



RESIDENT GUIDELINES AND COMMUNITY HANDBOOK

www.mountainvistacommunities.com

Fort Huachuca On-Post Housing

FOR ALL HOUSEHOLD MAINTENANCE EMERGENCIES,

CALL 520-458-5885

FOR LIFE / HEALTH / SAFETY EMERGENCIES,

CALL 911

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APPENDICES

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Welcome Home

Welcome to Mountain Vista Communities. You have made a wise decision in choosing to live on post. Relocation can be very stressful – and you will find that our management team will do everything possible to ease the stress of your relocation and help you enjoy your new home to the fullest.

The first section of the Resident Guidelines and Community Handbook (Handbook) contains general ‘**quick-reference**’ information on the following subjects to help your family settle into your residence:

1. Mountain Vista Communities office hours and locations
2. Phone Numbers – important phone numbers and addresses
3. Moving – things to do prior to moving
4. Vacation time – what to check prior to going away on extended vacations

Other sections of this Handbook discuss **rules and regulations** for the communities. Every fine community must have rules to ensure safe and peaceful neighborhoods in which to live and raise your family. By observing these regulations, residents will find their community a more desirable place to live.

Any desired or required alterations to this policy must be submitted and approved in advance in writing by Mountain Vista Communities prior to making requested changes to this policy.

Additionally, this Handbook explains **housing policies, procedures, and services**. In these sections you will find information to help you understand our mission and the standards of service we strive to deliver.

Please note that the sole purpose of this Handbook is to protect you and your neighbors from practices that would be detrimental to your stay and the overall community. Mountain Vista Communities personnel are obligated to enforce these regulations and we ask that you comply with their requests and give us an opportunity to be of service. We'll do our best to exceed your expectations.

Please be aware that the **Arizona Residential Landlord and Tenant Act** is available on the Arizona Department of Housing website at <https://housing.az.gov/general-public/landlord-and-tenant-act>

WE HOPE YOU ENJOY YOUR TIME WITH US!

ENJOY YOUR STAY!!

GENERAL INFORMATION

A. LOCATION / HOURS

Mountain Vista Communities Leasing office is located at Building 52065 on the corner of Smith Avenue and Arizona Street, adjacent to the Main Post Chapel. **Mountain Vista Communities Maintenance office is located at 110 Meyer street, immediately behind the MVC Community Center.** Hours of operation for our offices are **Monday through Friday, 7:30 a.m. – 4:00 p.m.**, with the exception of federal holidays or as otherwise posted. For resident convenience, Saturday and evening appointments will be accommodated for maintenance upon request. Please note that office hours may change based on need.

Find us at www.mountainvistacommunities.com on Facebook and Pinterest!

B. LOCAL DIRECTORY

Emergencies	
EMERGENCY CALLS	911
Mountain Vista Communities Management Office	520-515-9000
Mountain Vista Communities Maintenance Office	520-458-5885
Child Services	
Parent Central (Child Development, Registration, School Age Services, Family Child Care, and Youth Center)	520-533-0738
Army Emergency Relief	520-533-5312
Col Johnston Elementary School (grades K - 2)	520-459-8798
Gen Myer Elementary School (grades 3 - 5)	520-459-8986
Col Smith Middle School (grades 6 - 8)	520-459-8892
Tombstone High School	520-457-2215
Buena High School	520-515-2800
Other Services	
Transportation Management Office	520-533-6371
Medical Group Facility	520-533-9200
Candlewood Suites / IHG Army Hotels	520-458-9066
Post Veterinarian	520-533-2767
Military Police	520-533-3000

C. MOVING TIPS

Moving can be stressful no matter how many times a family may have gone through the process. The following information may help ease some of that stress.

Calls To Make:

1. Telephone Company
2. Post Office/Change of Address
3. Cable/Satellite Company
4. Vehicle Insurance Company
5. Vehicle Registration
6. Driver's License Change
7. Banking
8. Renter's Insurance Company

Confirm Move-In / Move-Out Dates:

1. Contact the Mountain Vista Communities office for move-in lease signing and inspection or for move-out inspections. You must provide Mountain Vista Communities with at least 30 days' notice of your move out date in order to avoid monetary penalties.
2. Contact the Transportation Office to set up a date and time for moving into or out of a home.

Keys:

1. The Mountain Vista Communities office will provide your home keys at lease signing.
2. Return all keys to the Mountain Vista Communities office at move-out.

Inspections:

When you move-in, you will be asked to assist Mountain Vista Communities with an inspection of your home. A move-in inspection form will be completed and signed by both you and our representative. You will be provided with a copy of this form for your permanent records, this completed move-in inspection form will be used during the move-out inspection to avoid any potential misunderstandings regarding the condition of your home.

You will be allowed an additional week after move-in to note any further discrepancies with your home. This must be turned in to the management office, and any potential service orders should be called in to the maintenance office directly. All light bulbs will be working at the time of move-in. Mountain Vista Communities will replace any light bulbs that burn out within 90 days of move-in.

Residents are responsible for all other light bulb replacements except bulbs used in the address light fixtures mounted on the exterior of the house. Difficult to attain specialty items can be purchased through the MVC Maintenance office.

D. VACATION CHECKLIST

- Trash and perishables removed from home and placed in outside trash can?
- Windows closed and secured?
- Stove controls turned off?
- Stopped newspaper delivery?
- Called the Post Office to hold mail or asked a neighbor to pick-up?
- Ensured pets are taken care of and the designee has keys?

If you will be gone for an extended period of time, have you...

- Advised the Mountain Vista Communities office you will be away?
- Provided the Mountain Vista Communities office with emergency contact information for a local friend or neighbor?
- Found a designee for lawn care, pet care and to adequately water vegetation?

To ensure that pets are adequately protected and comfortable, turn the thermostat down to approximately 60°F in the winter (but do NOT turn heat off). During summer vacations turn the thermostat up to approximately 80°F (it is recommended to NOT turn off the air conditioner).

E. RESIDENT COMMUNITY CENTER (802 RUCKER STREET)

USE OF FACILITIES

The Mountain Vista Communities (MVC) community center is provided for the use of MVC residents. The resident is responsible for compliance with all Mountain Vista Communities and Army regulations while using the facility. If any user violates any regulations, Mountain Vista Communities is not liable, and all community center privileges will be revoked. The resident is entirely responsible for the actions of anybody using his/her cards to gain access and use of the community center. Anyone under the age of 16 must be accompanied by an adult at all times on the MVC community center property. The multi-purpose room is available for use by advanced reservation only. Water balloons and other water activities are prohibited.

FACILITY HOURS

The MVC community center may be used between the hours of 5 am and 10 pm, Sunday through Thursday and between 5 am and 11 pm, Fridays and Saturdays. Overnight use is strictly prohibited. The doors are equipped with alarms. Propping doors open or exiting the facility after hours triggers the alarm, which will result in the resident being assessed a minimum of \$50.00 alarm response fee and potential loss of privileges.

ACCESS CARDS

A maximum of 2 access cards for the MVC community center will be issued to the lease signer for each household. No cards will be issued to anyone under the age of 18. All lost or stolen cards must be reported immediately to the MVC Community Management office to deactivate. There will be a \$25.00 fee for each lost or stolen card. The lease signer is responsible for all actions of their family members,

guests and anyone using their card for access to the MVC community center. All access cards must be returned upon vacating, or a \$25.00 charge per card will be collected.

SECURITY CAMERAS

The MVC community center is monitored by video surveillance 24 hours a day. Any activity that is considered unsafe, inappropriate, damaging, or mischievous may result in privileges being revoked, compensatory measures, and police involvement.

FOOD, BEVERAGES AND SMOKING

No food, tobacco, chewing gum, glass bottles or cans are allowed in the MVC community center at any time other than in the multi-purpose room for a reserved event. Water bottles with caps/lids are allowed in the fitness room only. Alcohol consumption by any underage individuals is strictly prohibited anywhere on the property. Any event where alcohol is to be served requires written garrison and MVC approval in advance. Smoking is not permitted anywhere on the property at any time.

PETS AND ANIMALS

No pets or animals are allowed on the MVC community center property, except those assisting the physically impaired. MVC has provided a dog park for resident use across the street from the community center. All dogs must be supervised at all times, and pet waste must be cleaned up and disposed of immediately and properly, or a minimum \$40.00 clean-up fee may be imposed. Residents will be responsible for any damages incurred by their pet at the dog park.

FURNITURE, DÉCOR AND EQUIPMENT

The MVC community center furniture, fixtures, décor and equipment is solely for use and display in the room where located and is not to be moved to any other room. Damage, theft, misuse and abuse will not be tolerated. Resident will be responsible for replacement or repair of any damaged or stolen items as a result of a family member, their guests, or any user of their access card.

OUTDOOR RECREATION EQUIPMENT AND COURTS

Mountain Vista Communities has provided a playground, basketball court, volleyball court and disc golf course for resident use and enjoyment. Adult supervision is required at all times. No rough or abusive behavior is allowed. Disc golf sets are available for free rental at the MVC Community Management office on the corner of Smith and Arizona, bldg. 52065, during normal business hours for 24 hour use. All users waive liability to Mountain Vista Communities for any and all injuries that occur on the property.

LIABILITY AND DAMAGE

Mountain Vista Communities reserves the right to inspect and control all facility functions. Mountain Vista Communities shall not be liable for any damage to or loss of equipment, merchandise, or articles left in the facility. The resident is responsible for any loss or damage to the facility, to include (but not limited to) the building, equipment, furniture and fixtures. Damages will be billed to the resident at replacement cost plus labor. All community center privileges will be suspended until full payment is made.

GENERAL CONDUCT

Mountain Vista Communities has a zero-tolerance policy for vandalism and theft. Loud or offensive language and behavior, or actions that threaten the safety, well-being or enjoyment of yourself or others will not be tolerated. Mountain Vista Communities has provided the facility for resident use and enjoyment, free of charge, and requires that all users respect the property and other users, use the facility responsibly, and help to maintain the facility. All users are expected to clean up after themselves and secure the MVC community center upon leaving.

SECTION 1: OPERATIONS

1.A. APPLIANCES

GENERAL

A Mountain Vista Communities representative will acquaint you with the operation of the heating and air conditioning systems as well as all appliances (range, refrigerator, etc.) during the move-in inspection. They will ensure that you understand the operation of any appliance or piece of equipment with which you are not familiar.

In case your appliance does not operate, first check the electric cord to make sure it is firmly plugged into the wall. If the plug is in place, check the circuit breaker to see if it was tripped. If these appear to be in order, refer the problem to the Mountain Vista Communities Maintenance office.

If the resident chooses to purchase their own appliances, Mountain Vista Communities will remove the standard appliance from the home. Mountain Vista Communities will not be responsible for installation or repairs of any resident-owned appliance.

RANGE AND OVEN

Clean the top burner pans with a glass or tile cleaner each day they are used. This will eliminate grease build-up. When they become spotted with burned-on grease or food, use a gentle scouring pad to remove all burned-on residues.

If you have a self-cleaning oven you should clean it each day it is used with a glass or non-abrasive tile cleaner to remove burned-on food. When it becomes necessary to fully clean the self-cleaning oven, follow the manufacturer's directions. **Never use oven cleaners in a self-cleaning oven.** If you do not have a self-cleaning oven, use a good oven cleaner, according to directions. Never use any sharp instrument to clean the oven. Never cover any slots, holes or passages in the oven bottom or cover an entire oven rack with materials such as aluminum foil or an oven liner. Doing so blocks air flow through the oven and may cause Carbon Monoxide Poisoning. Aluminum foil linings may trap heat causing a fire hazard. Hood vent filters should be removed and cleaned monthly in hot soapy water. Clean the range hood itself with a glass or tile cleaner (non-abrasive) to keep the outside and inside free of grease or soil of any kind. Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately.

REFRIGERATOR

Frequent cleaning of your refrigerator and freezer is important to maintain sanitary food storage conditions. It is recommended that you remove all food, food bins, and ice bin, and wipe down the interior of your refrigerator and shelves with a disinfectant cleaner monthly. Also wash the food bins and ice bin.

The outside of the refrigerator should be cleaned once a week by using a glass or non-abrasive cleaner. Be sure to clean the refrigerator coils, this will help to reduce your energy costs. The inside can be kept fresh smelling by using baking soda and water to wipe down the inside on a regular basis. Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately.

GARBAGE DISPOSAL

The garbage disposal is NOT intended for bulk items like potato peels and quantities of rice or other material that expand with water. A disposal is trouble-free if used properly. It should not be loaded too heavily or run longer than two (2) minutes at a time as the safety overload on the motor may kick out due to overheating. To reset the safety overload, turn disposal on/off switch to off, remove contents, wait three or four minutes for the motor to cool, then push the red "Re-Set" button on the underside of the motor (in the cabinet under the sink). If the motor will not start, call the Mountain Vista Communities Maintenance office for service. Any time the disposal is being used, the COLD water must be running. Even after the disposal is empty, it is wise to let the water run briefly to clear the line. With the above care, your disposal will give good service. **NEVER PUT YOUR HAND DOWN THE DISPOSAL WHEN**

IT IS TURNED ON, OR WHEN ANYONE ELSE IN THE RESIDENCE COULD MISTAKENLY OPERATE THE WALL SWITCH. SERIOUS PERSONAL INJURY MAY RESULT.

HOW TO OPERATE YOUR FOOD WASTE DISPOSAL:

- Turn COLD water on to full flow
- Push food refuse through the splashguard into the disposal. Do not stuff.
- Flip starting switch to ON. Allow disposal to operate until shredding sound ceases; however, do not allow the disposal to operate longer than two (2) minutes without being turned off to allow the motor to cool.
- Flip switch to OFF.
- Run cold water briefly, and then turn off.

Water is necessary to wash the food waste down the drain. Cold water, besides being economical, is necessary because it helps prevent overheating of the disposal motor and it congeals greasy substances so that they are not so apt to accumulate and clog drain pipes. A MIXED LOAD of hard and soft textured waste is the secret to optimum service from the disposal. When the disposal grinding sound diminishes and becomes a humming sound, the grinding operation is over, and food waste is flushed away. Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately

IMPORTANT: DO NOT DISCARD THE FOLLOWING ARTICLES IN YOUR DISPOSAL: metal, glass, plastic, tea bags, dish rags, celery, corn husks, rice, noodles, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, etc. Remember, if you can't chew it, neither can your disposal. If a spoon, bottle cap, or other foreign item should be lodged in your disposal, make an attempt to retrieve it, but never when the disposal is on. You will be charged if damage is caused by these objects. The disposal is self-cleaning. Do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda can keep it odor free. We recommended the cover be kept on the drain when not in use to prevent foreign material from accidentally dropping into the waste disposal unit.

DISHWASHER

Try to run the dishwasher only when full. Remove food particles prior to putting dishes in the dishwasher to avoid clogging. Use a dishwasher cleaner or vinegar regularly to avoid build-up in the dishwasher. Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately

WATER HEATER

This appliance does not need attention on your part. The water temperature has been set to conserve energy. Do not attempt to adjust or tamper with the heater in any way. Please call the Mountain Vista Communities Maintenance office for service if you do not have sufficient hot water or if you detect 1) an unusual odor from the hot water, 2) discolored water, 3) pastel granules or flecks being discharged from hot water faucets, or 4) if there is a leak.

SMOKE DETECTOR

Any smoke will set off the detector, not only from a fire, but also sometimes from cooking or cigarette smoke. If the smoke alarm goes off due to cooking or thick cigarette smoke, turn on kitchen and bathroom exhaust fans and open windows to generate a cross draft within the home and attempt to clear the room of smoke to stop the detector from going off. **Never disconnect the smoke detector.** If a smoke detector will not stop sounding, call the Mountain Vista Communities Maintenance office at (520) 458-5885 immediately. Residents are required to test their smoke detectors when they move into the unit and every thirty (30) days thereafter (see attached checklist). Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately.

CARBON MONOXIDE DETECTOR

Your home is equipped with a carbon monoxide (CO) detector. **Never disconnect the carbon monoxide detector.** CO is a colorless, odorless gas. When a CO detector emits an audible alarm, leave the residence and remain at a safe distance, notify the Fire Department dispatch by calling **(520)**

533-5059 or 911 as soon as possible and then contact the Mountain Vista Communities Maintenance office at (520) 458-5885. The Fire Department will respond and test the residence to determine if CO is present. Any malfunctions should be reported to the Mountain Vista Communities Maintenance office immediately. (See page 24)

1.B. ENFORCEMENT PROCEDURES

The Tenant Lease Agreement and associated Handbook were established to foster a pleasant and safe community for all families.

It is important for residents to be aware of their contribution to this success by fully understanding how they can ensure their collective enjoyment of the community and their homes, while avoiding disturbing or undesirable behaviors that adversely impact their or other residents' enjoyment of the homes and community. The Mountain Vista Communities staff is charged with the responsibility to enforce occupancy rules and the Handbook for the welfare of all residents.

Therefore, those who violate or fail to comply with the terms of their Tenant Lease Agreement and the Handbook are subject to various remedies that can include eviction from their home. Mountain Vista Communities will also advise the Army of such instances and resulting action.

1.C. GUEST POLICY / PARTIES

Guests are welcome, but they too need to abide by the rules contained in the Handbook.

Residents are welcome to have a relative(s) and/or temporary guest(s) reside in the residence for up to fourteen (14) consecutive days or up to thirty (30) days in a calendar year. If a guest is to remain longer than fourteen (14) consecutive days or more than thirty (30) days in a calendar year, a Guest Registration Form must be completed and submitted to the Mountain Vista Communities office along with a copy of a current Fort Huachuca Access Badge or other valid identification card. The Community Manager will review the request and based upon all available facts, will render a decision on the request. Residents are not permitted to sublease their premises in whole or in part, or to take in boarders or guests making payment to residents. The Tenant Lease Agreement establishes that the resident is responsible for the actions of all guests including any damage or violations of the Tenant Lease Agreement they cause.

1.D. LIVE-IN HOUSEKEEPERS, AIDES OR NANNIES

Requests for live-in domestic help such as housekeepers, aides, nannies, or other non-family members to reside in the home must be submitted in writing to the Community Manager and receive approval from Mountain Vista Communities. The following criteria must be met:

- Resident has a dependent minor
- Name, age, relationship to family, and length of stay are detailed in the request
- Live-in help will reside in family housing.
- A private bedroom is available.

A non-dependent authorized by the Community Manager to reside in family housing does not entitle the military member to an additional bedroom. *Exception to policy requests of these types may be subject to additional Army installation requirements and rules.

1.E. HOUSEKEEPING

Residents are responsible for keeping their homes in a safe, sanitary, and serviceable condition. Homes and yards that have been well cared for enhance the lives of all residents and foster community pride. Therefore, residents must exercise care to:

- Avoid improper disposal of refuse;
- Regularly clean buildup on kitchen exhaust units;

- Regularly inspect the fire suppression system dial located in the cabinet above the range, if system reads red, call for maintenance.
- Follow common-sense fire safety practices such as avoiding accumulation of trash, safe storage of household volatiles, and proper storage of fuels;
- Regularly clean and sanitize the premises, with particular attention to food preparation and storage areas to minimize pest infestation. Be especially conscientious in properly cleaning and sanitizing floors and carpets soiled by pets;
- Keep stove and stove top free of grease or build up as this is a potential fire hazard;
- Avoid pest infestation resulting from an unsanitary environment.

If in the normal course of performing requested service calls or while conducting preventive maintenance, the Maintenance Technician notices that inappropriate conditions exist in a residence, the resident will be notified through the violation process and afforded an opportunity to correct the condition prior to a re-inspection. To ensure satisfactory conditions, an inspection may be performed at any time by an Army representative or a Mountain Vista Community representative with 24 hours' notice.

1.F. IN-HOME CHILD CARE

Residents desiring to provide childcare services in their private residences can do so provided they comply with the policy and procedures established by the Family Child Care Program.

The Family Child Care Program allows post residents to care for children in their homes after they have completed training, screening, and have met all of the post's requirements. The only exception to this policy is for those residents providing intermittent care not exceeding ten (10) hours per week on a regular basis, and persons who provide childcare in the child's home. Mountain Vista Communities is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider.

Any modifications or alterations to the home required for certification must be requested in advance and made in compliance with the Tenant Lease Agreement, and if applicable, the Historic Homes requirements. Any modifications or alterations for this purpose will be paid for by the resident. The resident must also return the residence to its original condition prior to vacating the home.

1.G. RENT COLLECTION – OTHER RECEIPTS

The monthly rental rate for Military Members for the premises shall be equal to either the military resident's Basic Allowance for Housing with dependents (BAH/WD) or in the case of military without dependents the Basic Allowance for Housing without dependents. The monthly rental rate for civilians and retirees will be based on the market rate as set by Mountain Vista Communities. Payment will be made through an allotment from residents' pay accounts as provided in the Tenant Lease Agreement. The allotment will be increased/decreased when increases/decreases occur to a resident's BAH rate (i.e. promotion, demotion, etc.) or at the completion of the lease for retirees and civilian residents. The military resident shall notify Mountain Vista Communities within fourteen (14) days of any changes in his/her family status, military status, or pay grade.

In the instance of a married military couple living together, the monthly rent will be equal to the BAH/WD of the senior ranking active-duty individual. If a non-active military spouse of a higher rank is activated for a period of six months or more that spouse will be considered the senior ranking active individual and the rent will be increased accordingly for the duration of the activation period.

Rent will be pro-rated based on a partial month occupancy at move-in. If MVC is unable to collect via an allotment for the pro-rated rent, it must be paid by certified check, cashier's check, money order, or debit/credit card at the Mountain Vista Communities office at the time of move-in. On a case-by-case basis, economic hardship for a family may be accommodated by Mountain Vista Communities arranging for extended payments (up to three months) to satisfy the initial prorated rental amount.

Rent will be pro-rated at move-out. If MVC is unable to set up the allotment for the pro-rated rent, it must be paid by certified check, cashier's check, money order, or debit/credit card at the Mountain Vista

Communities office on the first business day of the month that the resident is vacating. Any refunds will be paid to the resident within thirty (30) days.

Occupants who are not eligible for an allotment payment such as unaccompanied geographic bachelors, foreign students, etc. will be afforded the opportunity to pay rent with a certified check, cashier's check, money order, or debit/credit card at the beginning of every month.

A resident's BAH is not attributable to the post until the military person has officially signed in to post. This arrival registration must be completed before a family will be offered an on-post home.

As a condition of housing, military personnel must ensure that their BAH allotment is activated for Mountain Vista Communities before they will be eligible to move into a home. In the instance of deferred travel, the family must join the military member within thirty (30) days of initial move-in date.

30 DAY NOTICE TO VACATE

Residents are required to provide 30 days prior written notice to Mountain Vista Communities before vacating the residence, unless untimely PCS orders or an emergency occurs. If 30 days' notice is not given, resident is responsible to pay Mountain Vista Communities rent charges equal to 30 days from date notice is given.

EARLY LEASE BREAK

The Military Tenant Lease Agreement has an initial one (1) year term, and will continue on a month-to-month basis thereafter. The Civilian Tenant Lease Agreement can be either a 6 Month or longer based on availability determined by Mountain Vista Communities. In the event the Tenant Lease Agreement is terminated early without proper cause, the resident is responsible to pay Mountain Vista Communities rent charges equal to 30 days from date notice is received or until the full term of the lease expires, whichever ends earlier.

1.H. HOME TRANSFERS

A transfer to another house that is necessitated due to renovation, demolition, or maintenance issues with the house that were not caused by the resident and that cannot be safely or effectively repaired while the home is occupied, will be at Mountain Vista Communities' expense. This will include the cost of the move and reconnect fees for telephone and TV. In instances wherein a home must be vacated for less than 30 days to perform necessary repairs, MVC may provide extended-stay lodging until the affected home has been repaired.

A family may request to transfer to another home based on the following criteria:

- Change in family composition (based on DEERS form)
- Military personnel that have been promoted to a grade for a different designated neighborhood
- Families requiring special accommodations, such as those with members in the EFMP

In cases of a transfer to another housing category due to a promotion or demotion, change in family composition, or for other personal reasons, the move will be at the resident's expense. Ten working days, from the date the resident takes possession of the new residence, will be allowed for the move before the resident must clear the old residence with a satisfactory inspection.

The transfer to other housing will be completed based on the following criteria:

- Adequate availability of housing
- The house the resident is transferring from has been reasonably cared for
- Rent and utilities must be current and any damage charges must be paid

An "at-will" transfer may be requested through the community manager. Prior to approval, maintenance will conduct a transfer inspection to ensure the current residence is being maintained in a proper manner. If approved, the move would be at the resident's expense, and a transfer fee that pays for the

cost to make ready the house vacated will apply. This fee must be paid prior to the transfer. The resident will be required to sign a new 12 month lease.

All incoming residents will have housing placement priority over any transfer unless an emergency situation exists.

1.I. RESIDENT RESPONSIBILITIES

Residents are responsible for the following:

- **General Maintenance:** Residents are responsible for any expense incurred by Mountain Vista Communities as the result of the mistreatment, misuse or neglect of the residence and grounds. Residents are responsible for damages to the residence that are not described on the Move In/Out Checklist as existing prior to occupancy and that exceed fair wear and tear. It is the resident's responsibility to report any maintenance issues to the maintenance office immediately for repair.
- **Light Bulbs:** Residents will be responsible for light bulb replacement, except bulbs for address light fixtures. All bulbs will be in working order at the time of move-in, and must be working at move-out. If a light bulb burns out within 90 days of move-in, Mountain Vista Communities will replace it free of charge. Light bulbs are available for purchase at the Mountain Vista Communities maintenance office.
- **Offensive Odors:** Residents are responsible for any expenses incurred by Mountain Vista Communities to remove offensive odors from the residence resulting from smoke, pets, smoking, etc. Mountain Vista Communities cannot prohibit smoking in the homes, but residents will be responsible for **all** damages resulting from smoking. Please be respectful of neighbors when smoking in and around your home.
- **Grounds Care:** Residents are responsible for mowing, edging, weeding and maintaining their backyards. Residents are required to remove any trash, litter or debris from their yards and fence line. Residents will maintain the xeriscape adequately weed free in front and side yards. It is the resident's responsibility to adequately water all grass and vegetation in accordance with Fort Huachuca watering policies. If the home has automatic sprinklers, it is the resident's responsibility to notify the Mountain Vista Communities maintenance office if the sprinklers are malfunctioning.
- **Flower Gardens:** Residents are permitted to plant flowers with an approved "Request for Alterations" and are expected to keep flowerbeds neat and clean of weeds and grass. All plants must be in accordance with the approved Fort Huachuca planting list.
- **Refuse Containers:** Residents are responsible for keeping trash containers clean, sanitary and secure from the elements and wildlife spillage. A lost or damaged container will be replaced at the resident's expense.
- **Bicycles, etc.:** Residents are to store items such as bicycles, toys, carts etc., in garages, carports, or other areas not visible from the front of the property to avoid hazards and an unsightly appearance.
- **Fire Safety:** Fire safety should be practiced in and around the neighborhood and the home. It is the resident's responsibility to check smoke and carbon monoxide detectors monthly. Never disconnect the smoke or carbon monoxide detectors. Call the Mountain Vista Communities maintenance office immediately if you feel they are malfunctioning. See Section 4 of this handbook.
- **Exterior Home Maintenance:** Residents are responsible for ensuring their home's exterior is maintained, including during extended absences (i.e. unaccompanied tours, deployments, deferred travel, and personal travel). Residents are prohibited from accessing rooftops.
- **Community Enjoyment:** Residents will enjoy the use of the premises in a manner that does not disturb other Residents or create a public nuisance. Per FH Policy 20-49-Unreasonable Noise dated 01 July 2020: Any unreasonable noise, which disturbs the peace and quiet of the community, is prohibited. The use of power tools, yard maintenance equipment, and similar items by residents or guests may violate the policy if used in such a manner and at such times as to disturb the level of peace expected in family housing.

- **Packages:** Mountain Vista Communities will not accept packages on behalf of residents, nor be responsible for any packages left at a home. To avoid a delay in receiving your mail please ensure you complete a change of address upon vacating your home.
- **Game / Livestock:** The hanging and/or butchering of game animals or livestock, is not permitted in any part of the housing area due to the inherent health problems associated with blood borne pathogens.
- **Water Pipes:** To prevent the freezing and bursting of water pipes, when temperatures can drop below freezing (i.e. Oct through March) it is the resident's responsibility to remove all exterior hoses from spigots and ensure the valve is completely shut off.
- **Wildlife:** Per Fort Huachuca post policy 20-419, dated 13 October 2020, Residents are prohibited from feeding "any wildlife, to include game animals, other than small birds" where small birds are defined as "no more than 10 inches in length from the top of the head to the tip of the tail" on the installation and in housing.
- **Renters Insurance:** All residents are responsible for providing their own renters insurance.
- **Exterminating:** The house is delivered pest free and routine extermination is the resident responsibility. For an infestation, a work order can be turned in to maintenance, and a MVC maintenance technician will assess the condition to determine if professional treatment is required.

1.J. PRELIMINARY DISPUTE RESOLUTION PROCESS

As a valued resident of our community, your concerns are very important to us. If you have a concern or wish to dispute any matter relating to the Lease, we have made the following two-step preliminary dispute resolution process available to you so that your concerns are elevated quickly, and to the appropriate staff members, in order to help ensure a timely response to your concerns. To afford us an opportunity to thoroughly evaluate and address your concerns as quickly as possible, any complaint or dispute must initially be submitted to us using the following two-step process:

1. **Submit a complaint in writing to the Community Director:** To initiate the preliminary dispute resolution process, you must:

Prepare and submit a written complaint, using the Owner approved form, to your Community Director describing in detail the complaint, providing adequate supporting information and documentation (i.e., complete written description of the issue, photos, invoices, estimates, etc.), and detailing what specific steps we might be able to take to address your concerns. This form is available by request from your Community Director.

- a. Cooperate with us as we investigate your concerns, which may include, without limitation, providing us with prompt access to your Premises for inspection or repairs, providing additional documentation, or answering questions about your complaint.
 - b. Allow your Community Director up to five business days from the receipt of your written complaint to fully evaluate your concerns and respond to your complaint.
2. **Elevate your complaint to the Regional Representative:** If you are not satisfied with your Community Director's response to your complaint, you must:
 - a. Make a written request to your Community Director that your complaint be elevated to the Regional Representative.

- b. Cooperate with us on any additional reasonable requests to allow the Regional Representative an opportunity to thoroughly investigate your complaint so we may attempt to adequately address and resolve it to your satisfaction.
- c. Allow the Regional Representative up to ten business days from the receipt of your written request to review, evaluate and respond to your complaint.

If this two-step preliminary dispute resolution process does not resolve the dispute to your satisfaction, you have the right to utilize the informal dispute resolution process made available through the MHO. You should first attempt to resolve your dispute through the two-step preliminary dispute resolution process outlined above before pursuing the informal dispute resolution process through the MHO. If your dispute, as reviewed under this two-step preliminary dispute resolution process and the informal dispute resolution process made available through the MHO, does not adequately resolve the dispute to your satisfaction, you have the right to pursue your complaint through the formal dispute resolution process as more particularly outlined in the Universal Lease, which will be provided upon request.

1.K. RIGHT OF ENTRY

Consistent with the terms of the Tenant Lease Agreement, Mountain Vista Communities reserves the right to enter a home with or without notice under the following general circumstances:

- When there are normal and routine work orders that need to be addressed in a home, Mountain Vista Communities will make every attempt to schedule such work at the convenience of the resident. However, in order to efficiently schedule work, Mountain Vista Communities reserves the right to enter a home with forty-eight (48) hours written notice to the resident.
- In the case of an emergency where life, general occupancy or structure are believed to be in danger, Mountain Vista Communities reserves the right to enter a unit immediately, without notice, to assess and address incidents that fall into any of these categories.

The Garrison Commander has the authority to exercise command and control over all activities on a military installation, which may include health and welfare inspections of the home with proper coordination with MVC Communities when there is reason to believe there may be unsafe or unhealthy living conditions. If there is probable cause to believe that illegal activity at the house is taking place then appropriate search authorization will be obtained and executed.

1.L. TEMPORARY ABSENCE FROM HOMES

Residents planning to be away from their assigned homes for a period exceeding (7) seven days must contact the Mountain Vista Communities office. Residents should provide contact information for a local friend, neighbor or family member should an emergency arise to allow for adequate care of the residence during their absence.

Should an emergency arise during periods of absence of the resident, Mountain Vista Communities staff may enter the home to ensure the integrity and safety of the housing systems and surrounding residences. Written notice of such entry will be left in a conspicuous location.

1.M. TRASH AND RECYCLING

TRASH

Trash will be picked up curbside twice per week on Tuesdays and Fridays. Trash containers are to be placed on the street by 7:00am and put away by 5:00pm on the day of pick-up. DO NOT park next to any trash/recycle containers. Only the trash container itself will be picked-up and emptied, excess trash on the ground around the container will not be picked-up. Excess trash that will not fit in the container can be taken to the maintenance yard during normal business hours and put in the dumpster there at no charge. Because of wild animals which live in the surrounding mountains, trash containers will not

be put out the night before pick-up. The odor of garbage attracts wildlife. Trash containers should be left out for a minimal amount of time during inclement weather. Residents are financially responsible to replace lost trash containers.

BEAR SEASON

Trash bins stored outside can attract bears. For the safety and well-being of residents, pets and bears, residents may be asked to keep trash bins in the garage until the morning of the scheduled pick-up. Bears that are known to frequent trash receptacles are hazardous, which may result in euthanization of the bear.

YARD /WOOD WASTE AND BULK PICKUP

Please call the Mountain Vista Communities maintenance facility to make arrangements for bulk pick up. Bulk pickups are on Wednesdays, and must be scheduled in advance with the Mountain Vista Communities Maintenance office. Bulk pickup is for large items only, not excessive trash. There will be a minimum \$15.00 charge if regular trash is left for bulk pick-up. There are dumpsters at the Mountain Vista Communities maintenance office available during normal work hours for drop-off of resident trash at no charge. If you have moving boxes for pickup, first contact your moving company as many are required to pick up the boxes and packing material. If you still need moving boxes picked up, they must be broken down and bundled. Do not put bulk pick-up items out prior to the day of pickup and ensuring that you have confirmation that you are scheduled. MVC is providing bulk pickup service free of charge, but reserves the right to limit the frequency of collection.

HOUSEHOLD HAZARDOUS WASTE

Residents are responsible for the disposal of Hazardous Household Waste (HHW) generated in the home. Improper disposal of hazardous materials is prohibited. Call the Mountain Vista Communities maintenance office at 520-458-5885 for information on handling of paints, solvents, cleaners, lawn/garden supplies, or any other household hazardous waste items.

1.N. WEAPONS AND FIREARMS

Weapons, firearms and a limited amount of ammunition may be kept in residences provided that the weapons are properly licensed in accordance with Arizona laws and registered with the Military Police Desk within 3 days. Ammunition reloading is strictly prohibited in residences or on any Mountain Vista Communities property. Weapons capable of automatic fire may not be kept in residences even though individuals may legally possess the weapons under Arizona law. For more information on regulations regarding firearms, please contact the Military Police Desk at 520-533-3000. All weapons must be stored and secured under lock and key.

RESTRICTION / VIOLATION

The inappropriate display or use of weapons or the discharge of firearms in family housing areas is considered a major violation of the Tenant Lease Agreement and may result in an eviction action against the resident.

SECTION 2: MAINTENANCE

Mountain Vista Communities' overall approach to service calls is to make all repairs as quickly as possible with the least inconvenience to the residents. In general, maintenance staff will seek to complete service orders within forty-eight (48) hours, subject to scheduling with the resident.

If possible, service requests will be scheduled immediately at the time of the request from the resident. Appointments can be scheduled in two-hour blocks of time: either from 8:00 am to 10:00 am; 10:00 am to 12:00 pm; 12:00 pm to 2:00 pm; or 2:00 pm to 4:00 pm; Monday through Friday. The resident will not be called prior to the technician arriving to perform the service order unless specifically requested. If the resident is not home when the technician arrives, the residence will be door tagged and the service order will be rescheduled, unless service is scheduled to be completed without the resident present at the time of scheduling. Permission to enter the house to perform maintenance work while the resident is not present may be requested by the resident at the time of scheduling.

The resident has several options for submitting non-emergency work requests:

- Telephone 520-458-5885
- Email FHWorkOrder@tmo.com
- Resident Portal at <https://mountainvistacommunities.activebuilding.com/>
- MVC Website at www.mountainvistacommunities.com

All emergency work orders should be called in to maintenance, do NOT submit emergency work orders via the website or email. For maintenance and repair work, residents may call our Mountain Vista Communities maintenance office twenty-four (24) hours a day, seven (7) days a week at 520-458-5885.

If requested, the maintenance technicians will wear sanitary booties over their work boots before entering a house. Due to safety policies, they cannot remove their boots.

Residents needing assistance due to a lock out should contact the Mountain Vista Communities maintenance office. During regular operating hours there is no charge. After regular hours, the call center will page the appropriate person, and there will be a \$50.00 charge for after-hours lockouts.

Any repairs or replacements caused by resident neglect or misuse will be charged to the resident.

Service orders are classified as emergency, urgent or routine and associated service response time standards are as follows:

2.A. EMERGENCY

- **Definition:** Circumstances that result in imminent danger to residents or risk serious danger to residents or risk serious damage to property (e.g. electrical power outage, loss of heating or A/C). Note: In the case of gas leaks, carbon monoxide alarms, or any other serious condition that would cause fire, electric shock, or unhealthy air, residents are instructed to immediately evacuate the unit and call the Fire Department. Examples of emergency service requests may include:
 - Lockout
 - Heat failure with outside temperature below 55°F
 - Air Conditioning failure with outside temperature above 80°F
 - Toilet or sewage backflow
 - Significant water leak – actively flowing
 - Any request by emergency personnel needing an onsite representative
- **Response Time:** On-site maintenance staff will respond within 30 minutes. Off-site maintenance staff will respond within one hour.
- **Resolution Time:** Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved in twelve (12) to twenty-four (24) hours.

2.B. URGENT

- **Definition:** Failures in circumstances that do not immediately endanger residents or property, but would soon inconvenience and/or affect the health or well-being of residents. Examples of urgent service requests may include:
 - Refrigerator/Freezer not cooling
 - Dishwasher Leaking (when not in use)
 - Garbage disposal clogged and sink not draining
 - Loss of utility services – Electric, Gas or Water
 - Persistent water dripping
 - Clogged shower drain
 - Significant water leak that is actively flowing

- Appliances that impact resident's ability to safely store or cook food
- **Response Time:** Maintenance staff will respond within two (2) hours.
- **Resolution Time:** Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved within one (1) to five (5) business days.

2.C. ROUTINE

- **Definition:** Circumstances that do not qualify as an emergency or urgent. Examples of routine service calls include broken floor tile/tear in vinyl floor covering, loose baseboard, drippy faucet, etc.
- **Response Time:** Maintenance staff will contact the resident within twenty-four (24) to seventy-two (72) hours to set an appointment at the resident's convenience.
- **Resolution Time:** The goal will be to resolve the request within forty-eight (48) hours of a verified appointment with the resident. Depending on requirements for material or parts or the need to employ an outside contractor, completion time may be extended, but will not exceed five (5) working days. Mountain Vista Communities reserves the right to enter the home to make repairs or perform maintenance after two failed attempts to contact resident via e-mail, phone or letter.

No routine work orders will be performed within 2 weeks of a scheduled move-out.

ENTRY WITHOUT A RESIDENT PRESENT

The resident may request the maintenance work be performed without the resident present when the work is scheduled. Maintenance personnel will enter the unit to resolve the service order after prior notice of entry to the resident. A note will be left to let the resident know that a service order was performed.

ENTRY WITHOUT AN ADULT RESIDENT PRESENT

Maintenance technicians will not enter the unit if the oldest person present is not at least eighteen (18) years old.

ENTRY WITH A PET PRESENT

Residents will be notified in advance of the scheduled preventative maintenance visit, or by appointment for a service order, and will be asked to secure pets (put in a room with a closed door, outside, etc.). If technicians arrive and the pet is not secured, they will not enter the unit and the visit will be rescheduled.

SECTION 3: PET RULES AND REGULATIONS

3.A. PET APPLICATION

All residents who own pets (defined as a domesticated animal such as a dog, cat, bird, guinea pigs, or hamsters) must complete a Pet Addendum and/or Service Animal or Assistance Animal Request Addendum as a condition for having the pet in Mountain Vista Communities. Mountain Vista Communities has the right to refuse to allow any pet it determines to be "vicious" (i.e. any animal which by virtue of its breeding, training, characteristics, behavior or other factors the owner or custodian thereof knows, or has reason to know, has a propensity, tendency or disposition to attack unprovoked, to cause injury). Mountain Vista Communities has the right to terminate the Pet Addendum and/or the Service Animal or Assistance Animal Request Addendum, which is an attachment to the Tenant Lease Agreement if the covered pet does not meet the requirements of these Pet Rules and Regulations.

Raising animals for commercial purposes will not be allowed without written authorization from the Installation Commander, a copy of which must be provided to Mountain Vista Communities. Operating a commercial kennel is prohibited. For more information regarding the post policy please refer to FH 40-116, Control and Care of Pets, Horses, and Transient Animals at <https://home.army.mil/huachuca/index.php/about/us-army-garrison-policy-memorandums>.

3.B. REGISTRATION OF PETS

Any resident who owns a pet must complete a Pet Addendum and/or a Service Animal or Assistance Animal Request Addendum and must register and provide proof of vaccination for dogs and cats within five (5) working days with the post Veterinarian Clinic. A receipt from the Ft Huachuca Veterinarian Clinic must be provided to the housing office. The Veterinary Clinic will provide rabies and microchip tags for dogs and cats. Residents are required to attach the tag(s) to the pet's collar, worn at all times when the animal is outside the resident's home.

A stipulation in the pet registration document is the provision to provide the name and contact information of an individual(s) that can take over the care of a resident's pet(s) in the event of an emergency, such as an extended delay in returning home, sudden illness, or other event that results in the resident failing to return to their pet in a timely manner.

3.C. PERTINENT DEFINITIONS

Pets are defined as a domesticated animal such as a dog, cat, bird, guinea pigs, hamsters or fish ordinarily kept in the house for pleasure or companionship, rather than commercial purposes. Livestock, wild animals, domesticated game animals, and exotics, such as reptiles, rodents, ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot-bellied pigs, monkeys, arachnids, or any farm animals are not considered pets.

Animals trained and certified to assist handicapped residents are not considered to be pets, but rather are considered service animals, in accordance with Army Directive-Guidance on Service Animals on Army installations. These animals will not be restricted or limited by the restricted breed policy.

In the event a pet that is currently registered is sold or given away, the original owner will obtain a transfer of ownership. If the pet remains on post, the new owner must register the pet in accordance with this policy. If the pet is purchased by or sold to a family off post, the address of the new owner will be required by the Mountain Vista Communities office to verify transfer of ownership.

Two (2) pets per home are permitted and any additional pets will require an exception to policy. Fish, guinea pigs, caged birds, and hamsters will be an exception to this policy unless they are deemed a hazard or nuisance. No pet will be permitted in on post housing that is included on the breed restriction list without proper exception to policy approval. (See paragraph 3.D below)

Mountain Vista Communities will inspect any homes that pets have damaged and assess the damages. All damages are to be paid in full within 30 days of invoicing. Mountain Vista Communities can demand a deposit be held against the home after damages have occurred. Failure to pay damages or deposits will result in eviction proceedings.

3.D. BREED RESTRICTION LIST

Below is the list of animals that are restricted from boarding in a home at Mountain Vista Communities. Per Department of the Army Pet Policy dated 16 August 2018, and Ft Huachuca Policy 40-116 dated 10 January 2020, the following pets of the restricted breed list may NOT be brought on post.

Any dog of a breed (including a mixed breed or breed derived from a restricted breed) that is deemed "aggressive or potentially aggressive" unless the dog is a certified military working dog that is being boarded by its handler/trainer. For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as Pit Bulls (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Rottweilers, Doberman Pinschers, Chows and wolf hybrids. Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by unprovoked barking, growling or snarling at

people approaching the animal, aggressively running along fence lines when people are present, biting or scratching people, or escaping confinement/restriction to chase people or animals.

It is the resident's responsibility to provide Mountain Vista Communities with certified breed determination documentation when deemed necessary by management.

3.E. REMOVAL OF THE PET

A pet may be removed from the residence by the post's military police because of resident complaints or if the pet(s) has displayed aggressive, menacing or vicious behavior. This is also true if the pets are a nuisance, abused or neglected. Complaints may be registered with either the Mountain Vista Communities office or the Military Police. If the complaint is made to the Mountain Vista Communities office the Community Manager will review the complaint and determine the necessary action to remedy the situation. The Community Manager may require that the resident remove the animal if the complaint is founded and cannot be resolved to the satisfaction of Mountain Vista Communities.

When the Military Police receives a report of these circumstances, the circumstances will be addressed by the Post Veterinarians accompanied by Military Police. Communication with the post military police will also be made by the Community Manager to ensure that all parties work together toward an amicable resolution of the issue. In the case where the resident refuses to correct the situation or to remove the offending pet(s) from the residence, they will be required to vacate their unit.

3.F. PETS OUTSIDE THE RESIDENCE

Per Fort Huachuca Post Policy 20-68: Dogs and cats must be on a leash not to exceed six (6) feet in length, directly under the owner's control, when in public or outside the individual resident's fenced yard. Cats are not permitted to roam – they must be kept confined while outdoors or kept indoors. Pets at large are picked up by military police and owners are cited. Pets in fenced in areas are not required to be leashed. Pets will not be restrained in any way that could cause the animal to choke or get injured, or any way that restricts access to food, water, and shelter. Owners are required to ensure that pets are wearing a collar that displays their current ID tags and current immunization tags when outside the residence.

Housing pets permanently outdoors is not allowed. Pets may be temporarily housed in resident's yard only when a fence meeting residential guidelines is installed. Pets cannot be left outdoors overnight. Pets must have suitable shelter from inclement weather, have continuous access to clean fresh water and be provided with adequate food daily. Pet food should not be left outside overnight as it could attract other wildlife. Suitable shelter shall be deemed to be a structure of sound construction, adequate in size for the animal housed sufficient to provide shade from sun and protection from rain, snow and wind. The shelter must be painted to match or blend in with the color of the pet owner's home. Inclement weather shall be described as excessive wind, rain, snow or temperatures above 80°F or below 50°F. Bedding for the pet should be of a material suitable to provide adequate comfort such as straw, woodchips, shredded cloth or blankets and must be kept free of ticks, fleas and other parasites that may affect their family and the families of their neighbors. Pet owners will remove pet houses prior to clearing housing or they will be charged for removal and disposal.

Compliance with all sanitary regulations and the necessary maintenance of the area where the animal is kept is mandatory and the direct responsibility of the pet owner. Residents are responsible for disposing of pet waste both inside and outside their yards. Residents may be fined a minimum of \$40.00 for not cleaning up properly after pets. Residents owning or keeping animals at Mountain Vista Communities are responsible for all damages caused by their pet.

3.G. LEAVING PETS UNATTENDED

Pets are not to be left unattended within the residence for more than ten (10) hours at a time. If the pet(s) are kept outside they should not be left out or unattended for more than twelve (12) hours. Housing pets permanently outdoors is not allowed. Adequate shelter (i.e. shelter capable of providing shelter from excessive wind, rain, snow or temperatures above 80°F or below 50°F), fresh water, and

food must be provided. It is the responsibility of the pet owner to establish proper care and provide alternatives for the possibility that the pet owner may be away from the home.

In any circumstance where the military police have been called to handle a complaint or when an animal is found as a stray, nuisance, menace or neglected, the owner will be investigated by military police and the animal evaluated by the post veterinarian. The owner is required to comply with any requirement as deemed necessary by the military police or post veterinarian. In most cases, the owner will be given fourteen (14) days to correct the situation and will then be reevaluated by military police, the post veterinarian and Mountain Vista Communities. In severe cases of abuse or neglect as determined by the military police and post veterinarian, the animal will be removed from the residence and the owner will be responsible for all costs incurred. The animal may or may not be returned to the owner once the investigation is complete. Written complaints received by the Mountain Vista Communities office will result in investigation by the Community Manager and, when substantiated, a Notice of Violation will be issued to the resident. Repeated lease violations may be cause for termination of the Tenant Lease Agreement by Mountain Vista Communities.

3.H. WHEN PETS DIE

If a pet dies while living on post, the resident may contact the Post Veterinarian regarding disposal of the remains. The owner of the pet is responsible for the cost of disposal. Mountain Vista Communities and Fort Huachuca prohibit burying animal remains on post grounds.

3.I. EMERGENCY

An emergency exists if a pet becomes vicious or demonstrates peculiar behavior that is documented as unsafe or dangerous to people or property. A pet owner is to designate an emergency contact within five (5) days of move-in to take responsibility for the pet in the event of an emergency and the pet owner is unavailable.

3.J. THREAT

A pet is considered a threat to the safety of others if:

- The pet does not conform to local law requirements governing licensing, behavior, or inoculations.
- The pet does not conform to pet requirements in effect as directed by Fort Huachuca Garrison policy 40-116.
- Mountain Vista Communities has received reports or complaints that the pet has behaved in a menacing manner towards humans or other animals or is destructive to property.

3.K. BASIC REQUIREMENTS

- a) All pets must be inoculated according to post regulation and local law.
- b) All pets must be licensed and micro chipped according to post regulation and local law.
- c) Two (2) pets per home are permitted. Fish, guinea pigs and hamsters will be an exception to this policy unless they are deemed a hazard or nuisance.
- d) Noisy pets that whine or bark to a level that disturbs neighbors may be deemed a nuisance. Residents are responsible for the actions of their pets and must take corrective action so as not to infringe on the peace and quiet of the neighborhood.
- e) The resident will maintain proper sanitary conditions in their home. It is the pet owner's responsibility to control odors and to remove pet waste daily.
- f) All pets must be free of fleas or other pests. Certification of extermination for fleas will be required if an infestation service order has been received, or fleas are suspected due to complaints of infestation by immediate neighbors. The written complaints will be reviewed by the Community Manager who will monitor the situation and communication with all parties involved. If extermination is deemed necessary by the service contractor, the cost will be

charged to the resident account unless they provide their own receipt for professional extermination.

- g) Solid waste from litter boxes must be removed daily and disposed of by placing in a strong plastic bag which should then be placed in a trash container with a lid that secures, to reduce odor. Litter boxes must be changed twice per week to reduce odor and possibility of the pet using an alternative area for waste that is *not* a litter box.
- h) Dogs must be taken out as needed and their waste disposed of properly as to not create unsanitary conditions in or out of residents' yards.
- i) Waste must be removed and disposed of in trash receptacles at home (as described in (h) above) or if walking or running with their pet in the housing areas, in trash receptacles located throughout those areas. Residents may be fined a minimum of \$40.00 for not cleaning up properly after pets. In the event that the resident does not remove the pet waste from their yard area, maintenance will remove the waste at a minimum charge of \$50.00 per occurrence.
- j) The Mountain Vista Communities office reserves the right to schedule an inspection of any home for adherence of cleanliness standards due to the existence of pets in the home.
- k) Pet owner agrees to abide by these Pet Rules and Regulations.

3.L. RESTRICTED AREAS

All residential areas in the community, other than the immediate area of the pet's home, are restricted areas. All pets must be kept away from playgrounds located in housing areas and the community center. Pet waste must be removed by the pet owner and placed in a waste receptacle.

3.M. DUE PROCESS

In case of emergency, as defined in these Rules and Regulations, Mountain Vista Communities will contact the proper authorities to have the pet removed. Mountain Vista Communities will not be liable for any steps taken by the proper authorities. The pet owner will be responsible for any fines, fees, or related expenses because of the actions of their pet.

If the Community Manager determines that the pet has become a nuisance, he/she will notify the pet owner, in writing, via first class mail along with a hand delivered copy. If the resident is not available, a notice will be slipped under or attached to their door. The notice gives the resident ten (10) days to arrange a meeting with the Community Manager to resolve the problem. If it is determined that the pet must be removed, a notice will be given to the resident via first class mail along with a hand delivered copy. If the resident is not available, the notice will be slipped under or attached to their door. This notice will give the resident ten (10) days from the date of notice to remove the pet. If at the end of the ten (10) days the pet owner has not removed the pet, Mountain Vista Communities will issue a thirty (30) day eviction notice based upon material non-compliance with the Rules and Regulations and substantial lease violation.

The pet owner is responsible for all charges arising from action taken as a result of their pet including but not limited to attorney's fees, court fees or other related expenses. If demand for payment of said charges is ignored or refused by the pet owner, Mountain Vista Communities will deliver a ten (10) day notice of past due charges. If at the end of ten days the past due charges are not paid, a thirty (30) day eviction notice will be delivered via first class mail, as well as by hand, based on material non-compliance and substantial lease violation.

If the pet owner repeatedly fails to provide proper care for their pets, as determined by Mountain Vista Communities or a Veterinarian Office, the designee as provided by the pet owner on application will be contacted by mail to remove the pet. If designee cannot be contacted or does not respond, Mountain Vista Communities will place the pet in the Military Police Stray Facility for a period not to exceed thirty (30) days. During that thirty (30) day period, contact and resolution will be attempted again with designee and pet owner. Mountain Vista Communities will not be responsible for the well-being of the animal or the cost incurred during the thirty (30) day period while the animal is placed in this facility. At the end of the thirty (30) day period, the pet will be turned over to the proper authorities who will

determine its disposition; Mountain Vista Communities will not have responsibility for further notification of the pet owner or for the pet after this thirty (30) day period.

If a resident who PCSs to another duty station, retires or completes their service obligation and then abandons their pet(s) upon departing the installation, the military police will be notified and a citation may be issued for abandonment of pet(s). In addition, the service members gaining command may also be notified and the cost for final disposition of the pet(s) may be levied on the service member.

3.N. PET LIABILITY INSURANCE

All Residents with pets are urged to obtain Liability Insurance to protect them in the event their pet injures or damages another resident, employee, visitor, their property or the MVC houses or property.

3.O. DAMAGES

Mountain Vista Communities will determine if additional cleaning or replacement of flooring, drywall, paint, mini blinds, doors, trim, grass, etc. is necessary, at the resident's expense, due to the presence of, or damage by, pets in the home.

SECTION 4: FIRE REGULATIONS/EVACUATION/SEVERE WEATHER

4.A. FIRE PREVENTION AND REGULATIONS

The head of the household is responsible for enforcing the following fire prevention measures:

- 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!
- Unattended lit candles or scent pots are prohibited.
- Burning of any trash or vegetation is strictly prohibited.
- Keep matches, lighters, candles, flammable liquids, and similar materials out of the reach of children. Do not allow children to play in heater rooms, attics, under buildings, in or near vacant buildings, or on construction sites.
- Smoking in bed is strictly prohibited in Mountain Vista Communities. 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.
- Portable extension cords:
 - a) Portable extension cords will not be used in lieu of permanent electrical wiring. Cords will not be spliced, taped or draped over nails or metal objects, run through holes, doors or windows; attached to building surfaces, run under rugs, or fixed in a way that may subject the wiring to physical damage. Extension cords will not be concealed behind building walls, ceilings or floors.
 - b) Only one cord will be used from each outlet plug and no more than one extension cord will be connected.
 - c) The use of extension cords with multiple outlet plugs from a single outlet is prohibited.
 - d) An extension cord will not be smaller than the appliance cord to which it is connected, and will not exceed eight (8) feet in length.

- e) High amperage equipment, electrical ranges, deep fat fryers and grills will not be operated with extension cords.
 - f) Multiple outlets with built-in circuit breakers and surge plugs are authorized.
 - g) Adapters which allow multiple use of a single receptacle are prohibited.
- 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. Kerosene, oil-burning lamps, space heaters and wood burning stoves will not be used or stored with fuel in post housing or buildings on Mountain Vista Communities, except for approved storage sheds. Portable gas or liquid fuel space heaters are prohibited in family housing, where people sleep (including tents).
 - a) Paints, varnishes, floor waxes, furniture polishes, and similar materials in tightly sealed metal containers are permitted in amounts not to exceed immediate requirements. Storage of these products follows the same rules as for flammable liquids described in the preceding paragraph. Flammable liquids will not be stored in glass or plastic containers or in any other container made of combustible material.
 - b) 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. Disposal of flammable liquids will not be made by pouring on the ground, in sewers or drains.
 - c) DO NOT store materials in the same room as a furnace. Combustible material should not be placed within three (3) feet of any portable heating device, wall, space, or floor heater.
 - Storage of Gasoline-Powered Motors
 - a) Lawn mowers, edgers, tillers, etc. shall be stored in ventilated storage areas only. If there is no ventilated storage area, they can be stored in the garage. Only two (2) gallons of gas plus what is in the equipment gas tank can be stored. Gas must be in the Underwriter's Laboratory (UL) type container with a spring-closing lid and spout cover or metal container with a tightly fitted lid. Container must be appropriately marked.
 - b) Fueling of equipment and dispensing of any flammable liquids will be done outside of all buildings.
 - c) Lawn mowers, edgers, tillers, etc. shall not be refueled until sufficient time is allowed for engine to cool.
 - d) Do not store flammable materials in heater closet or near the hot water heaters.
 - Open fires are prohibited outdoors except in specifically designed and approved outdoor equipment with proper protective screens. Fire pits shall be located at least ten (10) feet away from combustible materials and/or all buildings when in use. Fire pit shall be quenched with water or covered with a noncombustible cover to prevent sparks or hot coals from being scattered by the wind after use. This is in accordance with FH Regulation 420-13.
 - Barbeque grills and turkey fryers should be at least ten (10) feet away from structures when in use. Turkey fryers should only be used on concrete surfaces. Never use grills under porches or overhangs. Grills should not be placed near a building until cooled. Allow ashes from barbeque grills to completely burn out and cool prior to discarding them. The metal self-closing type can is again a good idea to protect your family from fire. Once the coals are cooled, generally overnight, they may be placed in a trash bag and disposed of in your regular trash. Always ensure that LP-gas cylinders' valves are turned off at the cylinders.
 - 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 combustible decorations will be flame retardant and kept to a minimum. Special instructions relative to preventing Christmas trees from becoming dry must be followed. Instructions may include re-cutting the post of the tree diagonally above the original cut and rigidly supporting the tree in a container filled with water.
- Vehicles will not be parked within fifteen (15) feet of fire hydrants.

HOME FIRE EVACUATION PLAN

The head of household should instruct all members of the family about fire prevention. 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 escaping a fire. 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 extinguishers are not provided to the residents.

FIRE PREVENTION INSPECTIONS

A fire in the home is often a reflection of someone's carelessness. 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 your home if invited by you, or when there is a reason to believe that guidance is needed. To make an appointment for the Fire Department to inspect please call 520-533-7009.

FIRE REPORTING

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

- Immediately warn all occupants and help them leave the premises.
- Close all doors when leaving.
- Notify the fire department promptly by calling 9-1-1.
- 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 and advise them if all persons are out of the building.

ALL FIRES MUST BE REPORTED REGARDLESS OF SIZE AND WHETHER OR NOT THEY HAVE BEEN EXTINGUISHED.

TESTING HOUSEHOLD SMOKE DETECTORS

REQUIRED TESTS: Not less than once a month for all detectors.

- a) Test power supply.
 - b) Check physical appearance for damage, abuse or tampering which may render the devices inoperative.
 - c) Make sure unit is securely mounted.
 - d) Check audible alarm for operation; it should be heard in all rooms of the dwelling.
-

- e) If the device has one, check indicator lamp. Some will be on, some not. When testing the device, the lamp unit will come on when operational. Others will have a lamp light indicating power on.
- f) Depress test button.
- g) In approximately fifteen (15) to thirty (30) seconds the alarm will sound.
- h) Light will glow on the side or bottom of smoke detector.
- i) If the detector does not clear itself after a short time, disconnect circuit breaker temporarily for alternating current units. If that does not reset the unit, call Mountain Vista Communities.
- j) Do not remove batteries or disconnect the alarm.
- k) If a question arises about smoke detectors, call Mountain Vista Communities Maintenance.

TESTING HOUSEHOLD CARBON MONOXIDE DETECTORS

- a) Test power supply.
- b) Check physical appearance for damage, abuse or tampering which may render the device inoperative.
- c) Make sure unit is securely plugged in.
- d) Check audible alarm for operation; it should be heard in all rooms of the dwelling.
- e) Check indicator lamps. While testing, all lamps will illuminate, and an audible alarm will sound.
- f) The detector should clear itself in a few seconds.
- g) Do not disconnect or disable the detector.
- h) If a question arises about the detector, call Mountain Vista Communities Maintenance.

Fire safety requires an ongoing partnership with residents. The greatest protections for families are the smoke detectors and carbon monoxide detectors in the homes. MVC recommends residents test smoke detectors and carbon monoxide detectors monthly. Residents should not disconnect detectors or remove batteries. Any problem with a detector should be immediately reported to Mountain Vista Communities maintenance office at 520-458-5885 for repair.

Removal or disabling of smoke detectors or carbon monoxide detectors by a resident is considered a major violation under the Tenant Lease Agreement.

Residents' housing number (address) must remain clearly visible from the street at all times. If the address light is not working, call MVC maintenance to repair.

4.B. WILDLAND FIRES AND EMERGENCY EVACUATION

WILDLAND FIRES AND EMERGENCY EVACUATION

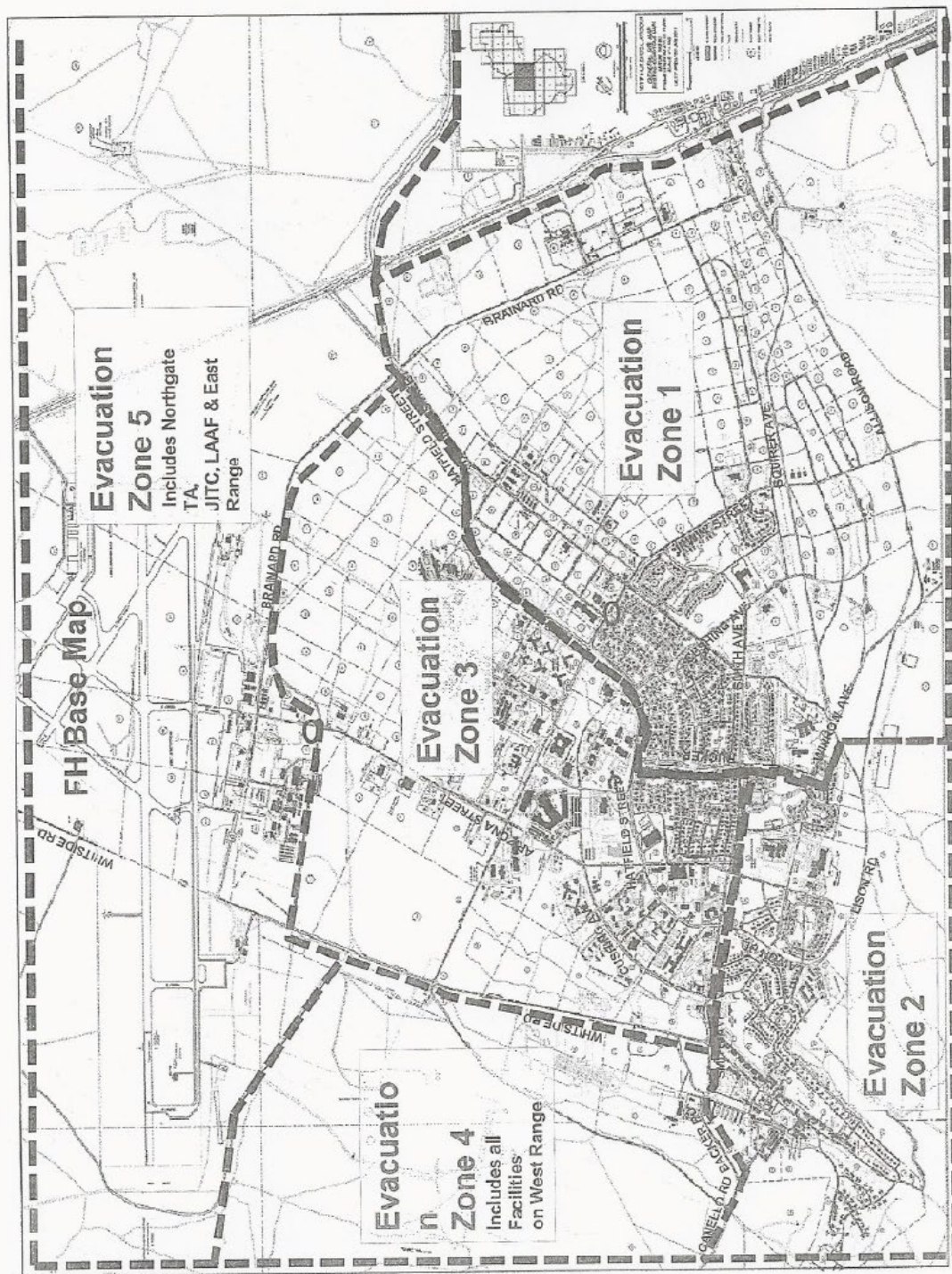
Ft. Huachuca has an evacuation plan that is flexible to accommodate any emergency. This plan is not published due to operational security. In the event of an evacuation, information will be provided by the Public Affairs Office on the Commander's Channel 97 on Cox cable or via Ft. Huachuca's Facebook page at www.facebook.com/u.s.armyforhuachuca. Also, emergency personnel and Mountain Vista Communities (MVC) employees will canvass the neighborhoods to get the information to the residents.

If an area of housing is evacuated, MVC will work with emergency personnel to ensure that all residents have vacated. Our staff will accompany MP's and Military personnel to those neighborhoods, knock on doors, and allow access when needed to confirm that the residents and pets have evacuated. Please see the Evacuation Zone Map on the following page and familiarize yourself with the zone you reside in.

- **Evacuation Zone 1: DeAnza, Gatewood, Miles Manor 2 and 3, Pershing Plaza East**
- **Evacuation Zone 2: Bonnie Blink, Cavalry Park, Coronado Village and Signal Village**
- **Evacuation Zone 3: Miles Manor 1, Pershing Plaza West**

MVC provides the current updated Resident Roster to various emergency service agencies on post. This includes your contact phone number. Please ensure that MVC has a valid home or cell phone number for your family and that all pertinent information regarding occupants and pets in your house is correct.

In the event of an evacuation, you may only have a limited time frame to leave your home. You need to plan in advance by gathering your important documents, valuables, diapers and formula, if applicable, and medications that you would need to take with you. Make sure you have some cash on hand and credit cards, plus some toiletries and clothing to last several days. Do not turn off your utilities and ensure your doors are locked upon vacating your home. Do not bring any hazardous materials when evacuating unless necessary for life/health/safety.



Please be aware that inbound and outbound traffic may be restricted to designated areas of neighborhoods and installation gates. Once you have vacated, do not return to the area until official notice has been given that the evacuation has been lifted and you may return. For the residents of Bonnie Blink, in case of evacuation, please exit the neighborhood via Andrews Road so that emergency vehicles may enter the area via Burt Road. Make sure that you and your family are familiar with all routes.

In case of an evacuation, all residents are responsible for evacuation of their pets. If you plan to evacuate to a shelter center on Ft Huachuca, each pet must have their own traveling bag, crate or sturdy carrier. The evacuation shelter points where pets will be housed is separate from the residents so the animals must be contained. Please see the 'Pet Evacuation' instructions below for additional information. If you are out of the area, please ensure that you have someone reliable that will evacuate your pets for you.

In the event of an evacuation, all Ft Huachuca Accommodation Schools will be cancelled and evacuated. Please check with the schools for further information regarding this process.

If you or a family member has special needs and requires assistance with evacuating the residence, it is your responsibility to inform emergency services of assistance requirements.

PET EVACUATION

The following is provided to assist you with evacuating pets from your home during an emergency:

Mandatory requirements are as follows:

- Owners will be responsible for the proper care and evacuation of their own pets
- All animals must have their own holding kennels
- Animals will not be accepted by evacuation services without an appropriate sized kennel with identification
- Owner must provide:
 - Food and water bowl
 - Enough food for one week in an airtight container
 - Leashes
- All dogs will be kept on a leash at all times while outside the kennel
- Animals must be current on all vaccinations
 - Canine: Rabies; Distemper; Bordetella; flea and tick prevention
 - Feline: Rabies; Feline Distemper; flea and tick prevention
- Without proof of vaccination animal will be vaccinated at the owner's expense
- Animals must have a valid microchip
- Those without valid microchips will be given one at the owner's expense

Additional requirement for cats:

- Cats must be kept in a cage that is of sufficient size to hold its food bowl, water bowl and litter box, with enough extra space for the animal to lie down
- Waste disposal must occur daily
- Owner must provide their own kitty litter

Owner considerations and recommendations:

- Waste clean-up items (poop bags)
- Medications if required
 - One weeks' worth of medication accompanied with the prescription
- Warning tags if needed
 - For example, 'animal bites' or 'has a medical condition'
- Towels and cleaning items and supplies
- Collar with name tags
- Pet toys

4.C. SEVERE WEATHER

It is important to be aware of the challenge of living with the diversity of severe weather, extreme heat and floods in Arizona. Severe weather such as extreme summer heat and exposure to ultraviolet radiation from the sun may threaten lives and contribute to increasing public health problems such as skin cancer. Arizona thunderstorms can cause floods, damaging high winds and lightning, which threaten the safety of people who live in, and travel through, Arizona. Simple and inexpensive measures to protect life and property include:

- Create a family emergency plan and practice it regularly;
- Modify daily routine to reduce exposure to the sun during peak intensity;
- Learn the signs and remedies of heat sickness and dehydration;
- Secure plants and outdoor furniture that may become airborne during extreme wind;
- Go indoors as storms approach; and
- Stay out of flooded streams.

During the months of July, August and September we experience **monsoon**, a season of high temperatures, high winds and high moisture resulting in potentially deadly weather. Storms range from minor dust storms to violent thunderstorms. Typically, Arizona monsoon storms start with heavy winds sometimes resulting in a visible wall of dust hundreds of feet high moving across the horizon. These dust storms are normally accompanied by frequent thunder and lightning often leading to heavy downpours.

Serious damage can occur from high winds, or from debris being tossed by those high winds. It is not unusual for trees to be downed, power lines to be damaged, and roof damage to occur. Power outages for short periods of time are not uncommon.

When high volume rain descends upon the desert, the ground and the surface streets flood. Most roads in the area are not built to drain water quickly since such rain is too rare to justify the extra costs involved in constructing an elaborate drainage system. Quite often the rain pools on streets for a few hours after monsoon storms causing dangerous driving conditions. The worst areas for flooding are the many washes in the area, small gullies where heavy rains drained off the land long before roads were built through them. That's where drivers normally encounter signs cautioning against crossing the road when flooded.

Those signs should be heeded carefully. Even if water rushing across the road looks only an inch or two deep, it may very well be so deep that vehicles, including high clearance trucks, stall and get stuck in the wash. If you should get trapped, firefighters, as rescue workers, need to be called to get you out. In Arizona under the "Stupid Motorist Law", municipalities and rescue agencies can charge people for the cost of being rescued if they fail to observe posted warnings.

The Fort Huachuca Commander's Access channel and other local television and radio stations will give excellent, up-to-the-minute severe weather bulletins on impending storms.

For critical information effecting the installation please call the information hotline, at 520-538-4636.

Disaster Preparedness links:

<http://www.fema.gov> and <http://www.dem.state.az.us>

SECTION 5: ENERGY AND WATER CONSERVATION

Utility conservation is a joint effort. The goal is to accomplish energy conservation without impacting the residents' quality of life, by initiating a focus on public awareness. Residents are responsible for practicing energy conservation.

Remember: The energy saved today will be available for the future.

To conserve and reduce energy consumption, residents should:

- Set air conditioners between 76-78°F during the day and 78-80°F at night;
- Set heat between 68-70°F during the day and reduce to 60-62°F at night;
- Close all exterior doors and windows while operating HVAC;
- Do not place furniture or carpets in such a way that it blocks HVAC registers and/or returns;
- Immediately report any problems with HVAC;
- When the home will be vacant for an extended period (weekends, holidays or vacations) during the heating season, turn thermostats back to the lowest possible setting, but no lower than 50°F to prevent water lines from freezing;
- If the home will be vacant for an extended period of time (weekends, holidays, or vacations) during the air conditioning season, the air conditioning should be set to 85°F.
- Do not use stove/oven for heating the home;
- Be aware of passive solar energy. Open blinds and drapes to allow heat in during the winter. Close blinds and drapes to keep heat out during the summer;
- Understand that fireplaces generally waste energy, use them sparingly and be sure to close the flue damper when not in use;
- Turn off all exterior/outside lights during daylight hours;
- Turn off lights and appliances (TVs, stereos, etc.) in unoccupied rooms, including garages;
- Remove excess food from dishes prior to running the dishwasher;
- Run dishwashers only when fully loaded;
- Avoid heated dry cycle on dishwashers when possible;
- Use cold water when operating the garbage disposal;
- Do not keep refrigerator/freezer on the coldest setting;
- Ensure door seals on refrigerator/freezers are airtight;
- Make sure faucets are shut off properly;
- Immediately report all leaking faucets and/or running toilets to MVC Maintenance;
- Do full loads of laundry and make sure the water level is set to the proper size load;
- Do not remove or replace devices that have been installed to conserve water such as low flow showerheads and faucets;
- Be aware that showers use less water than baths;
- Reduce water usage to clean sidewalks, patios, and driveways;
- Report sources of air infiltration to Mountain Vista Communities (gaps around doors, windows, etc.).
- Watch the base newspaper, base bulletin, Commander's Access Channel, and/or property website for lawn watering schedule, when restrictions are required.
- Car washing in family housing areas using a sponge and bucket is permissible. Hoses should only be used during rinsing activities and must be turned off during all other washing activities.
- The use of power washers for car washing is not authorized anywhere on post. This prohibition is not just for water conservation but to eliminate non-point sources of pollution to natural drainages in accordance with state law.
- Mist cooling systems are prohibited from use at any facility on post.

Mountain Vista Communities has an obligation to be a responsible steward of our desert environment. Water conservation is required at Fort Huachuca, and constitutes part of the Fort's compliance with the Endangered Species Act. Fort Huachuca has a Water Wise Program to assist residents to conserve water through water audits and other water conservation educational material. Some of the family housing areas are also xeriscaped to conserve water. Water meters are installed on all housing units to assist in determining if there are leaks and monitor high water use residences and take appropriate action. Fort Huachuca has had an irrigation policy for many years and this policy is incorporated by reference into this handbook. In family housing areas, the following paragraphs establish irrigation and water management policies.

Attended, hand held hoses to water lawns, trees, shrubs, gardens and flowers may be used throughout the year at any time. Newly seeded lawn areas may be watered with hand-held hoses only, except as

otherwise allowed in paragraphs below. Residents are urged to time reseeding to take advantage of summer (usually July and August) rains. Call 520-538-SAVE in advance to get a copy of reseeding guidelines to improve success in germination.

Watering between the hours of 9:00 am and 4:00 pm and during the months of November through March and July and August is strictly **prohibited**. Due to water storage and pressure limitations, sprinkler use is staggered by area. The Bonnie Blink area residents may water with sprinklers on Wednesdays and Sundays. The remainder of the family housing area residents may water with sprinklers on Tuesdays and Saturdays. Timers may be used but activated **only** within authorized hours.

Residents must provide sufficient watering with hand-held hoses to maintain the health of trees and shrubs in their yard however care must be taken to prevent water from running onto pavement or into the street. No water is to run from unattended hoses. Sprinklers shall not be operated so as to cause ponding of water or runoff from the yard on to pavement or into the street. When water is emptied from wading pools or other collection devices, it should be released where it can be used by lawns and vegetation, and not into the street. Additional information and plant watering guidelines are available at <http://cals.arizona.edu/cochise/waterwise/landscaping.html>.

All water leaks, regardless of how small, should be called into maintenance immediately.

For further information regarding Fort Huachuca Water Conservation and Management, please refer to Policy 21-70 Fort Huachuca Water Conservation dated 10 May 2021 at <https://home.army.mil/huachuca/index.php/about/us-army-garrison-policy-memorandums>

SECTION 6: PARKING RESTRICTIONS/VEHICLE PROCEDURE

6.A. PARKING

Vehicles parked in the street pose hazards for children and pets. In addition, vehicles parked in this manner can restrict access for emergency vehicles and daily service vehicles such as postal trucks, refuse trucks, moving vans, and school buses. Therefore, it is imperative vehicles be parked in their intended locations. Parking in common parking lots will be on a first-come, first-served basis.

Family vehicles not considered RVs (6.B below), which are properly licensed and registered, may be parked in the garage, in the driveway, or in authorized parking areas along the road surface beside the curb, in that priority.

Residents and guests must not park in the following locations:

- In a location that interferes with residential mailbox access;
- Within fifteen (15) feet of a fire hydrant or any location with a red or yellow curb;
- Within thirty (30) feet of an intersection;
- On lawns, grassed areas or xeriscaped areas;
- In front of refuse/recycle containers at curbside for pickup;
- In cul-de-sacs (in a manner which restricts access by emergency vehicles);
- Motorcycles/mopeds on patios, sidewalks or grassy areas.
- Blocking access to sidewalks
- Parking against the flow of traffic

Vehicles that are inoperable or unregistered are **not** allowed to be parked in the housing areas. Violators will be contacted by Mountain Vista Communities or military police for compliance. If the problem is not corrected, or presents a traffic or safety hazard, the vehicle will be towed at owner expense immediately, in accordance with base regulations.

6.B. RECREATIONAL VEHICLE PARKING RESTRICTION

RVs, including but not limited to: motor homes; campers; travel trailers; boats; boat trailers; trailers; ATVs/off-road vehicles; **or** any commercial trucks with exposed storage racks or more than four (4) wheels or exceeding a GCVWR of 12,000 pounds must park in the designated RV parking lot and are not allowed to be parked in the housing areas. The exception to this policy is an RV that is parked at the residence temporarily for loading or unloading, with permission from the Mountain Vista Communities office. If the resident has an emergency that requires longer parking against this policy, they must notify and receive written permission from the Mountain Vista Communities office.

6.C. SPEED LIMIT/OPERATING AREAS

Residents will comply with all posted speed limits. The speed limit in all housing areas is **15mph, unless otherwise posted**. Privately owned vehicles (POV) are limited to the hard surface roads. Only bicycles and pedestrians may use dirt trails and paths.

Traffic regulations on the base are detailed and enforced by the Military Police. Consult these existing documents for information on punitive measures for traffic regulations enforceable by the MPs (such as, parking where prohibited, on sidewalks, in crosswalks, within fifteen (15) feet of fire hydrants, against the flow of traffic, and in front of public driveways). Punitive violations may result in judicial or non-judicial action.

Residents must not interfere with the parking rights of other residents. Do not park oversized vehicles and equipment in the housing areas (i.e. 18-wheelers, tractor-trailers, dump trucks, etc.).

6.D. VEHICLE MAINTENANCE

Vehicle repair and maintenance activities are prohibited in the housing areas. No fluid replacement may be performed anywhere on post except for the Car Care Center. Permissible activities include the replacement of a flat tire and changing of a battery or any other maintenance that can be completed to ensure the vehicle is in running condition within twenty-four (24) hours. No other vehicle service or repairs are allowed at any time. Preventative measures should be taken to keep the garage floor and driveway free of stains; i.e., car oil, grease and rust. Garage floors and driveways must be reasonably free of stains upon move-out. Improper disposal of hazardous materials, to include automotive fluids and batteries, is prohibited.

SECTION 7: ALTERATIONS / ADDITIONS

Residents are not permitted to make any alterations or additions to the residences or grounds without prior written approval from Mountain Vista Communities.

Permanent alterations to the home will not be authorized. Permanent alterations include (but are not limited to):

- Latticework;
- Plastic Sheeting;
- Non-standard Fences;
- Structural Changes;
- Remodeling;
- Awnings, signs, window tinting or screen doors;
- Alterations to carports, porches, patios, or balconies;
- Changes in landscape planting beds, site drainage, or hardscape features;
- Installation of temporary or permanent structures;
- Permanent clothesline installation.

All equipment must be permanently retained in its original location. Unless Mountain Vista Communities gives advance written consent in each and every instance, residents may not install machinery, refrigeration, heating devices, air conditioning apparatus, or use any other illumination other than electric lights. Because they are deemed hazardous to life, limb, and property, kerosene heaters are strictly forbidden to be used or brought into the homes.

All requests for temporary alterations, as well as the attaching or removing of fixtures or appliances, must be submitted in writing to Mountain Vista Communities using the Request to Make Alterations Form which can be obtained from the Mountain Vista Communities office or on the webpage.

After receiving approval for alteration and prior to vacating a home, the following must be completed at the resident's expense:

- All approved temporary alterations must be removed and the residence returned to its original condition; and
- Any damages to the residence or yard area of residence must be corrected.

Residents will not be allowed to nail, screw, or bolt items onto the exterior of the residence. Additional detail regarding installation of satellite dishes is presented below.

Should available housing not contain adequate accessibility features, Mountain Vista Communities will work with the family to determine what accommodations can be made to improve accessibility. Structural modifications may be significantly limited in homes with historical designation. Families with exceptional family members will never be denied housing solely because the housing lacks accessibility features. The final decision to accept housing rests solely with the family.

Mountain Vista Communities recognizes that residents are not required to identify accommodation needs at the time they apply for housing but may later choose to identify accommodation requirements. Mountain Vista Communities also recognizes that accommodation needs may change after initial occupancy. Families with special accommodation needs may request, at any time during occupancy, that community management consider accommodations to improve their housing experience.

Requests for accommodations should be submitted to Mountain Vista Communities in writing, detailing the accommodations that are being requested. All requests for accommodations will be immediately acknowledged by Mountain Vista Communities. Mountain Vista Communities will initiate a dialogue with the family to discuss all possible remedies available.

7.A. FENCING

Resident installed fencing may be permitted with prior written approval through Mountain Vista Communities in accordance with MVC standards. Only 4' chain link fence is allowed in all housing neighborhoods other than Historic Cavalry Park 2 and 3, and a dig permit must be secured by the resident through the MVC maintenance office. Any alterations to the fencing must be approved through Mountain Vista Communities (to include materials used) prior to installation. Secondary fencing materials can only be temporarily attached to the interior of the existing fence, must be securely attached, cannot exceed the height of the existing fence, and must be maintained in a visually pleasing manner at all times. Access gates must remain fully operational and not impede operation after the installation of the secondary fence.

Fencing in Historic Cavalry Park 2 and 3 must meet State Historic Preservation Office (SHPO) requirements. Contact Mountain Vista Communities for more information.

7.B. ANTENNAS / SATELLITE DISHES

While external television and radio antennas are not permitted, satellite systems will be allowed. However, only one satellite dish is allowed per residence and must be removed at move-out. **All** satellite dishes must be approved before installation. To ensure installation does not damage homes or detract from the appearance of the homes or the community, installation will be restricted to specific areas. Historic homes are only allowed to have satellite dishes at the back of the home and must

comply with Arizona State Historical Preservation Office regulations. Please contact the management office for prior approval.

Dishes may **not** be mounted directly on homes, including the roof, clothesline pole, false chimney, fencing/wall, vent pipe, or attached to any part of the gutter. The satellite dish and supports must be constructed of rust proof materials and placed away from any electrical power lines except where existing satellite mounts are provided.

Ground mounted satellite dishes must be located in the resident's back yard. All cables serving a ground-mounted satellite dish antenna must be buried a minimum of 2" below the surface, up to a point of 1' from where the cable enters the house. Prior to the installation of the ground-mounted satellite dish antenna, the resident must arrange for all utility service lines to be located and marked; i.e. gas, water, sewer, telephone, etc. and excavation permit. Upon completion, the resident will be notified that he or she may proceed.

All interior cables must be internalized within the wall cavities and/or located in attics, crawl spaces or basements and properly secured. Exposed lines are not allowed. Television antennas are prohibited.

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

All requests for satellite installation must be made by completing the Request to Make Alterations Form and submitted to the Community Manager prior to installation. If a satellite dish is installed improperly and without management approval, removal and reinstall will be at the residents' expense.

7.C. ADDITIONAL LOCKS

Residents requesting that locks be changed should contact the Mountain Vista Communities office. Residents must pay for the lock changing service unless a copy of the Military Police report or journal entry is provided indicating the resident's safety is at risk.

- Chain locks, flip locks, barrel bolts, surface bolts, safety hasp or other type security door guard will not be permitted;
- Residents needing assistance due to lock out should contact Mountain Vista Communities during regular operating hours. After regular hours, the call center will page the appropriate person. There will be a \$50.00 charge for after-hours lockouts;
- Residents will not change locks or lock cylinders;
- Residents will be charged for repair or the replacement of the locks in violation of this policy.

7.D. HOME DECORATING AND YARD MAINTENANCE

Mountain Vista Communities will clean, perform maintenance and paint each home (as needed) with a standard paint scheme prior to a new family moving in. Residents may wish to add customized accents to make their house feel more like home. While Mountain Vista Communities 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, borders, ceiling fans, structural changes and remodeling.

- Only small nails or "J" hooks should be used for hanging items on walls;
- Limit the number of nails or wall hanging devices installed. Do not put nails or screws into wood, doors, doorframes, metal, cement, brick or cinder block surfaces;
- Tenants are permitted to anchor any furniture, television, or large appliance to the wall of the unit for purposes of preventing such item from tipping over, types of anchoring system are limited to those provided for the furniture, television, or large appliance.
- Adhesive wall mirrors, wallpaper, 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 is **prohibited**;
- Window coverings should be attractive and required to have a white or beige backing. Sheets, blankets, plastic, aluminum foil, and other such items are not acceptable window coverings;
- Mops, brooms, rags, yard tools and equipment, or other clutter are unsightly and may not be stored at any location in front of the house;
- The front and side areas of all buildings must be kept clear of furniture, bicycles, toys, and other personal belongings;
- Do not hang rugs, clothing or other items on the exterior walls or fencing;
- Trees and shrubbery are a vital and valuable part of the community, and the resident will be liable for damages for any mutilation or defacing for which the resident, his or her family and/or guests are responsible;
- Littering is a major cause of property deterioration. To help eliminate this problem, residents are strongly encouraged to refrain from doing so;
- Window shades, blinds, screens, and curtain rods that are torn, bent, or damaged must be replaced immediately for aesthetic appearances;
- Any expense incurred by Mountain Vista Communities as a result of mistreatment of the residence or common areas will be assessed against the resident. This includes the destruction of the lawn around the residence as a result of traffic on the grass areas, from children and pets digging in the ground, etc.
- Any painting that has been performed in the house must be primed and painted back to the original color prior to move-out to avoid painting charges by Mountain Vista Communities.

All requests for alterations of any kind must be made by completing the Request for Alterations form and submitted to the Community Manager prior to performing any work. Mountain Vista Communities reserves the right to allow/disallow alterations.

7.E. POOLS

A small wading pool that allows not more than eighteen (18") inches of water and no larger than eight (8') feet in diameter is permitted. An adult (18 years or older) must be present to supervise pool use, and pools must be drained when not in use. Pools are not to be utilized in the front of the residence; they must be placed in the back of the residence or on the side of the residence if there is no backyard. Pools must be located in a fenced-in area.

The use of wading pools is subject to watering restrictions as directed by the installation environmental office.

7.F. TRAMPOLINES

Rules for trampolines are as follows:

- Trampolines must have a clearly visible, permanently attached label with the service member's name, address and phone number;
- Trampolines must be securely anchored to the ground and NOT attached to the house or fence (a no charge digging permit from MVC maintenance will be required);
- Trampolines must have safety nets;
- Trampolines are allowed only in fenced-in back yards;
- An adult (18 years or older) must be present to supervise trampoline use;
- Grass under and around trampolines must be properly maintained;
- Any damages caused by trampolines will be at the resident's expense.
- Dig permits must be secured prior to trampoline installation.

7.G. YARD ORNAMENTS

Residents may place lawn ornaments on the lawn if the decorations are maintained and presented in a pleasing appearance and will not interfere with maintenance of the lawn. If ornaments become worn and show wear, the Community Manager will issue a violation, if not resolved within forty-eight (48) hours. The Community Manager may remove the ornaments and will dispose of them after 30 days. Residents may collect them from the Mountain Vista Communities office.

7.H. PATIO/LAWN FURNISHING AND PLAYGROUND EQUIPMENT

Patio furniture should be located on the front porch or in the back yard. Lawn furnishings and playground equipment are to be in the backyard, or the side yard where no back yard exists. Furnishings and playground equipment must be maintained and presented in a pleasing appearance. The equipment must be properly assembled without defects to ensure the safety of those using it. The resident is completely responsible for the supervision, safety, and maintenance of the equipment. Upon move-out, the resident is responsible for removing the equipment and for any yard areas damaged due to installation, removal or use of equipment.

7.I. TREE SWINGS AND HAMMOCKS

Tree swings, tree hammocks and tree houses of any type are strictly prohibited. Trees and Utility Poles should not be used to install dog runs, basketball goals, and similar items.

7.J. PORTABLE SUNSHADES AND TENTS

The unpredictable climate occasionally produces severe weather. During such conditions, tents and portable sunshades become hazardous projectiles/debris. Consequently, these items may be utilized for no longer than 48 hours continuously and must be taken down in the event of a weather warning.

7.K. STORAGE

Mountain Vista Communities approval for the placement, size, color, materials and all specifications of sheds or utility structures must be obtained at the Mountain Vista Communities office prior to installation. Residents are required to get a utility clearance from Mountain Vista Communities Maintenance before installing storage sheds to prevent placing the sheds over utility lines. Shed or structure size shall not exceed 10' X 10' X 10'. Sheds must be securely anchored to the ground and NOT attached to the house or fence. Sheds will be allowed in fenced back yards only.

Residents are responsible for:

- Moving personally owned or rented storage sheds prior to vacating the home;
- Restoring turf to its original condition upon removal of storage shed;
- Damages to any property caused by the installation or removal of the storage shed.

7.L. SECURITY ALARMS

The installation of security systems is subject to approval. Authorization must be requested prior to installation by completing a request for alterations form providing details of the installation. The Army may install and maintain security devices and communication equipment necessary in high-profile units. Mountain Vista Communities will not prohibit the installation of a security alarm if it is a requirement.

Service members and family members are permitted to take pictures and videos using hand-held devices such as smart phones or video recorders in and around their immediate quarters. Service members and family members are prohibited from emplacing security or surveillance photographing or video devices in, on, or around their quarters unless the images captured are of the house itself, such as a porch area. No security or surveillance device will be placed in such a way that it captures images of any outward direction including yards, sidewalks, streets, or other residences.

7.M. WATERBEDS

Due to the historic nature or condition of certain homes, the use of waterbeds may be prohibited. Use of waterbeds is restricted to first floor bedrooms only. Residents will be held liable for any damage caused by the use of a waterbed.

7.N. HOLIDAY LIGHTING AND ORNAMENTS

A reasonable amount of inside/outside holiday decorations can be displayed thirty (30) days prior to the holiday and removed within two weeks after the holiday. Holiday exterior lighting should only be used during the evening period between 6:00 pm to 11:00 pm. Rooftop access and decorations 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 use clips or tape to install holiday lighting;
- Residents will carefully inspect and control ornamental lighting to avoid fire;
- Outside lights and electrical cords must be designated for outdoor use;
- Residents will check their smoke alarms prior to using holiday decorations.
- No offensive, distasteful or abusive decorations will be allowed.

7.O. FLAGS AND BANNERS

Authorized flags that can be displayed must fall within the guidance of Fort Huachuca Post Policy 20-58, Public Display or Depiction of Flags. Flags must be attached to a flagpole and the flagpole must be placed into an approved flagpole bracket. Flagpole brackets may not be attached to brick, vinyl, aluminum or any other metal siding or windows. Flags must be in good condition with no fraying or visible wearing. In general, banners and signs are prohibited; however, residents may request an exception, which will be reviewed on a case-by-case basis.

7.P. HOT TUBS / WINDOW MOUNTED AIR CONDITIONING/ TANNING BEDS

Hot tubs, tanning beds and window mounted air conditioning units are strictly **prohibited**.

7.Q. CARPET INSTALLATION

Carpet installation with tack strip, glue, double backed tape or any adhesive is strictly **prohibited**. Carpet may be laid upon existing flooring with proper underlay to prevent floor damage. This carpet must be rolled up and removed at move-out and prior to any move-out or pre-termination inspections.

SECTION 8: MOVE-OUT PROCEDURES

8.A. ABANDONMENT POLICY

Residences are considered abandoned when, after thirty (30) days, there is no reasonable evidence that the home is occupied. The Mountain Vista Communities Community Manager will determine if the unit is abandoned and will advise the Army of this determination. If an abandoned unit is reclaimed, the resident will be responsible for the cost of damages above and beyond normal wear and tear, cleaning, and unpaid charges and rent due. The resident will be notified prior to Mountain Vista Communities availing themselves of other remedies. Mountain Vista Communities will not be responsible for belongings that are left in an abandoned unit and identified by the Community Manager as items to be discarded.

8.B. MOVE-OUT

A 30-day written notice of move-out must be provided to the Mountain Vista Communities office in accordance with the time frames required in the Tenant Lease Agreement. Penalties will be assessed for failure to provide a full thirty-day notice or failure to fulfill lease obligations.

Upon receipt of the above information, the Mountain Vista Communities office will provide the resident with written instructions on minimum standards of cleanliness and conditions that are required. Attached hereto is Appendix A that details these minimum standards.

Mountain Vista Communities will schedule a pre-move-out inspection once notified that the home is ready for inspection. Usually, this inspection will take place not more than thirty (30) days prior to the vacate date or based on the date notice is given. The purpose of the inspection is to make the resident aware of any items that may not meet standards prior to moving such that the resident might take appropriate action to remediate such deficiencies. No routine service orders will be performed on a residence 2 weeks prior to move-out. These work orders will be cancelled and noted on the make ready tracker for completion during turn. The Move-In Inspection Sheet will be referenced when performing the move-out inspection. Charges will be assessed for any items that are determined to be beyond normal wear and tear in accordance with the attached schedule of charges (Appendix B). The resident will be made aware of the amount of charges associated with deficiencies noted and the resident will be assessed these charges if damages are not satisfactorily repaired. Final clearance will not be given until all invoices for damages and repairs are paid in full.

A final inspection will be performed on the planned move-out date once the house is cleared of all personal items and ready for inspection per the Move-Out Checklist. If documented damages caused by the resident and as noted in the pre move-out inspection are not repaired, the resident will need to ensure that any damages are fixed that day or the resident will pay for those damages by certified check, cashier's check, money order, payroll allotment or credit or debit card prior to leaving the installation. No Cash payments will be accepted. All itemized damages will be documented by photographs. Upon completion of the final inspection, Mountain Vista Communities will accept the keys and issue a Termination from Housing Notice to the resident and a copy of the document for electronic transfer of BAH will also be provided.

In the event there is a need to change move-out dates, the resident will notify the Mountain Vista Communities office as soon as is practicable. Mountain Vista Communities will endeavor to make every accommodation to the resident consistent with the need to change dates.

SECTION 9: RESPONSIBILITIES AND SUPERVISION OF MINOR CHILDREN

9.A. BICYCLES, SCOOTERS AND ROLLERBLADES

To promote a pleasing property appearance, all bicycles are to be stored in the designated storage area or in the garage. Bicycles, scooters or tricycles are not to be left on sidewalks, in driveways or on the grass areas around the residence.

Other toys and play equipment may be placed on the grounds in the back yard of the residence. Written permission to place swings, sandboxes, playhouses and the like must be secured from Mountain Vista Communities prior to placement or installation.

Policing the grounds around the house is the responsibility of the parent or guardian. Maintaining a neat appearance is the community goal.

Mountain Vista Communities will not be responsible for any resident items that are stolen or damaged.

9.B. CHILDREN AT HOME POLICY

Residents are responsible for the monitoring, care and safety of children living on base at Mountain Vista Communities and to abide by all policies set forth by Fort Huachuca Garrison Policy 20-55. Children aged 4 and under require close supervision at all times. Children the age five (5) to nine (9) will not be left alone at home, in parked vehicles, or permitted in any public facility or public area without adult supervision or the presence of a licensed childcare provider. Supervision is defined as being under the care of an adult or licensed childcare provider within the home or in the immediate vicinity of the person supervising, not to exceed visual contact and/or forty (40') feet, whichever is less. Children 10 years old may be left alone at home or outside unattended for up to 3 hours, but must have access to indirect supervision (neighbor or parent by phone). Children 11-13 years of age may be left alone for no longer than 6 hours with access to adult supervision or intermittent supervision. Children 11-12 years of age may babysit siblings (babysitting course is strongly recommended). Once a child has reached the age of 13 they may babysit others, although the babysitting course is required and it is the parent or guardians responsibility to select an appropriate babysitter. Children 14-15 years old may be left unattended, but parents are responsible for their children and their actions. Children under the age of 16 will not be left alone overnight unless with a responsible adult (18 years or older) with a medical power of attorney.

Kindergarten and 1st graders (under 7) may not walk to and from school or other supervised activities alone, Kindergarten and 1st graders may walk to school and supervised events if accompanied by someone 7 years of age or older. 2nd through 5th graders may walk to and from school or other supervised activities alone.

Special provisions are in place for EFMP, FCC, etc. For more detailed information regarding the post policy, please refer to Fort Huachuca Garrison policy 20-55, Supervision of Minor Children on Fort Huachuca dated 17 July 2020.

Unless accompanied by a parent, guardian or responsible adult, curfew for all dependents and guests under 18 years of age is 11:00 pm during vacation periods, Friday and Saturday nights, and nights preceding school holidays. Exceptions may be made on a case by case basis for school functions, teen programs, emergencies, or employment. During all other periods, dependents and guests under the age of 18 will be in their homes no later than 10:00pm.

Every resident of the community is responsible for reporting any suspected neglect or child abuse or known violations of the Unattended Children Policy to the Military Police. The Military Police will respond to and investigate the reported violation. This policy will be strictly enforced. Residents or guardians who knowingly allow their child/children to remain in the home unsupervised or who fail to prevent child abuse are subject to disciplinary actions, civilian prosecution and/or termination of their Tenant Lease Agreement.

9.C. KEY AUTHORIZATION / POLICY

During the course of preparing a unit for re-occupancy, the locks are changed on the unit. All keys will match the new locks. One key will be issued to all members of the family listed on the Housing Agreement age 18 and over. Exceptions to this policy may be made on a case-by-case basis.

In the event that keys are lost, they will be replaced at a charge of \$10.00 per key and \$40.00 per re-coring of the mailbox lock. Garage door openers will be replaced at a cost of \$50.00 each. Locks may also be changed at the request of an adult member of the household at a charge to the resident. If this is requested, the replacement of the keys for the allowed family members shall be at a cost of \$10.00 per key.

Only adult members (over eighteen) will be issued a mailbox key. Should these mailbox keys be lost they will be replaced at a cost of \$10.00. These charges are subject to change.

Replacement keys will be issued at the replacement cost to adult members of the household. There will be no charge to open the door during normal office hours, so long as it is not of a repetitive nature. On the second or subsequent occurrence of a lock-out occurring during business hours, a charge of \$50.00 will be assessed. There will be a \$50.00 charge for after-hours lockouts. Mountain Vista Communities will only open the door for a person listed on the lease with proper identification. Mountain

Vista Communities will not open the door for any person under the age of eighteen (18) who is locked out unless there is a recorded parental plan of action in the resident's housing file authorizing the entry. Exceptions will be dealt with on a case-by-case basis.

9.D. PROHIBITED PLAY AREAS

Children are prohibited from playing on or near the following:

- Buildings under construction and/or any construction site, whether work is in progress or not;
- Any unoccupied building, surrounding yard or structure;
- Any trees, shrubs or plantings in public areas that will cause damage to the landscape;
- Any equipment owned by contractor or government, including but not limited to mowers, construction equipment or trailers, maintenance trucks etc.;
- Any drainage ditches or culverts.

Parents or guardians will be held responsible for any damages or injuries resulting from violation of this policy and/or any rescue, if necessary.

9.E. SUPERVISION LEVELS

Parents are responsible for the conduct of their children and/or dependents at all times. They assume liability for any charges caused by the unlawful or negligent conduct of their children, dependents and any visitors to their home.

This policy applies to all residents, their family members and authorized guests, and is designed to ensure that all family members and agencies cooperate to produce an environment that promotes the safety of the children living in Mountain Vista Communities. This policy also applies to any civilian personnel who may be present during the performance of official childcare duties and who are registered with the Child and Youth Services on the post.

REFER TO SECTION 9.B. 'CHILDREN AT HOME POLICY' AND FORT HUACHUCA GARRISON POLICY 20-55, SUPERVISION OF MINOR CHILDREN ON FORT HUACHUCA.9.F. COMMUNITY CENTER SUPERVISION

No children under the age of 16 will be permitted in the Community Center without adult supervision. No children under the age of 15 will be permitted to use the exercise room in the Community Center. Violation of Community Center rules could result in loss of Community Center privileges.

SECTION 10: MISCELLANEOUS

10.A. BASKETBALL BACKBOARDS

Rules for basketball backboards are as follows:

- Only portable basketball backboards may be positioned alongside driveways.
- Backboards will not be placed in common area parking lots.
- Backboards that block access for trash collection or mowing will result in that service not being provided to the residence on the first occurrence. Any subsequent occurrence will result in the household being requested to relocate the basketball apparatus interfering with the services. On the third occurrence Mountain Vista Communities will require the permanent removal of the basketball apparatus from that residence.

Backboards will not be located within ten (10') feet of the street or in cul-de-sacs. Backboards must be secured in inclement weather. Any damages caused by a backboard will be at the resident's expense.

10.B. BICYCLES, SKATEBOARDS, SCOOTERS, TRICYCLES, ROLLER BLADES, AND PLAY EQUIPMENT.

Bicycles, skateboards, scooters, tricycles, roller blades and other play equipment should be used responsibly. Responsible usage includes obeying traffic laws, ensuring equipment is in proper working order, and not engaging in “trick riding” (i.e. jumping curbs, riding rails, etc.). Equipment should also be properly stored in designated storage areas or garages. Proper storage of such equipment will not only lengthen its useful life, but also promote a more pleasing property appearance in housing areas. While Mountain Vista Communities encourages the use of such equipment to arrive at community centers and playgrounds, this equipment is not permitted inside or on these community amenities. Mountain Vista Communities encourages residents to secure such equipment when not in use.

Written permission from Mountain Vista Communities to place swings, sandboxes, playhouses and the like must be procured from the Mountain Vista Communities office prior to placement or installation. Policing the grounds around homes is the responsibility of the parent or guardian. Maintaining a neat appearance is a primary community goal.

10.C. CRIME, VANDALISM AND COMMUNITY SAFETY

It is expected that the residents living in Mountain Vista Communities will abide by the guidelines in this handbook and the regulations set forth by Fort Huachuca related to the peaceful enjoyment of all residents and public areas on Post. These guidelines and regulations are basic in nature and are intended to provide the residents peaceful enjoyment of the area surrounding their home.

Resident involvement and awareness of personal safety are always the most effective deterrents to crime and vandalism.

10.D. FIREWORKS

All fireworks on MVC property are strictly **prohibited** under Fort Huachuca Fire Prevention and Protection Program FH Reg 420-13 and Registration, Possession, and use of Privately Owned Weapons and Ammunition FH Reg 190-11.

10.E. GARAGE/YARD SALES

Garage/Yard Sales are authorized twice a year, the time frame for these sales coincides with Fort Huachuca Spring and Fall Clean up events. Dates will be published as each event is scheduled. Residents may hold yard and garage sales in the housing area subject to the following conditions:

- Sales hours are established with Spring and Fall Clean-up schedule;
- Sales are approved for that day;
- Sales are not to be used for commercial enterprise gain;
- Signs may be displayed on the day of the sale;
- Items and signs are removed when the sale is over;
- Mountain Vista Communities is not liable for any misconduct, negligence or other offenses as a result of a garage/yard sale;
- Resident is responsible for any damage that may result from a garage/yard sale;

SECTION 11: PEST CONTROL

The house is delivered pest free, as all houses are treated for pests during the change of occupant maintenance. If you are experiencing a pest problem that cannot be resolved using over the counter remedies, simply contact the MVC Maintenance office at 458-5885 to schedule a pest control inspection. One of our maintenance technicians will come to your home to assess the problem. After

verifying the home is experiencing a pest issue, MVC may schedule our licensed pest control contractor to service your home.

Should a family member have a medical condition that would be aggravated by commercially applied pest control products, please notify Mountain Vista Communities immediately. Mountain Vista Communities will ensure that any pest control applications requested during occupancy will be sensitive to the family's needs. Mountain Vista Communities maintains a log for each residence indicating when the premises were last treated and with what chemicals. This information will be provided upon request.

SECTION 12: RENTERS INSURANCE

Effective 1 January 2015, the Department of the Army has mandated that the approximate 1% of Basic Allowance for Housing (BAH) that represents renters insurance is no longer being funded and is excluded from an entitlement as a BAH component.

Effective 1 January 2021, new residents are required to provide renter's insurance prior to move-in. The Resident is required to obtain and maintain general liability insurance coverage of a minimum of \$100,000 and personal property insurance coverage of a minimum of \$10,000 for the duration of their tenancy at their sole cost and expense. Resident's Renters Insurance Policy shall name Fort Huachuca-YPG Communities II, L.L.C. at 2317 Smith Street, Building 52065, Fort Huachuca, Arizona 85613 as an additional insured.

Residents who resided in Mountain Vista Communities as of 31 December 2020, are grandfathered in and not required to provide proof of renter's insurance but are strongly encouraged to obtain renter's insurance up to the total value of personal property. This policy should minimally cover personal property up to \$20,000, per incident, and liability insurance of \$100,000. All claims made against renters' insurance are between the resident and insurance provider.

SECTION 13: RENT DEPOSITS

Rent deposits will not be required from military families occupying family housing as long as their rent is paid by allotment.

Non-military families will be required to submit a 1 month equivalent rent deposit and if they have pets, a \$500 pet deposit. Utilities deposits will not be required. Non-military families will be responsible for all their utility costs in accordance with their lease.

Specifics for Non-Active Military residents will be outlined in their lease agreement.

SECTION 14: COMMERCIAL ENTERPRISES

The Garrison Commander governs this program through the MWR Director. Request for permission to conduct a home-based business (HBB) such as tailoring, tax preparation, dressmaking, cake decoration, hobby/crafts, manicures, and selling products such as Avon, Mary Kay, Home Interiors, etc. in Mountain Vista Communities should be made in writing to the MWR Commercial Solicitations Coordinator in Bldg 22114, phone 520-533-1133. MWR will forward the HBB request to Mountain Vista Communities (MVC) and AAFES for an approval or disapproval recommendations.

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 services readily available through the command's officially sanctioned commerce (AAFES).

MWR will notify the applicants of the final approval/determination. The approval for the HBB is valid for the entire length of stay in MVC. The applicant/resident must provide a copy of the approved HBB to Mountain Vista Communities.

Solicitation, fund raising, scout activities, school sales, etc. will require the approval of the Installation Commander requested through Public Affairs.

SECTION 15: MOLD

Molds are a normal occurrence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water-infiltration or flooding, molds may grow and become apparent as visible discoloration of surfaces or through the detection of “musty” odors. Helpful information on prevention of mold growth is provided in the below “Resident Tip Sheet on Mold.” Any visual mold growth must be immediately reported to Mountain Vista Communities Maintenance office and properly remediated.

RESIDENT TIP SHEET ON MOLD/MILDEW

Ft Huachuca’s climate is very dry and resistant to mold and mildew growth. Resident can help minimize mold/mildew growth in their home by taking the following actions:

- **Open windows.** Proper ventilation is essential.
- **Close windows when it is rainy weather or damp conditions exist.**
- **Maintain temperature between 50° and 80°F at all times, even while on extended vacations.**
- **Clean and dust residence on a regular basis.** Regular vacuuming, mopping and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- **Consider the use of a HEPA filtering system**
- **Regularly clean and dry walls and floors around sinks, 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, windowsills and windows.**
- **Use pre-installed bathroom fan when bathing or showering.**
- **Use exhaust fans in your kitchen when cooking.**
- **Dry up any excess water immediately.**
- **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.**
- **IMMEDIATELY report to the MVC Maintenance office any evidence of a water leak or excessive moisture in your house, storage room, garage or any common area.**
- **IMMEDIATELY report to the MVC Maintenance office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area.**
- **IMMEDIATELY report to the MVC Maintenance office any failure or malfunction with your heating, ventilation, air-conditioning system or laundry system. Do not block or cover any of the heating, ventilation or air-conditioning ducts in your residence.**
- **IMMEDIATELY report to the MVC Maintenance office any inoperable windows or doors.**
- **IMMEDIATELY report to the MVC Maintenance office any musty odors that you notice in your residence.**

SECTION 16: LEAD BASED PAINT

16.A. LEAD BASED PAINT GENERAL

Health research has revealed that lead, when swallowed or inhaled, can be harmful to human beings. It can be especially harmful to small children, pregnant women, men and women during their reproductive years, and people with hypertension.

The lead hazards in buildings come primarily from the past use of lead-based paint (hereinafter referred to as LBP). The mere presence of LBP, however, does not constitute a hazard. The risk of adverse human health effects depends on the paint's location and condition and on the way occupants use the building. If circumstances are such that people, especially children, may inhale or ingest lead, then a hazard is present. Public Law 102-550 (Housing and Community Development Act of 1992) defines lead-based paint hazard as "any condition that causes exposure to lead from lead-contaminated dust, lead-contaminated soil, lead-contaminated paint that is deteriorated or present in accessible surfaces, friction surfaces, or impact surfaces and chewable surfaces that would result in adverse human health effects as established by the appropriate federal agency."

Buildings built prior to 1978 have a higher likelihood of containing lead-based paint than those constructed after 1978. If the lead-based paint is in poor condition, hazards from dust and debris are more likely. Abrasive action on lead-based painted surfaces can create lead-contaminated dust in a building. Floors, windowsills and wells pose the greatest concern for LBP hazards because lead dust settles on horizontal surfaces. Lead in bare soil outside a building can increase the lead-contaminated dust inside. Chips from exterior paint in poor condition often fall into the surrounding soil. This contaminated soil can then be brought indoors by foot traffic. Children frequently contact lead-contaminated dust and soil because they play indoors on the floor and outdoors on the ground.

16.B. CLEANING A HOME WITH LBP PRESENT

FOCUS AREAS:

Encapsulated lead-based paint is not considered a hazard. However, if you have children six years old or younger, you should be concerned about lead-based paint in the following locations:

- Paint on surfaces that rub together, such as windows or door casements. Friction or impact on these surfaces can generate small lead chips and lead dust;
- Paint on surfaces that small children can chew on and are accessible to them, such as windowsills.

Lead-based paint is often present on the following surfaces:

- Window sashes, frames, and sills;
- Doors and doorframes;
- Stairs, railings, and banisters;
- Woodwork, molding and baseboards.

RECOMMENDED CLEANING PROCEDURES:

- Clean floors, baseboards, window troughs, windowsills and other hard surfaces on a weekly basis. Use a good detergent or a high-phosphate (5-9%) cleaning solution made from a dishwasher detergent or the TSP cleaning solution. Wearing gloves will aid in avoiding possible skin irritation.
- Do not use the same mops, sponges or rags for other cleaning jobs; you could spread the dust. Wrap used cleaning materials in a plastic bag and dispose in your household trash.
- Do not use your household vacuum cleaner to remove dust from these surfaces. Lead dust will pass through the filters in your household vacuum and become airborne. Special vacuum cleaners with highly efficient filters are available at many retail establishments. These vacuums are called high efficiency particulate air (HEPA) vacuums.

The background of the page is a close-up, slightly blurred image of the American flag, showing the stars and stripes in shades of blue, white, and red.

APPENDICES

APPENDIX A MOVE-OUT CHECKLIST

Interior Minimum Cleaning Standards			
Description		yes	no
Walls and Ceilings Remove all dirt, cobwebs, crayon and pencil marks, food, etc., from walls. Remove all nails and hooks. If walls have been painted a different color, they must be returned to original color.			
Floors Broom clean and mop, carpets vacuum and shampoo if necessary.			
Doors Remove all dirt and stains on both sides.			
Light Fixtures Ensure all fixtures are clean, operating properly, and light bulbs are working.			
Cabinets, Closets and Drawers Wipe down all interior and exterior surfaces, remove all grease, tape, staples, tacks, food particles, shelf paper, trash and personal items.			
Refrigerator/Freezer Defrost and thoroughly clean all interior and exterior surfaces. Remove all food particles. DO NOT unplug.			
Range, Oven and Range Hood Remove all burned/crusted-on food from accessible surfaces. Thoroughly clean interior and exterior surfaces of range, oven and range hood.			
Kitchen, Bathroom and Toilets Remove dirt and excessive soap residue from all surfaces and fixtures. Clean all interior and exterior surfaces.			
Exterior / Garage Minimum Cleaning Standards			
Description		yes	no
Remove all trash, cigarette butts and animal waste from front, side and back yards.			
Mow grass, fill in all holes, and remove weeds from front, side and back yards.			
Clean debris from window wells.			
Sweep and clean all debris in carports, patios, porches, steps and walks.			
Remove oil spots from driveway and sidewalks.			
Remove outside furniture, toys, firepits and added structures.			
Remove satellite dish equipment.			
Storage Rooms/Sheds: Remove spider webs, nails, hooks, and sweep and remove any privately owned or unserviceable shelving from rooms/sheds.			
Remove hooks, nails, spider webs, and sweep out debris/dirt from garage.			
Remove all oil from garage floor.			
Empty and clean trash and recycle bins.			

RESIDENT RESPONSIBILITIES FOR MINOR REPAIRS

Residents need to take a “prudent home-owner” approach to minor maintenance requirements to clear their home. Your home should be left in clean and serviceable condition when you move out. Some of the resident requirements to clear your home are listed below:

EXTERIOR AND GROUNDS

- Remove excessive dirt, mud, chalk, crayon, oil, grease or other substances off siding, sidewalks, patio slabs, driveways and garages.
- Clean mud spots, chalk, pencil, crayon marks, etc.
- Remove all trash and leaves from porches, window wells, and grounds adjacent to the home.
- Remove all vegetable gardens and vegetable plants.
- Clean yard of all trash and debris. Remove all animal waste, cigarette butts, toys, furniture, etc.
- Repair yard damage. Fill holes and seed bare spots.
- Mow grass and remove all weeds in resident area of responsibility.
- Replace all burned out porch lights.
- Replace any broken exterior light globes, covers or fixtures. Resident needs to try to match existing globes or hardware. If they are unable, they need to contact the Mountain Vista Communities maintenance and we will replace and charge resident accordingly.
- Empty and rinse trash bins and place in garage at final inspection

GARAGES AND CARPORTS

- Remove all personal property and sweep out area.
- Remove all nails and hooks.
- Remove dirt, spilled paint and grease stains from shelves and floors.
- Broom sweep garage floors.

WALLS AND CEILINGS

- Remove all nails, hooks, tape and mollies/anchors carefully to avoid damage. Damage greater than ¼ inch, or larger than the size of a dime will be charged.
- Remove all marks, dirt, cobwebs, crayon, pencil marks, smoke residue, etc. from walls and doors.
- If any walls have been painted by the resident, they must be primed and painted back to original color.

CARPENTRY

- Refasten/replace any loose or missing coat hooks, clothes rods and closet shelves.
- Tighten excessively loose kitchen or bathroom hardware.
- Repair or replace damaged or missing kitchen cabinet and drawer pulls and closet doorknobs. Knobs need to match existing hardware. If this is not possible, contact the office and Mountain Vista Communities maintenance office will provide the hardware and charge the resident.
- Interior doors are hollow. Damaged doors cannot be repaired, they must be replaced.

ELECTRICAL

- Replace broken globes on lights. Replace with fixtures of similar design and style. If this is not possible, resident will need to contact Mountain Vista Communities maintenance office for replacement. Resident will be charged accordingly.
- Replace damaged switch plates and receptacle plates of same design. If not possible, contact the maintenance office and Mountain Vista Communities will replace and charge resident accordingly.
- Replace all burnt-out, broken or damaged light bulbs.

BATHROOMS

- Replace cracked, chipped, stained and broken toilet seats caused by the resident. Replace with fixtures of similar design and style. If not possible, contact the maintenance office and Mountain Vista Communities will replace and charge resident accordingly.
- Remove dirt and soap residue from showers/tubs (to include shower doors), sinks and toilets.
- Remove all sanitizers from toilets.
- Ensure there are two shelves in the medicine cabinet (if applicable) and clean thoroughly.

- Repair or replace excessively loose, broken or missing bathroom towel bars, toilet paper holders or towel rings.

APPLIANCES

- Ensure all the shelves are in place in the refrigerator/freezer. Remove food particles and clean thoroughly – inside and out.
- Remove all burnt/crusted-on food and grease from range. Ensure all broiler pans and oven racks are in place. Clean thoroughly – inside and out.
- Replace range hood light if inoperative, clean thoroughly.
- Replace broken or burned out bulbs in range or refrigerator.
- Run garbage disposal. Make sure it is operational, report any malfunctions.

FLOORING

- Tile areas should be vacuumed/swept and mopped.
- Carpet should be vacuumed and shampooed if necessary. If carpet is stained or damaged, resident will be charged to replace the carpet.

MISCELLANEOUS

- Remove all personally owned property including carpets, secondary yard fences, furniture, swings, etc. when preparing to clear your home.
- Clean all windows, window blinds, air vents, fan blades, etc.

APPENDIX B

SCHEDULE OF TYPICAL CHARGES

Residents will be charged for any damage done to the units as a result of resident negligence or misuse. Below is a list of some of the most frequently occurring items for which charges may be assessed. This schedule will be periodically reviewed and changed as necessary.

** Mountain Vista Communities may amend these prices without prior notice as required to cover the full cost of replacement and repair.*

ITEM	MATERIALS	LABOR
APPLIANCE CLEANING (PER APPLIANCE)	N/C	\$50
BASEBOARD-COLONIAL	\$5.25 AT 7'	\$40/HR
BASEBOARD-RANCH	\$5.25 AT 6'	\$40/HR
BATHROOM FAUCET	\$70-\$95	\$40/HR
BATHROOM SINK/VANITY	\$160-\$220	\$40/HR
BYPASS CLOSET DOOR	\$40-\$80	\$40/HR
BROILER PAN and TRAY	\$20	\$40/HR
CABINET/VANITY DOOR	\$100-\$150	\$40/HR
CARPET/PAD REPLACEMENT	\$17/SY	INC
CARPET CLEANING	\$10/SY	\$40/HR
CEILING FAN	\$90-\$130	\$40/HR
CEILING FAN LIGHT KIT	\$25-\$65	\$40/HR
CERAMIC TILE	\$3.00-\$7.50/TILE	\$40/HR
CLEANING (PER ROOM)	N/C	\$40/HR
CLOSET KNOBS (FLUSH PULL/POCKET)	\$5	\$40/HR
CLOSET ROD	\$13	\$40/HR
CO2 DETECTOR	\$35	\$40/HR
COUNTER TOPS (FORMICA ONLY)	\$100-\$1200	\$40/HR
CRISPER DRAWER/BINS	\$40-\$158	\$40/HR
CUTTING BOARD	\$30	\$40/HR
DEADBOLT	\$41-\$125	\$40/HR
DISHWASHER	\$350	\$40/HR
DOOR SCREENS/STORM DOOR	\$15-\$214	\$40/HR
DOOR STOP	\$1	\$40/HR
DOWNSPOUT W/ ELBOW	\$12	\$40/HR
DRIP PANS	\$10-\$16	\$40/HR
DRYER VENT (EXTERIOR)	\$10	\$40/HR
DRYWALL PATCH	TBD	\$40/HR
ENTRY DOOR	\$400-\$1000	\$40/HR
ENTRY DOOR JAM	\$124-\$200	\$40/HR
EXHAUST FAN MOTOR BLADE (STOVE)	\$28	\$40/HR
EXHAUST FAN (BATH)	\$30-\$60	\$40/HR
FIRE DOOR	\$400-\$850	\$40/HR

GARAGE DOOR (9')	\$400-\$1200	
GARAGE DOOR PANEL (9')	\$75	\$40/HR
GARAGE DOOR (16')	\$500-\$750	\$40/HR
GARAGE DOOR PANEL (16')	\$140-\$160	\$40/HR
GARAGE DOOR REMOTE	\$50	N/C
GARBAGE DISPOSAL	\$83	\$40/HR
GATE	\$160-\$200	\$40/HR
GATE HINGE	\$15-\$100	\$40/HR
GATE LATCHES	\$15	\$40/HR
GUTTERS (10' PIECE)	\$14	\$40/HR
HINGES (CABINET/INT/EXT)	\$1-\$12	\$40/HR
INTERCONNECT DOOR KNOB	\$140	\$40/HR
INTERIOR DOOR (BLANK)	\$21-\$55	\$40/HR
INTERIOR DOOR (PRE-HUNG)	\$157	\$40/HR
IRRIGATION TIMER	\$75-\$90	\$40/HR
IRRIGATION VALVE	\$12-\$70	\$40/HR
KEY REPLACEMENT	\$10	\$40/HR
KICK PLATE-DOOR	\$20	\$40/HR
KITCHEN FAUCET	\$75-\$175	\$40/HR
LANDSCAPING	N/A	\$40/HR
LIGHT COVER (LENS)	\$24	\$40/HR
LIGHT COVER (EXTERIOR)	\$10-\$60	\$40/HR
LIGHT DIFFUSER	\$6.50-\$26	\$40/HR
LIGHT FIXTURES	\$30-\$145	\$40/HR
MEDICINE CABINET	\$70	\$40/HR
MINI BLINDS	\$12-\$190	\$40/HR
MIRRORS	\$200	\$40/HR
OUTLET COVERS (WEATHER-PROOF)	\$4.50	\$40/HR
PAINT	TBD	\$40/HR
PASSAGE DOOR KNOB	\$10-\$45	\$40/HR
PORCELAIN CHIPS	\$15	\$40/HR
RANGE BURNERS	\$15	\$40/HR
RANGE HOOD	\$100-\$260	\$40/HR
REFRIGERATOR	\$750-\$1500	\$40/HR
REFRIGERATOR SHELF BRACKETS	\$25-\$85	\$40/HR
RE-KEY LOCKS	\$15/CORE	\$40/HR
REPLACEMENT VINYL	TBD	TBD
SATELLITE DISH REMOVAL	N/A	\$50
SCREEN SLIDER	\$60-\$185	\$40/HR
SHELF BRACKETS	\$15	\$40/HR
SHELVING (12"x12" PARTICLE BOARD)	\$15	\$40/HR
SHOWER ROD	\$6	\$40/HR

SHOWER ROD BRACKETS	\$2.00	\$40/HR
SHOWERHEAD	\$10	\$40/HR
SMOKE DETECTOR	\$20	N/C
SOAP DISH	\$4.50	\$40/HR
SOAP DISH (CERAMIC)	\$55	\$40/HR
SPRINKLER HEADS	\$5-\$17	\$10/HEAD
STAINLESS STEEL PLATE (STOVE)	\$60-\$75	\$40/HR
STORM DOOR	\$100-\$300	\$40/HR
STOVE	\$470-\$850	\$40/HR
STUCCO PATCH	TBD	\$40/HR
SWITCH PLATE COVERS	\$0.60	\$40/HR
THERMOSTAT	\$25-\$50	\$40/HR
TOILET PAPER HOLDER	\$4	\$40/HR
TOILET SEAT	\$10-\$25	\$40/HR
TOILET TANK COVER	\$30	\$40/HR
TOILET (TANK and BOWL)	\$90	\$40/HR
TOWEL BAR	\$15-\$25	\$40/HR
TUB/SHOWER VALVE/TRIM KIT	\$85	\$40/HR
TUB SURROUND	\$280-\$480	\$40/HR
VCT TILE	\$3	\$40/HR
VERTICAL BLIND	\$75-\$150	\$40/HR
WALL PAPER REMOVAL	N/A	\$40/HR
WASTE BIN (TRASH/RECYCLE)	\$65	\$40/HR
WINDOW BLINDS	TBD	\$40/HR
WINDOW SCREEN (REPAIR)	\$10	\$40/HR
WINDOW SCREEN (REPLACE)	\$25	\$40/HR
YARD MAINTENANCE	TBD	\$40/HR
WINDOWS(ESTIMATE)		
20x15	\$185	TBD
21x43	\$225	TBD
22x64	\$275	TBD
44x90	\$350	TBD
TOYS IN TOILET (EXCESSIVE)	N/A	\$25-\$50
IF TOILET HAS TO BE REPLACED	\$90	\$40-\$100

** Mountain Vista Communities may amend these prices without prior notice as required to cover the full cost of replacement and repair.*

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.