to within two (2) business days. Routine service requests may be scheduled to be completed on weekdays from 6:00am to 6:00pm. Examples of routine services requests are listed below:

| Routine                         |   |
|---------------------------------|---|
| Dishwasher not working properly | Torn Screen   |
| Light inoperative               | Non-functioning commode where there is more than one bathroom |
| Burner on stove inoperative     | HVAC unit inoperative when temperature is above 50 degrees    |
| Dripping faucet                 | Door seal torn  |
| Window cracked                  | One or two burners are inoperative                            |
| Lock sticks                     | Drains slowly   |

## PEST CONTROL

Residents are responsible for pest control practices consistent with the County of Santa Barbara's Integrated Pest Management Program (IPM) and of good sanitation and housekeeping practices.

For more information on the current IPM you may visit:

[www.santabarbaraca.gov/Resident/Community/Parks\\_and\\_Beaches/Integrated\\_Pest\\_Management.htm](http://www.santabarbaraca.gov/Resident/Community/Parks_and_Beaches/Integrated_Pest_Management.htm)

Residents are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests.
- Ensure windows and doors are screened and fit properly.
- Request that Maintenance repair air leaks into or from the home.
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed.
- Regularly remove excessive clutter in and around the home; debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods.
- Promptly clean up spilled foods, crumbs, drinks, or pet mishaps.
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- Empty garbage and cat litter box daily and clean dog feces from yards daily.

- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- Have leaks and dripping faucets repaired promptly.

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

A licensed pest control vendor will be directed by Facility Management to assess infestations only. Requests for treatment may be made by contacting the Service Request Desk. Depending on the type of pest problem, the resident may be charged for the service.

- If a resident is allergic to common pesticides or has any reaction at all, notify the Community Management Office and seek medical assistance.
- Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

For any pest associated problems contact Facilities Management for guidance.

### **HOUSEHOLD REFUSE**

All regular refuse must be on the curb before 7:00am on the day of pickup and empty garbage cans must be removed from the curb no later than 7:00pm. The pickup schedule will be made available through the community newsletter and posted on the community website at **[www.vandenbergfamilyhousing.com](http://www.vandenbergfamilyhousing.com)**. Christmas trees will be picked up on the normal trash pickup day for each neighborhood the two weeks following Christmas. Place on curb for pickup.

- Bulk Refuse: regularly scheduled pick-ups are on the second and fourth Monday of every month. Bulk items may be left on the curb the night before the day of your scheduled pick-up.

### **HOUSEHOLD HAZARDOUS WASTE DISPOSAL GUIDELINES**

Household hazardous waste should never be left on the curb for pickup. When in doubt, contact self-help for disposal guidelines. (change font from Times New Roman to Univers LT Std 57)

**Paint:** Latex or oil-based paint that is still usable can be recycled by dropping off to the Facilities Management building. Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available, though they tend to be more expensive than traditional paints.

**Aerosol Cans:** Empty aerosol cans may be disposed of **by bringing them to the Self-Help office for proper disposal. Aerosol cans may not be thrown in with regular refuse**. Minimize waste by completely using aerosol-packaged products prior to disposal.

**Motor Oil:** No vehicle maintenance is allowed in the housing area. However, you should be aware that the Auto-Hobby shop, located at Building 10260, as well as off-base maintenance shops, has collection points for motor oil. Additionally, the Self-Help office will take all automotive fluids.

**Drugs:** Prescription drugs should be thrown in the trash and the trash should be immediately secured in area out of the reach of children. **It is highly recommended that all unused prescription and over-the-counter drugs be taken to an authorized drop-off waste center.**

**Lamps:** Incandescent light bulbs can be disposed of with regular trash. *Please contact the Service Request Desk for replacement and disposal of florescent bulbs (do not dispose of florescent bulbs with the regular trash, bring to self-help for recycling).*

**Batteries:** Recycling drop off centers are located at AAFES, building 11777 and at Self Help.

**Used Cooking Oil:** Bring used cooking oil in an original or marked container to Self Help.

### **Hazardous Material Center**

Most of the common household products used daily, such as cleaning products, are hazardous household materials. You are encouraged to purchase amounts of products that can be used up easily; read and follow label safety directions, and, if you cannot use it up, follow storage and/or the disposal guide for proper disposal. If you have unused portions of household hazardous materials, you may drop them off at Self Help.

### **SELF-HELP SUPPLIES**

The Facilities Management Office will stock complimentary self-help items for resident's use in maintaining their home. Such items will consist of steam cleaners, shovels, rakes, HVAC filters, soil, mulch and seed. Please contact the Service Request Desk for a list of items and hours of operation.

## **COMMUNITY POLICIES**

### **AIR CONDITIONERS**

Resident owned air conditioners are allowed only with approval from the Community Manager. When request is approved, installation guidelines will be provided and must be followed to prevent damage to the home and potential safety hazards. Any damage will be repaired at the resident's expense.

### **APPLIANCES**

All homes are fully equipped with a stove, hood vent, refrigerator and dishwasher. The above listed appliances may not be removed or replaced with privately owned appliances. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes without written permission from the Community Management Office. The care and cleaning of your homes appliances and fixtures are strictly your responsibility. Take a prudent homeowner's approach when you clean your appliances and do not use abrasive cleaners. **Oven cleaner may NOT be used on self-cleaning ovens.**

### **BOARDERS**

Boarders or paying guests are prohibited.

### **BURNING, BONFIRES, & FIREPITS**

Burning rubbish or bonfires are prohibited. Fire pits are authorized. They must be at least 5' from any structure and may not be used in the garage. Once fire pits are cool they should be stored in the garage or in the back yard.

### **CHILDCARE PROVIDERS**

Childcare Providers are permitted within the Vandenberg Air Force Base family housing community in accordance with the Family Child Care (FCC) Program and authorization by Air Force Regulation. The provision of Family Child Care in government owned or privately owned family-housing units located on the Vandenberg Air Force Base, is a privilege extended to family members. Only qualified applicants who meet the standards will be certified. The Family Child Care Coordinator will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to provide a copy of proof of the Air Force insurance, which will be kept in the resident file in the Community Management Office.

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

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

## **COMMERCIAL BUSINESSES**

Requests for permission to conduct a home business such as tailoring, tax preparation, dressmaking, cake decorating, hobby/crafts, manicures, taxidermy and selling products such as Avon, Tupperware, Longaberger Baskets, etc. on Vandenberg Air Force Base should be made in writing to the Community Manager. All Local, State, and Federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through the command's officially sanctioned commerce. Utility payment requirements will be determined during the approval process. The resident is expected to pay for excessive utility consumption used in operation of the business.

To operate home businesses, other than in-home childcare, the following conditions apply:

1. Residents must have permission from the Community Management Office. Approval for home-based businesses is valid for one year.
2. To renew, submit a letter to the Community Management Office.
3. The following paperwork must be provided with an application:
  - a. Business registration tax identification number (if applicable).
  - b. Any documentation of family housing solicitation privileges presently or previously extended on any military installation and/or the firm he/she represents. If privileges have previously been withdrawn, a statement

regarding how and why they were withdrawn will be furnished (to include those allowed to expire through the passage of time).

## **DECORATING & ALTERATIONS**

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

- Only small nails or “J” hooks should be used for hanging items on walls.
- No nails, screws or hooks should be used on doors or cabinets.
- Adhesive wall mirrors, corkboards, paneling, etc. are prohibited on the walls.
- Only removable shelf paper should be used in cabinets.
- Tub decals are prohibited.
- Removal of window blinds (if provided) is prohibited.
- Awnings, signs, aluminum foil, window tinting or screen doors are prohibited.
- Alterations to fences, garages, patios or balconies are prohibited.
- No nails, screws or hooks should be used on the stucco

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

## **DOOR-TO-DOOR SOLICITING**

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

## **FLAG POLES**

Balfour Beatty Communities at Vandenberg AFB will adopt the following regulations for display of flags and installation of flag pole mounts according to the neighborhood policy:

### **Vandenberg AFB**

Flag pole mounts are made and installed on new construction and renovated units by a Balfour Beatty Communities maintenance technician. Balfour Beatty Communities at Vandenberg AFB will adopt the following regulations for display of flags and installation of flag pole mounts according to the neighborhood policy:

#### **Alcala, El Camino Real & Santa Ines:**

- Flag pole mounts are installed on the front column of the home near the front door located opposite the column with the house numbers (24" above the architectural ribbon, middle of the column).

#### **Capistrano, La Purisima & San Miguel:**

- Renovated homes that have the garage facing the street: Flag holders are installed on the side of the garage opposite the house numbers (24" down from the garage header).
- Renovated homes that have the garage facing sideways from the street: Flag holders are installed on the front of the garage closest to the street (24" down from the garage header).

#### **Non-renovated Homes & Altimira:**

- If flag holders are not present on the home, residents may install a flag pole mount to the side where the garage door is located. The flag may not interfere with and should be opposite the house address numbers. If a flag pole mount is not in place, the resident will be provided a sample photo of the "approved" flag pole mount for flag pole installation. Resident will purchase bracket and install with an approved Request for Alteration Form. Resident may opt to call Maintenance (734-1488) to request a service request for installation. There is a \$25 labor charge for this service.

## **GASOLINE STORAGE**

Petroleum or petroleum by-products necessary to operate lawn mowers or other small-motor home maintenance equipment and recreational conveyances may be maintained by residents in quantities of 5 gallons or less provided that they are kept in approved Underwriter Laboratory (UL) containers and stored in covered areas outside of the dwellings. In the event of a leak from a vehicle or a spill of oil, gasoline, other petroleum or hazardous product, the resident will be responsible for cleaning up the area immediately and replacing any contaminated soil with clean fill material. Gas cans are not to be stored in the front of the home as they are a safety hazard.

## **GUESTS**

Visitors and guests are welcome, but are subject to all rules contained in the Lease and this Guide. Social visits of a temporary nature by residents or their family members are authorized. Residents are allowed a guest residing within the commuting area (sixty minutes from the Installation) for up to two days. Residents are allowed a guest residing outside the commuting area for up to 30 days.

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

House sitting is not authorized without permission of the Community Management Office.

### **HEATERS**

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

### **HOLIDAY DECORATIONS**

Holiday decorations can be displayed 30 days prior to the holiday and must be removed within 14 days after the holiday. Rooftop and second story decorations or lights are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited..

Residents may not install a flag holder to the home. Each home will have one flag holder on the front or side of the home not to impede on the house numbers. See ***Flag Poles*** for more detailed information.

### **JUVENILE CURFEW**

All residents are asked to follow the guidelines for curfew within Vandenberg Air Force Base family housing established by Air Force Regulation.

### **HOT TUBS, WHIRLPOOLS, & SPAS**

Hot tubs, whirlpools and spas are prohibited.

### **ILLEGAL OR UNAUTHORIZED ACTIVITY**

All residents, whether tenants or others residing/visiting them at Vandenberg Air Force Base, are required by the Lease 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 Vandenberg Air Force Base.

Cleaning of game(deer or other animals) is not allowed at the residence.

## **LANDSCAPING**

Residents are responsible for maintenance of the fenced in area of their backyards. Backyards grass should not be more than 4 inches tall. Shrubs must be trimmed to the proper height. Damages to lawns caused by swings, pools, furniture, decorations, pets, etc. will be repaired and billed to the resident.

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

- Flower Gardens: residents may plant annual and/or perennial flower gardens in beds in front, rear and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office along with the Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. The resident, at their expense, will return the altered area to its original condition prior to vacating housing. Residents in newly constructed areas that remove landscaping plants will be charged for those plants.
- Vegetable Gardens: residents may plant small vegetable gardens within back yards only. Areas used for gardening will be returned to original condition with grass prior to vacating and will be at the resident's expense.
- Watering of lawns: Balfour Beatty Communities adheres to the existing Vandenberg Energy Management Plan, which calls for a reduction in water consumption. Even numbered homes should water on Monday and Thursday and odd numbered homes water on Tuesday and Friday. BBC recommends that you water early in the day when the lawns are normally wet with dew. Avoid watering midday due to excessive evaporation. Spread the water evenly so that the lawn does not pool water or run off into the storm drains, which pollutes our water system. It is recommended that you limit watering to no more than 45 minutes on any one area

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

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

## **LITTER CONTROL**

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

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

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

## **NOISE**

Be considerate of neighbors. Residents must refrain from making or permitting any disturbing noises by their family members or guests. "Quiet hours" are observed within housing from 10:00 p.m. until 7:00 a.m., Monday through Sunday. Any noisy or boisterous conduct, including the loud playing of stereos, televisions or musical instruments, which would disturb the peace and quiet enjoyment of other residents, is absolutely prohibited. Car stereos must be turned down when driving within the community.

## **PACKAGES**

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

## **PARKING, VEHICLES, MOTOR VEHICLES, & GARAGES**

Motor vehicles are to be parked in the garage, in the driveway or in authorized parking areas, in that priority. At no time will motor vehicles be allowed to be parked or driven on the grass, desert landscaping or curb. Any violation of this regulation will result in the vehicle being towed at the resident's expense.

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

Vehicles parked on the street must follow the direction of traffic.

Motorcycles or mopeds may not be parked on patios, sidewalks or grassy areas and are not to be stored or worked on inside the home.

Vehicle repairs of any nature are prohibited in the community. The Auto Hobby Shop is located in Building 10260 and may be utilized to perform these tasks.

Washing of vehicles is permitted within the community. However, it is recommended washing of vehicles be accomplished at the AFEES' Auto Care Center Car Wash on base and not within the community because the water containing soap and detergent, residues from exhaust fumes, brake pads, gasoline and motor oil washes off the vehicles, flows off the pavement and into nearby storm drains, which can have an adverse environmental impact.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community, except 72 hours before and/or after use for the purpose of loading, unloading or cleaning. Residing in a recreational vehicle is strictly prohibited. For this purpose please make arrangements at Fam Camp by calling 606-4500. Recreational vehicles may be stored at the Recreational Vehicle storage area, located in the northeast corner of 13<sup>th</sup> Street and New Mexico Avenue. For more details contact the Community Management office at 734-1445.

All resident Vehicles must be registered with the Community Management Office. Inoperable, unlicensed, abandoned or otherwise unsightly vehicles will be towed away at the resident's expense. At no time will vehicles be permitted to be on jacks.

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

### **PETS**

Only cats, dogs, hamsters, gerbils, fish and birds are allowed in family housing. A maximum of two (2) pets are allowed per home.

No "visiting" pets are permitted without prior Management approval.

### **Resident Responsibilities**

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

All pets are required to be registered at the Base Veterinary Clinic (606-3019), within 10 days of arrival or after taking ownership of the animal. Veterinary records, including Rabies vaccination, will be required for this registration. If there is not a vaccination history, a new record will be started after the pet has received the appropriate treatment/vaccination history, for the pet's age and history.

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

The term "pet owner" will include any person owning, keeping, or harboring an animal. The service member residing in Vandenberg Air Force Base shall be deemed the pet owner of any pet owned, kept, or harbored within their home. Operating a kennel is prohibited.

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

Pet areas must be cleaned regularly to control and prevent vermin infestation. Pet feces must be picked up daily or immediately if the pet evacuates outside the patio or yard.

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

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

- Habitual or repeated barks in such a manner or to such an extent that it disturbs others.
- Interferes or obstructs persons engaging in exercise or physical activity.
- Defecates on the lawn of a home not occupied by its owner.
- Habitually violates the leash law.

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

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

### **Control of Pets**

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

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

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

### **Prohibited Animals**

The following breeds (to include mixed breeds) are not permitted at Vandenberg Air Force Base: Akita, Chow, Doberman, Pit Bull, Rottweiler, American Staffordshire Terriers, English Staffordshire Bull Terriers, wolf hybrids or any other breed with dominant traits geared toward aggression as indicated by any of the following type of behaviors:

- Unprovoked barking, growling or snarling at people approaching the animal
- Aggressively running along a fence line when people are present
- Biting or scratching people
- Escaping confinement or restriction to chase people

Pet owners who harbor the breeds listed above and/or fail to remove aggressive or unruly pets may result in termination of the tenant lease.

Breeding or raising animals in housing is prohibited.

Farm, exotic and wild animals are not allowed in family housing. These animals include all animals normally used as work animals and those kept for the production of food, or opossums, raccoons, and any other species of animal not usually considered to be domestic. Exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, monkeys, hooved or web-footed animals and arachnids are likewise prohibited.

## **Animal Bites**

All humans bitten or injured by an animal are considered to be potentially exposed to rabies and should report to a medical facility for treatment. The animal must be transported to the nearest Veterinary Facility for examination. The Community Manager must also be notified. When an incident occurs, attempt to obtain a detailed description of the animal (domestic or stray), attempt to identify the owner and also notify the Law Enforcement Desk at 606-3911.

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

## **Pet Violations**

Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office or the Law Enforcement Desk at 606-3911.

## **Service Animals**

Animals trained for use by individuals with disabilities are not considered pets and are permitted. The above pet restrictions do not apply. All required certificates, documents and photographs are required for file.

## **PLAYGROUNDS**

Playgrounds are located throughout the Vandenberg Air Force Base Community. The streets and neighbors' yards are not to be used as playgrounds.

Anyone under the age of six (6) years are not permitted on playgrounds without adult supervision.

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

## **PLUMBING FIXTURES & EQUIPMENT**

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

Do not place metal, string, grease, coffee grounds, nutshells, egg shells, glass, olive or fruit pits, corncoobs, paper, wire, bones, rice, pasta or non-food in disposal or sink. Residents will be responsible for all damages resulting from the improper use of such equipment and liable

for the cost incurred to repair such equipment and any related damages. Clean garbage disposal once a week, even if not used, by filling disposal with a ½ tray of ice cubes and run for about 5 seconds.

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

Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Upon move-out, the final inspection will confirm the presence of aspirators and low-flow showerheads. Residents will be charged for the replacement of missing devices.

### **SATELLITE SYSTEMS (TV)**

Satellite systems are permitted; however, they will not be larger than 39 inches in diameter. In order to ensure installation does not damage homes or detract from the appearance of the homes or the community, the resident must agree to the terms of the Satellite Dish Addendum and execute such addendum which will become a binding part of their lease.

Television and radio antennas are prohibited.

***A Satellite Dish Addendum must be executed prior to installing this equipment.***

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

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

Bikes, toys, patio furniture and lawn equipment, when not in use, should be moved to the back yard or garage.

Patio furniture, used daily, properly maintained and in good taste may remain on the patio/balcony or in the yard area when not in use.

Couches, chairs or other furniture not built or intended for outdoor use is prohibited.

Back yards are expected to be well-maintained and neat in appearance.

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

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

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

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

Skateboard ramps are prohibited.  
Storage on patios, balconies, or in carports is prohibited.

Swing sets and other similar types of exterior recreational equipment are permitted within the fenced rear yards of homes with authorization from the Community Manager prior to installation. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by use of said equipment.

The use of portable barbecues is permitted as long as they are 5 feet away from any building or structure. Barbecues are never to be used in the garage.

Residents are not allowed to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized. Umbrella type clotheslines may be used in the backyard. Clotheslines of any kind are not permitted on patios or balconies.

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

### **SMOKE & CARBON MONOXIDE DETECTORS**

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

### **SPEED LIMIT**

You are required to abide by all traffic regulations set forth for Vandenberg Air Force Base, including speed limits.

The risk is too high for the speed limit not to be ***STRICTLY ENFORCED. DO NOT SPEED.***

### **STORAGE BUILDINGS**

Storage buildings/sheds are not permitted.

### **SWIMMING & WADING POOLS**

The use of swimming pools is prohibited. Small wading pools up to 6 feet in diameter and one foot in depth are permitted in the backyards only. When wading pools are in use, adult supervision is required. When wading pools are not in use, they must be emptied and stored. By ensuring these wading pools are emptied and stored when not in use, this will help to prevent them from becoming a breeding ground for mosquitoes. Damage to yard caused by swimming & wading pools must be repaired prior to vacating the premises. Damages not properly restored will be charged to the resident.

Community Pool will be open on or around Memorial Day (May) to on or around Labor Day (September). Please contact the Community Manager Office for hours.

### **TRAMPOLINES**

Trampolines are prohibited (unless they have been Grandfathered in).

### **WATERBEDS**

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

### **WATER SOFTENERS**

Self-regenerating water softeners which discharge into the sanitary sewer system are not authorized due to environmental guidance. Residents wishing to install any other type of water softening device must first obtain approval from the Community Management Office by submitting an Alteration Request Form.

### **WEAPONS POLICY**

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

All privately owned permitted weapons must be registered with the Pass and Registration Office (Bldg 11777, Rm C-111 ph: 606-1853) prior to moving in or within three (3) days after obtaining the weapon. All Installation and local laws regarding firearms must be met.

**Violations of the Weapons Policy may be grounds for termination of the Lease.**

### **WINDOW COVERINGS**

All blinds that have been provided must remain in place and be visible from outside the home. Aluminum Foil and other reflective materials may not be placed in the windows.

### **YARD, LAWN, & GARAGE SALES**

All yard, lawn, and garage sales are permitted four times a year and just prior to departing your home. All sales are limited to daylight only and no more than three (3) consecutive days. You may display NO MORE than two (2) signs to advertise your sales. Signs must be removed at the end of each day of the sale. Items are not allowed to be left outside the premises overnight.

Resident may only use the approved yard, lawn, and garage sales signs provided at the Self Help Store. Please abide by the following:

- Garage sale signs may be checked out two days prior to sale.
- Use non-permanent marker ONLY.
- Place sign(s) on the nearest street corner and major street.
- Remove sign(s) before dark at the end of each day.
- Sign(s) must be returned CLEAN and UNDAMAGED.
- No signs of any type may be affixed to trees, telephone poles, street signs, or any other posts.
- If signs are not returned in a timely manner, Balfour Beatty Communities will assess a late fee to the resident.

## **EXHIBITS**

### **Tips for Preventing Mold and Mildew**

#### ***A Guide for Residents of Our Community***

- Do not block or cover any heating, ventilation, or air conditioning ducts.
- Whenever possible, maintain a temperature in your home between 70 and 76 degrees in the air conditioning season and 65 to 74 degrees Fahrenheit during the heating season.
- To allow an exchange of air and permit sunlight to enter your home, air out your home when weather is warm and humidity is low. Run the fan on your furnace to help circulate fresh air.
- In damp, humid, or rainy weather, keep windows and doors closed.

- Clean and dust your home on a regular basis. Use environmentally safe household cleaners.
- Regular vacuuming and mopping removes household dirt and debris that contribute to mold growth. A vacuum cleaner with a HEPA filter will help remove mold spores.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, such as countertops, windows, and windowsills.
- Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom.
- Use the exhaust fan in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has been vented from the kitchen.
- If you have a clothes dryer in your unit, clean the lint filter after each use and promptly report any damage to the vent connection. If condensation forms within the closet, wipe it dry. Dry damp clothing as quickly as possible.
- Limit houseplants to a reasonable number to limit excess humidity in your home and limit molds that could grow on the solid surface. Avoid over watering.
- If you clean up a spill on your carpeting, blot the area dry.
- Do not overfill closets or storage areas. Overcrowding restricts airflow.

***What to report to the Balfour Beatty Communities Management Office***

1. Any leak or water damage
2. Any malfunction in your heating, ventilation, or air conditioning system
3. Windows or doors that don't open or close properly
4. Any areas of visible mold (except very small areas that respond to routine cleaning)
5. Musty or moldy odors
6. Health issues which you think are linked to the air quality within your home.

**Thank you for your cooperation!**

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PHONE NUMBERS

| <b>Emergency (Ambulance, Fire, Police)</b>               | <b>911</b>                       |
|--|----------------------------------|
| Security Forces:<br>Law Enforcement Desk                 | 1-805-606-3911                   |
| Fire Department:<br>Non-emergency                        | 1-805-606-3380                   |
| Poison Control Center                                    | 1-800-222-1222<br>1-800-492-2414 |
| Veterinary Services                                      | 1-805-606-3019                   |
| Community Management Office (Balfour Beatty Communities) | 1-805-734-1445                   |
| Service Request Desk (Balfour Beatty Communities)        | 1-805-734-1488                   |
| Self Help Store (Balfour Beatty Communities)             | 1-805-734-1672                   |
| Medical Clinic (Family Practice Appts)                   | 1-805-606-2273                   |

|                               |                |
|-------------------------------|----------------|
| Safety Office                 | 1-805-605-7233 |
| Phone & DSL Companies:        |                |
| Verizon                       | 1-800-483-4000 |
| Cable TV/Satellite Companies: |                |
| Vandenberg Broadband          | 1-805-734-5578 |
| DirecTV                       | 1-800-494-4388 |
| Dish Network                  | 1-888-825-2557 |
| Base Information              | 1-805-606-1110 |

~ NOTES ~