

Welcome to Your New Home!

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Naval Station Mayport community.

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

Sincerely,

Balfour Beatty Communities

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GENERAL INFORMATION

PRIVATIZATION

Naval Station Mayport is one of the many Navy Installations to have privatized family housing. As such, Southeast Housing LLC (Owner), a partnership between Balfour Beatty Communities and the Navy, is proud to take care of our Residents’ housing needs and stands ready to assist you, our Residents, in any way to make your stay at Naval Station Mayport a pleasant and memorable one.

ACRONYMS

CM	Community Manager
RS	Resident Specialist
CMO	Community Management Office
NFHO	Navy Family Housing Office

COMMON DEFINITIONS

Agent/Community Manager	Balfour Beatty Communities
Community	Housing area in which the Premises is located
Guest	Guest of Resident
Occupant	Children, parent, sibling
Owner	Southeast Housing, LLC
Premises sheds	Home, garage/carport/designated parking, yards, storage
Quiet Hours	2200 Hours through 0600 Hours
Resident	Parties signing the Lease

COMMUNITY MANAGEMENT OFFICE

Balfour Beatty Communities Management Office
P.O. Box 280123
Bldg 289
Naval Station Mayport
Mayport, Florida 32228
Phone: 904-270-8870

Monday, Tuesday, Thursday, Friday: 8:00-5:00
Wednesday: 8:00-7:00
Saturday by appointment only

COMMUNITY POLICIES

1. ALTERATIONS and DECORATING

Any alterations to the Premises must be submitted to the CMO in writing. This includes interior and exterior repainting; changes to or installation of mechanical, electrical, plumbing, and structural equipment or major appliances; alterations to the configuration of the Premises; wallpapering; and replacement of fixtures. Approval must be granted in writing *prior* to starting the work or purchasing materials. The approval will specify the terms and conditions for maintenance and liability. Once approval has been granted, the Resident is responsible for the continued maintenance of the improvement. Resident shall be responsible for all costs for repair or replacement of any removals or changes.

It is understood that when the Resident vacates, walls must be restored to the original color or Resident will be charged for any additional coat(s) of paint required to return the Premises to its original condition.

Small nails or “J” hooks may be used to hang pictures. No spikes or other hooks shall be driven into the walls or woodwork.

Fixtures used for window covering, shall not be attached to any window frame. Only proper window decorations and coverings may be used to cover windows. Items such as flags, sheets, and blankets should not be used to cover windows. Windows may not be covered with aluminum foil or any other type of tinting/darkening product. All window coverings must have a white or beige backing. If shades or blinds that have been provided by Owner are broken and need to be replaced, contact the Service Request Line to make arrangements for replacement. If the replacement is necessary due to negligence on the part of the Resident, a charge may be assessed.

Installation of awnings and screen doors is prohibited.

Alterations to carports, garages, porches, patios or balconies are prohibited.

If you are a Resident of a historic home and have executed a Historic Home Addendum you must comply with the Addendum as well as this section of the Resident Guide. In the event of conflict, the Historic Home Addendum shall apply.

2. APPLIANCES

All homes are fully equipped with standard appliances. Standard appliances may not be removed or replaced with privately owned appliances. Standard appliances may not be moved in any way as to alter the current layout of the Premises. However, Residents may utilize a freezer, second refrigerator, etc., to accommodate their household needs when the appropriate power supply is available.

Resident is not to perform any maintenance on appliances other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs. Please contact the CMO for assistance. All appliances listed below may not apply to every home.

Dishwasher

During the move-in process the Resident Specialist will provide instructions on the operation of dishwasher and point out any special features. Following are some suggestions for safe and efficient use of the dishwasher:

- Use dishwashing detergent made only for dishwashers (Electrasol, Cascade, etc.).
- Remove excess food and debris before loading.
- Arrange dishes so water can run off.
- Remove paper labels before washing jars or cans.
- Determine if the glassware, dishes, pots and pans are dishwasher safe.
- Wash by hand all hand-painted china, woodenware, colored aluminum or cast iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'.

Garbage Disposal

These units are very handy but must be used with care as they are easily damaged. To properly operate the garbage disposal:

- Resident will be responsible for any damage caused by improper use.
- Keep the drain stopper in when not in use.
- Remove the drain stopper, turn on the *cold* water, and keep it going during the entire operation to thoroughly flush ground waste into the main wastewater lines.
- Turn on the wall switch to start the disposal and feed food waste directly into the disposal.
- *Never* put your fingers or hand or any utensil into a running disposal.
- Run the disposal until food grinding can no longer be heard.
- *Do not* put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other very hard or fibrous foods down the garbage disposal.
- *Never* put chemical drain cleaners down the disposal, as serious corrosion and damage

may result.

Prior to calling the Maintenance Service Request Line 904-270-1233 do the following:

- Determine what recently was processed by the disposal before calling. This will help them determine the problem.
- Press the reset button on the bottom of the unit and try the switch again. Refer to the appliance manual or call the Maintenance Service Request Line and ask for instructions if the reset button cannot be located.

Refrigerator

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth and mild soap and warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency.

Call the Maintenance Service Request Line if the refrigerator is not cooling or freezing properly or if any parts are broken. Please do these simple tests before calling the Maintenance Service Request Line for service:

- If the light is not on, check to see if the power cord is plugged in and check the bulb.
- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the Maintenance Service Request Line.

Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month. Turn the temperature control to low during longer periods of absence. Placing an open box of baking soda or used coffee grounds in the refrigerator will help to absorb odors. Be sure to discard perishables such as meats, milk, and produce to maintain proper sanitation while away. Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

Stoves, Ovens & Microwaves

The proper use and care of stoves, ovens, and microwaves will not only save utilities and repairs, it will give better results in cooking and baking and may prevent serious injury or fire. Routine cleaning will make preparing for the final inspection much easier. Here are a few pointers that may help:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they

have cooled.

- Clean under the stovetop frequently. Spilled grease and food contribute to fires.
- Non- self-cleaning oven - Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
- Self-cleaning or continuous-cleaning oven - Read the appliance manual for proper use. Call the Maintenance Service Request Line if the appliance manual is missing. **DO NOT** use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.
- Microwaves - Read the appliance manual. **DO NOT** put metal objects in microwave. Supervise use at all times.

Water Heaters

Do not attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should be reported to the Maintenance Service Request Line. **NEVER** use the space surrounding the water heater for storage; it is a serious fire hazard.

3. CABLE TELEVISION / INTERNET / SATELLITE DISH / ANTENNA

Resident is financially responsible for all costs incurred for installation of cable TV and/or Internet service or connections. Additionally, all costs for service are payable by the Resident.

Each Premise is equipped with at least one cable TV connection. The names of the cable companies serving the Neighborhood will be provided at move-in. Prior written approval is required for installation of additional hook-ups. Request forms are available from the CMO.

Satellite dishes are permitted with *prior* Owner approval and a completed Satellite Dish Addendum to the Lease. An antenna or dish may receive but not transmit signals. Approval is required before any installation; seek approval before signing a contract. Contact the CMO for a copy of the Satellite Dish Addendum.

4. CHANGES IN STATUS

BAH Change

When Resident's BAH rate changes, at any time for any reason, Resident must notify Owner within ten (10) business days of the change and complete any necessary documentation.

Resident will be responsible for the payment of Rent at the changed rate from the effective day of any change and payable when received by Resident. Resident agrees that the foregoing constitutes effective notice from the Owner of the change in the amount of the monthly Rent, which will take effect upon any increase in Resident's applicable BAH. Failure to notify the Owner of an increase in the BAH does not alleviate Resident responsibility for payment of the changed Rent, and may result in late fees being assessed.

Change in Rank or Family Composition

When Resident's military rank or family composition changes, (i.e., increase or decrease in dependents or change in marital status), Resident must notify your CMO within ten (10) business days of the change.

In the case of the change in family composition, the Resident may move into larger Premises, when available and upon NFHO's confirmation of the Resident's eligibility for a larger home. Once Premises become available, Resident will be responsible for all costs associated with the move.

In the case of an increase in military rank that allows for a larger Premise or change in neighborhood, the Resident may move to a different home or neighborhood upon confirmation that the Resident has been promoted. Once Premises become available, Resident will be responsible for all costs associated with the move.

5. CHILD BEHAVIOR AND CHILD CARE

Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age.

Children under the age of ten (10) cannot be left alone. Children under the age of twelve (12) cannot baby-sit other children.

Resident must obtain written approval from the CMO to operate a childcare program in the home. Resident may provide in-home childcare ONLY through participation in the Child Development Homes program. Resident must be certified through the Department of Navy sponsored Child Development Program if childcare is conducted in the Premises for more than 10 cumulative hours per week (e.g., a Resident caring for three children for four hours is providing 12 hours of child care). Resident must also comply with all applicable state and local laws regarding childcare. Resident must have appropriate insurance coverage. The Resident will be required to bring appropriate licensing and insurance information to the CMO prior to operating the childcare business from the Premises and execute a Home Based Business Addendum. Resident must provide all renewals upon request by the CMO. Resident is

responsible for any damages to third parties arising from the in home childcare program. Conducting an unauthorized childcare business shall result in an immediate cease of operations and may also result in eviction. Resident is responsible for any damage to the Premises as a result of the in-home childcare.

6. COMMON AREAS

All common areas, including but not limited to parking lots, stairwells, breezeways, jogging trails, courtyard areas, the grounds surrounding the Premises, community rooms, sport courts, creeks, lakes and pools must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by the CMO without notification.

Common areas are for the use and enjoyment of all Residents at the Community. Any Resident, Occupant or Guest(s) behaving in an unreasonable, illegal and/or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease.

7. COMMUNITY CENTERS & SERVICES

Some Neighborhoods will have use of a Community Center(s), for social events, classes, Community projects and other related events. Owner will offer a variety of programs to the Residents. These programs will be listed in the Resident Newsletter and on the website. The following policies are to be followed by the Resident:

- Resident, Occupants and Guests will comply with and obey all safety and posted regulations in the Community Centers.
- Resident shall immediately report any malfunctioning equipment in the Community Centers.
- Resident is solely responsible for the behavior and actions of the Occupants and their Guests at the Community Centers.

Please keep in mind that from time to time the Owner may provide various services, equipment and facilities for Resident's use at their own risk. Resident acknowledges that the use of the services or facilities may be canceled or modified at any time, at the sole discretion of Owner, and Resident will not be entitled to any reduction in Rent.

8. COMMUNITY SPORTS & RECREATIONAL AREAS

The use of sports and recreational areas in the Community are at the Residents, Occupants, and Guests own risk. Owner and Agent are to be held harmless for any and all injuries, accidents, or

losses suffered while using facilities, other than those that may result from the negligence or willful misconduct of Owner or Agent. Owner does not make any warranties concerning the equipment or facilities, and Residents agree representations have not been made regarding the safety, desirability or quality of equipment or facilities. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Resident, Occupant or Guests. Resident shall notify Owner of any malfunctioning equipment or facilities.

9. DRUG FREE POLICY

Resident, Occupants, and Guests will not commit any acts or use the Premises or in the Community in such a way as to violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs. The sale or resale of prescription drugs is prohibited. Violation of the drug policy shall result in immediate eviction.

10. ENERGY AND WATER CONSERVATION

The goal of energy and water conservation is two-fold; (1) to ensure the essential need of the Resident is met without wasting our natural resources and (2) to reward Residents practicing energy conservation and educate those Residents who are not yet conserving.

The Resident is responsible for practicing energy conservation and the CMO is responsible for tracking individual usage. Saving energy allows for more resources to be available for Community services and upgrades to your Premises and common areas. Please help provide improvements to your Community by saving on individual energy costs. The CMO will strictly enforce any utility usage abuse.

Please review these "Conservation Tips" that offer simple steps that lead to significant energy and water conservation. Once individual metering of your Premises is complete you will be notified of your individual energy consumption to help you monitor your usage from month-to-month. The Resident will also be provided with a written notice prior to the Resident becoming responsible for the payment of utility usage over the Resident utility allowance. The following tips are suggested to conserve and reduce energy consumption without sacrificing comfort:

Dishwasher

- Only wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run.

Air Conditioning and Heating

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control.
- Keep doors and windows closed whenever air conditioning or heat is in operation.
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the heating season, turn thermostat back to the lowest setting but not lower than 50 degrees 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, turn thermostat up to 80 degrees.
- Use fans and open windows to create a cross draft to reduce air-conditioning use.
- Keep vents free from obstructions.
- Check HVAC air filter regularly. Routine replacement will be scheduled. Should the Resident choose to replace it more frequently, call the Service Request Line at 904-270-1233 to obtain replacement filter.

Laundry

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out clothes faster.

Lights

- Replace incandescent light bulbs with compact fluorescent lights (CFL's). They use 75% less energy and last up to 10 times longer.
- Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas.
- Turn off lights when leaving a room.

Refrigerators

- Open refrigerator door only long enough to get desired food items.
- Organize food on the shelves for easy access.
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines.
- Full refrigerators operate more efficiently.
- Overloaded refrigerators operate poorly.

Stove

- Defrost foods in the microwave
- Cover pots to shorten cooking time.
- Keep oven and range free of grease and baked-on residue.

Water

- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Always use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aerators and low flow showerheads.
- Limit showering time to about 5 minutes.

11. FENCES

Backyard fencing is provided in many areas. Care and upkeep of the enclosed fenced area is the Resident's responsibility. Installation of a fence on an unfenced backyard by the Resident is considered an alteration. Approval for the installation of a fence must be requested in writing. If approved, fencing must be installed by the Resident and at the Resident's expense with appropriate materials and proper installation. Specifications of the construction will also need to be approved by the CMO.

12. FIREWORKS

The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited on the Premises or in the Community. Violation of the provisions of this fireworks policy is cause for immediate termination of this Lease and eviction from the Premises.

13. FOSTER CARE

Resident must submit a request for approval to the CMO and receive a written approval prior to becoming a foster parent. All applicable State and Federal rules and regulations regarding foster care will apply.

14. GARAGES / CARPORTS

See Section 37 PARKING REGULATIONS and Section 50 VEHICLES.

15. GROUNDS & LANDSCAPING

Lawn care, including mowing and raking, is provided for the Residents, except for fenced in yards. Damages to lawns caused by swings, pools, decorations, etc. will be repaired and billed to the Resident.

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

Flower Gardens: Residents may plant annual and/or perennial flower gardens in beds in front of and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office along with the Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. The Resident, at own expense; will return the altered area to its original condition prior to vacating housing unless alteration is approved to remain, in writing. Residents in new areas that remove landscaping plants will be charged for those plants.

Vegetable Gardens: Residents may plant small vegetable gardens within back yards only. Areas used for gardening will be returned to original condition with grass following the end of season at Resident's expense.

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

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

16. GUESTS

Visitors and guests are welcome, but are subject to all rules contained in the Lease and this Resident Guide. Social visits of a temporary nature by Residents or their family members are authorized. Residents are allowed a guest for only fourteen (14) continuous days and not more than thirty (30) calendar days in a year without notifying the CMO. If at any time a guest is to remain in housing for more than thirty (30) days, a Guest Request Form containing the name of the

guest, age, date of arrival, and expected date of departure must be completed and submitted to the CMO. The Community Manager has approval/disapproval authority.

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

Resident will be responsible and accountable for the actions and behavior of any Guest.

Occupancy by anyone other than the Resident is prohibited. Residents are not permitted to sublet homes.

17. HOLIDAY LIGHTING AND DECORATIONS

Holiday decorations can be displayed thirty (30) days prior to the holiday and removed within fourteen (14) days after the holiday. All lighting and decorations must be removed from Premises and stored properly. Overloading of circuits and the overuse of extension cords must be avoided. Resident accepts any and all liability for damages to Premises or injuries caused by holiday or decorative lighting and other decorations.

- Decoration materials must be fire resistant.
- Lighting may not be left on when there is no one in the Premises.
- Any lights or decorations attached to the Premises must not cause any physical damage. Gutter clips or similar clip devices are required for affixing exterior lighting; nails/screws/tacks are not permitted.
- Resident will be held financially responsible for any incidental damage to the Premises.
- Roof decorations are not permitted. Resident will be required to immediately remove such decorations when discovered.
- Canned "snow" or other similar substances must not be sprayed on windows, siding or brick facades.

18. HOME-BASED BUSINESSES / COMMERCIAL ENTERPRISES

Home based businesses and other commercial enterprises may only be conducted at the Premises. The business must operate within the guidelines contained within the Home Based Business Addendum and all subsequent updates. Contact the CMO for a copy of the Home Based Business Addendum.

19. HOUSEKEEPING

Proper upkeep of the Premises from the time of move-in will help insure that the Move-Out process will go smoothly and that charges for misuse will be kept to a minimum. The following housekeeping suggestions are provided to assist the Resident:

Carpeted Floor Areas

The following suggestions are offered for maintenance and protection of carpeted areas:

- Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Resident is advised to encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains caused by Kool-Aid®, and soft drinks. Wine, coffee and tea also contain agents that can permanently stain the carpet.
- Use throw rugs, safely secured, on high traffic areas to prevent heavy soil build-up.
- Use carpet/ floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.

Tile, Hardwood, and Vinyl Floors

The following suggestions are offered to help protect the Premises floors:

- Lift heavy furniture rather than dragging across the floors to avoid marring.
- Never flood the floor with water or let water stand on the surface.

Do not apply wax to no-wax floors. The CMO will point out the no-wax floors during Move-In. There are certain products on the market claiming to be shining agents for no-wax floors. Do not use these products, even if specifically made for no wax floors, as they are difficult to remove and sometimes cause damage to the surface during the removal process. Resident may be charged for damages to the floor caused by wax, shining agents, or wax removers.

Walls and Woodwork

The following suggestions will help protect walls and woodwork:

- Beds, tables, and chairs should not touch the walls.
- Bicycles, large toys, strollers, and such items should be moved through doorways with care.
- Provide children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to Move-Out.

Countertops

The following suggestions will help protect the countertops:

- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.

20. INCLEMENT WEATHER PROCEDURES

Thunderstorm Information

Thunderstorm activity occurs in the area throughout the year, with a maximum frequency and intensity occurring during the summer months. It is considered a good practice to have all electronic items plugged into a surge protector to protect all items. To minimize danger to self and property when a thunderstorm is imminent, unplug all major appliances, including televisions, computers and stereos. Owner and CMO are not responsible for damage to appliances or equipment due to lightning strikes or high or low voltage of power fluctuations.

Tornado Information

A tornado is usually recognized as a funnel-shaped cloud, spinning rapidly, and extending toward the earth from the base of a thundercloud or a roll of cumulus clouds preceding the thundercloud. Rain, and frequently hail, is associated with the thunderclouds and, when close by, the tornado sounds like the roar of many airplanes. Most tornados move in an easterly direction, usually moving toward the northeast at about 20 or 30 knots, but speeds of advance have reached 122 knots. They normally occur between 1500 and 1900, but can occur at any hour. The path of a tornado is usually 10 to 40 miles in length, but they sometimes move forward for 300 miles. The average width is greater than 400 yards, but can cut a path a mile wide.

Tornado warnings are announced by local weather advisories. If a tornado is imminent, seek shelter in the strongest part of the dwelling. The bathroom is the ideal place to seek shelter due to the strength of the walls, get in the tub area and cover yourself with a mattress to shelter you from debris. Stay away from windows and any other areas that may turn into a missile hazard.

Hurricane Information

Hurricane season lasts from the beginning of June until the end of November. Familiarize yourself with all preparedness and evacuation procedures. If you are told to evacuate your residence during an evacuation for a hurricane, do so immediately. Failure to evacuate will endanger the lives of you and your family and any emergency personnel in the area. Follow all Base regulations during a hurricane. Your Community Management Office will have information

on hurricane preparedness, evacuation kits and maps of evacuation routes. Residents should tune into News 4 Jax or WOKV 690 AM for weather updates, alerts, and local information on shelters and evacuation stations.

The Federal Emergency Management Agency recommends that each family have an emergency kit readily available for transport in case of severe weather, hurricane, earthquake or other emergency. Further information is available at the following Internet sites: www.fema.gov/kids/dizkit.htm and www.fema.gov/areyouready/assemble_disaster_supplies_kit.shtm. A Disaster Supply Kit list is attached as Exhibit B.

21. KEYS / GARAGE DOOR OPENERS / MAILBOX KEYS

Resident is provided at least two keys to the Premises during the Move-In. The Resident may also be provided with mailbox keys and garage door openers.

All Premises keys, mailbox keys (if applicable), and garage door openers are to be returned during the final Move-Out Inspection Assessment. There is a charge for lost keys, mailbox keys and garage door openers. If a key is lost, and a change of locks is necessary, Resident will be responsible for the charge.

When Owner authorization is given for an additional lock or a change of lock, the Resident agrees to provide the CMO with a copy of the new key(s). Any locks permitted to be installed shall become the property of the Owner.

23. LAW ENFORCEMENT

Security will provide law enforcement services for Neighborhoods located on a military installation. In Neighborhoods located outside the military installation, the Naval Station Mayport Security Department will be the primary provider of law enforcement services. All Residents, regardless of where they live, should call 911 in the event of an emergency. Your call will be properly routed to the appropriate emergency dispatch service PROVIDED YOU CALL FROM A LANDLINE. Calls made from cellular phones may not be routed to Dispatch services and may delay response.

24. LEASE VIOLATION NOTICES

By signing the Lease, Residents, Occupants and guests have agreed to abide by its terms, including the provisions in the Resident Guide. Failure to do so will result in a violation. As a

result of these violations, Command authorities may also deny or limit access to the base. These violations may also be considered a breach of the Lease, resulting in its termination.

Notice of Violations

Community Management may issue notices for violations of obligations under the Lease or Resident Guide. For more serious violations, termination of the Lease may occur without previously issuing notices of violations.

Community policies enforcement is as follows:

A Discrepancy Notice will be issued for minor violations, which may not require a Letter of Caution, Warning or Eviction. These types of violations require correction within two (2) days of receipt of the notice. Failure to do so will result in a formal letter of Caution, Warning or Eviction.

A Letter of Caution will be issued for a Resident's first violation of any nature. Resident will have two (2) days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) days, a Letter of Warning will be issued.

A Letter of Warning will be issued for a Resident's second violation of any nature. Resident will have two (2) days from receipt of letter to correct the violation. Should Resident fail to correct the violation within two (2) days, a Letter of Eviction may be issued to Resident.

A Letter of Eviction will be issued for a Resident's third offense of any nature. Resident will have thirty (30) days in which to vacate the home. NFHO will be notified.

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

Blatant disregard for the rules and regulations of Naval Station Mayport by any Resident, regardless of the number of warnings previously received, is grounds for the termination of the Lease. NFHO will be notified.

Informal Dispute Resolution

In the event of a dispute over community policy enforcement, including Letters of Caution, Warning or Eviction, Resident may submit a letter requesting an appeal to the Community Manager. Should no resolution be reached, the Community Manager will review the dispute with the Area Community Manager. The Area Community Manager will render a decision. If the

Resident is not satisfied with that decision, he/she may request a review by the Vice President of Community Management. The Vice President will review the dispute and his/her decision will be final. NFHO will be made aware of all dispute matters that are elevated above the Community Manager.

25. LIVE- IN CARE PROVIDERS

Permission for live-in care providers must be requested in writing from the CMO. Requests will be evaluated on a case-by-case basis and should be submitted with documentation for the need for live-in assistance. Approval of a live-in care provider is predicated on specific child-care or health-care issues shown to require full-time, live-in assistance.

Residents are responsible to make sure live-in care providers and/or nanny personnel comply with all terms and conditions of the Lease, Addendums, and Resident Guide.

26. LOCKED OUT OF RESIDENCE

A Resident who is locked out may contact the Service Request Line at 904-270-1233 twenty-four (24) hours a day.

The Resident will be required to provide proper identification to receive access to the Premises. Residents should not take any steps to forcibly open the door.

For requests to unlock the door of a home, the following charges will be incurred:

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

The CMO will also charge a fee for replacement locks, additional keys and/or damages to the door.

27. MAINTENANCE

The Maintenance Team is responsible for the upkeep of the interior and the exterior of the homes. The team will be in uniform, have identification badges and in easily identifiable vehicles. Maintenance personnel will be available to provide answers to maintenance questions.

A Service Request may be made by contacting the Service Request Line at 904-270-1233 or through the website at www.nsmayporthomes.com. A Service Request Administrator will

receive and respond to calls from 8:00 a.m. - 5:00 p.m. Monday, Tuesday, Wednesday, Friday and 8:00 a.m. – 7:00 p.m. Thursday. An answering service will receive service calls and dispatch an on-call maintenance technician after hours, weekends, and holidays to provide 24 hour, 7 days a week coverage.

Owner Initiated Orders

There are certain repairs, replacements, inspections, and maintenance that the CMO is required to perform for the Owner. The maintenance office will contact the Resident, explain the work to be done, and establish a time for the work to be accomplished. An example of work orders initiated by the maintenance office is pest control services.

Work will be scheduled to cause the least amount of inconvenience to Resident whenever possible. However, Resident may not refuse entrance into the Premises by Owner, the Maintenance Technician or its contractors when notified at least 48 hours in advance, and the requested time is during reasonable working hours. Owner, CM or its maintenance contractors may enter Resident Premises when Resident is absent to perform such work should Resident have executed an "Authorization of Enter" form.

Preventative maintenance inspections and services will be scheduled at least five (5) days in advance with Resident unless a situation is deemed an emergency.

Service calls will be given a classification of Emergency, Urgent or Routine, depending on the nature of the request and the danger to the safety of the Resident and the Premises.

28. MAINTENANCE TIPS

General Maintenance Information

Please report any and all needed repairs to the Maintenance Service Request Line at 904-270-1233 or through the website at www.nsmayporthomes.com.

In the event your service request is not completed to your satisfaction and the Maintenance Technician seems unable to provide a solution, please feel free to contact the Community Manager at 904-270-1233.

Emergency Maintenance

Emergency Maintenance is provided 24 hours a day.

Emergency situations consist of:

- **Fire - immediately call 911.**
- Lack of electricity.
- Broken or non-working doors, locks, windows.
- Roof leaks.
- Lack of heat when outside temperature is below 50 degrees.
- Lack of air conditioning when outside temperature is above 80 degrees.
- Lack of water.
- Non-functioning toilet when only one exists in the home.
- Gas leak.
- Ranges when entire range is inoperable.
- Refrigerator when not working at all.
- Locked out of home.
- Flooding.
- Broken pipes.
- Any life safety or health concern.
- Water flowing from grass or street areas (possible underground pipe break)
- Overflowing manhole (possible sewer back-ups)

Contact the Maintenance Service Request Line at 904-270-1233 for immediate assistance when any of these situations occur. Emergency Service Requests should not be made through the website.

Access to Premises

Whenever maintenance technicians or pest control contractors enter the Premises to perform work, a copy of the service request will be left detailing the work that was performed. Written permission must be supplied from Resident to the Community Manager authorizing the Community Manager to allow entry to the Premises during the Resident's absence for purposes including but not limited to, out-of-town Guests and relatives. Owner reserves the right to enter the Premises under reasonable circumstances. In all but emergency situations, Resident will be notified 48 hours or more (preventative maintenance) before scheduled entry. Permission to enter is not required in an emergency situation.

Peace of Mind

Please notify the Maintenance Service Request Line of any burned out exterior or common area lights, faulty locks, lost keys, etc.

Please report immediately to Security or local police department and then to the CMO or 24-hour answering service any suspicious persons and any strange or unusual vehicles.

Please request credentials from all maintenance technicians before allowing entry.

General Maintenance Tips

Smoke Detectors and Carbon Monoxide Detectors

Resident is required to test both smoke detectors and carbon monoxide detectors on a regular basis and replace batteries as needed. Resident is not to tamper with, or adjust or disconnect any smoke detectors or carbon monoxide detectors. Violation of this is a material breach of the Lease. Resident shall notify Owner of all repair needs promptly.

Plumbing

The commodes and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. Occasionally there may be a problem with stopped up sewer and plumbing lines. Do not allow objects such as diapers, toys, feminine hygiene products, etc., to be flushed down the toilet. Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. The Service Request Administrator answering the maintenance Service Request Line will classify the service call as an emergency, urgent or routine service order request. Keep a plunger on hand for use on simple toilet clogs.

Light Bulbs

Your home is supplied with light bulbs at time of move-in. After move-in, the maintenance technicians will replace specialty bulbs (appliance, etc.). The Resident must replace all other burned out light bulbs. Please report unlit bulbs over walkways, halls, or common areas to the Maintenance Service Request Line.

Central Air

Your home may be equipped with a central air-conditioning system. The thermostat should not be set excessively low as it may damage the HVAC unit. If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call the Service Request Line at 904-270-1233.

HVAC Filters

Air filter(s) will be new at move-in. The filter(s) in your home should be cleaned on a regular basis to insure proper performance of heating and air conditioning units. If you would like your filter changed prior to the scheduled filter change, feel free to call the Service Request Line at 904-270-1233.

29. MOVE- IN PROCESS

After Resident has selected their new home, the CMO will assist with the completion of the Lease, any addenda and documents, as applicable. The Resident will be given all necessary telephone numbers for service calls, the CMO and the CM as well as contact information for local services, and law enforcement.

The Resident and the Resident Specialist will visit the Premises and together go over the Move-In/Move-Out Property Condition Report. Special features such as no-wax floors will be pointed out to the Resident at that time. Any existing damage to the Premises will be noted on the Move-In/Move-Out Property Condition Report. The Resident is to complete the Move-In/Move-Out Property Condition Report and return to the CMO within three (3) business days of Lease commencement or upon occupancy by Resident.

Designated parking will be identified as will the proper storage of refuse and recycling bins. Premises keys, mailbox keys (if applicable) and garage door openers will be issued at time of move-in.

30. MOVE-OUT PROCESS

Resident must notify the CMO of the intent to move out as soon as possible, but in no event less than thirty (30) days, unless otherwise provided for in the Lease. The CMO will provide a "Notice to Vacate" form, which, when timely submitted to the CMO, fulfills the Lease requirement to notify the Owner in writing.

Resident may schedule a Pre-Move-Out Inspection to review the condition of the Premises and prepare the Resident for the Final Move-Out Inspection. During this review, the Resident may discuss any concerns about the Pre-Move-Out Inspection, anticipated damage charges or other assessments (if any), the overall process, and any other issues of concern in preparation for the final Move-Out Inspection. Deficiencies identified in the Pre-Move-Out inspection and not remedied by Resident will be remedied by Owner and associated costs will be the responsibility of the Resident. Cleaning requirements for the Premises can be found in Exhibit A of this Resident Guide.. Any alterations made to the Premises must be restored to the original condition or remain in place if previously authorized in writing by the CMO. Resident shall be required to pay for damages that are not corrected.

It may be determined during the Pre-Move-Out Inspection that Residents who own or have owned animals may have to have their home professionally treated for fleas if the home has carpeting. If required, they must provide proof of treatment to include a 30-day warranty at final inspection. This proof can be a payment receipt or contractual agreement. If the home does not have carpet or only the stairway is carpeted, the use of foggers is acceptable. Residents

with pets are also responsible to eradicate tick problems or any other infestation caused by the animal (s).

The Move-Out Inspection must be scheduled no less than ten (10) days prior to actual move-out. If there are damages to the house, the Resident may elect to correct the deficiencies within 24 hours or pay for the damages by credit card, debit card or personal check

At the time of the actual move-out, the CMO and the Resident or a Resident appointed representative will again jointly assess the condition of the Premises, sign the Move-in/Move-Out Property Condition Report, and return all keys and other access devices to the CMO. The CMO will assist Resident in completing any paperwork associated with the Move-Out procedures, including a Final Disposition.

31. NEIGHBOR RELATIONS

Resident is reminded that living in close proximity to other families poses certain challenges and opportunities to build life long relationships.

Following a few simple rules will help ensure a positive living environment for everyone:

- Keep household noise to a minimum and follow guidelines on quiet hours (quiet hours are between 10:00 PM and 6:00 AM). Please remember neighbors often work different shifts.
- Keep the Premises, including the yard, clean and free of any unsightly refuse.
- Know where Occupants and Guests are at all times.
- Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or noise.
- Difficulties with a neighbor must be settled peaceably. If all efforts meet with failure, file a complaint with the CMO. The CMO will investigate and attempt to gain resolution to the problem. The complaint, investigation performed, results, and action will be made a matter of record and placed in the file of the Resident filing the complaint and the Resident named in the complaint.

32. NUISANCE (DISTURBANCES and NOISE)

Resident, Occupants, and Guests are expected to conduct themselves and their pets at all times in a manner that will not offend or disturb other Residents, Guests, CMO staff, or other visitors to the Community. Any activity causing extreme or excessive noise, excessive traffic, repetitive or excessive disturbance of any kind, or disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the Community is a lawful cause for eviction. This includes, but is not limited to, behaving in a loud or obnoxious manner, excessive noises by pets,

or destroying any part of the Premises or Community. These actions are considered a "Nuisance" and a serious violation of the Lease.

33. OCCUPANCY LIMITS

Occupancy is limited to the Residents and Occupants identified on the Lease.

34. PARKING REGULATIONS

All vehicles will be properly registered and licensed with current license plates, and must be in operating condition. Owner will tow unauthorized or illegally parked vehicles at Resident's expense. Owner assumes no responsibility or liability whatsoever for loss of or damage to any vehicle while parked in the community.

Motor vehicles are to be parked in the garage, in the driveway or in authorized parking areas along the road surface beside the curb, in that priority. At no time will motor vehicles be allowed to be parked/driven on the grass. Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks. Resident shall not store vehicles for other people or grant permission to others to park in the Community.

Motorcycles/mopeds may not be parked on patios, sidewalks or grassy areas.

Boats, trailers, recreational vehicles, pop-up campers, camper shells, over-sized vehicles and utility trailers must be registered at the Community Management Office and shall be parked only in designated recreational vehicle storage areas. Storage facilities are available for such vehicles at MWR long term storage 904-270-7022.

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

35. PERSONALLY - OWNED PLAY EQUIPMENT and NEIGHBORHOOD PLAYGROUND

Personally owned play equipment is discouraged. Personally owned play equipment shall be kept in good working order, and will not be secured to the ground using concrete anchors. Play equipment should be limited to toddler plastic swing sets and sliding boards. Skateboard ramps and trampolines are prohibited due to safety and liability considerations.

Playgrounds are provided throughout the Community for Resident, Occupant and Guest use and enjoyment. Although the playgrounds and common areas are cleaned and mowed on a scheduled basis, Resident is responsible to police the area and supervise children such that the

area is clean when the Resident, Occupant and/or Guest leave. No children under ten (10) years of age are allowed in the playgrounds without the Resident or other adult supervision.

36. PEST CONTROL

Routine control of normal household pests, along with keeping all pets free of fleas and ticks, is a Resident responsibility. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, is expected of the Resident. Resident should contact the Maintenance Service Request Line for assistance for infestations of pests that are beyond Resident capabilities and require professional control measures.

As a general rule, poor housekeeping is the main factor in cockroach infestation. Roaches and mice thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, and on food left out for pets. Roaches may also feed on paper and glue products, including shelf paper. Some things the Resident can do to control roaches, mice and other household pests are:

- Deposit garbage in trash cans in plastic bags.
- Wipe up spilled foods or drinks immediately.
- Do not keep empty soft drink cans or bottles under the sink, and rinse them well before placing in recycling bins.
- Keep soiled clothing in a clothes hamper or other container. Wash clothes frequently enough that clothing does not pile up all over the floor.
- Store leftover food in airtight containers.

In the event the Premises require extermination, call the Service Request Line at 904-270-1233. Please prepare for extermination services as follows:

- Remove all items from under kitchen and bathroom sinks.
- Pick up toys or other objects that may interfere with application.
- All persons and pets should vacate the premises during treatment and should not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 - 3 hours (4 hours are recommended).
- Remove pet birds from the house, or if the bird(s) cannot be removed, place in a ventilated room that will not be serviced.
- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap. Pumps can be restarted about 3 hours after treatment.

After service, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites.

If a Resident is allergic to common pesticides or has any reaction at all, notify the CMO.

Pesticides may be hazardous to infants under 3 weeks old, the aged, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest control contactor of any such situations, and he will advise of any special safety precautions required.

Problems involving pests in trees and shrubs around the outside of homes should be reported to the CMO.

Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, fleas, birds, wood destroying pests, and pests of stored food products should be reported to the CMO.

37. PET POLICIES

A maximum of two (2) domestic animals are permitted per home. Fish tanks and bird cages count as one animal each.

All pets must be registered with the CMO at the time of signing the Lease or within ten (10) days of acquiring the pet. A Pet Addendum will be executed. Additional pets acquired after move-in must be added to the Pet Addendum.

There are strict rules that apply to pets. Contact the CMO for a copy of the Pet Addendum.

Residents are responsible for informing guests that guest's pet(s) are not allowed in the Premises or common areas. Residents will not be permitted to use the Premises to care for pets belonging to other persons without written consent of the Owner.

Failure to comply with the Pet Addendum may result in the removal of the cat(s) or dog(s) from the Premises and/or eviction of the Resident from the Premises. Any Resident who has been required to remove a cat or dog due to violations of the Pet Policy or the Pet Addendum will not be permitted to have any cats or dogs on the Premises.

It is recommended to have cats and/or dogs "chipped" for ease of finding them if lost.

38. REFUSE COLLECTION & RECYCLING

Household Refuse

Family housing refuse collection at Naval Station Mayport is contracted. One (1) refuse container will be provided for every home. Refuse will be placed in the provided wheeled

container or in plastic bags. No trash of any kind may be put out prior to 1900 the evening before the scheduled pick up days. All refuse containers should be brought back from the curb and properly stored by 1900 the day of pick up. The curbside pick up schedule will be delivered with the move-in package.

Recycling

Recycling at Naval Station Mayport is **MANDATORY**. All occupants will be provided a designated color poly cart that they can place recyclable materials in co-mingled (mixed together). No recyclable refuse may be put out prior to 1900 the evening before the scheduled pick up day. The curbside pick up schedule will be delivered with the move-in package.

ALL RESIDENTS MAY RECYCLE THE FOLLOWING ITEMS:

GLASS: Amber/Brown, Clear, Green. This will include only glass containers that food or drinks come in. (Examples are: beverage/drink bottles, jelly jars, ketchup jars, mustard jars, pickle jars, etc...) It does not include such items as auto glass, Corning ware, regal ware, plates, cups, bowls, ceramic pots, and the like. (Remove lids and rinse all containers before placing in recycle cart).

PAPER: Newspaper, Sales Papers, Junk Mail, Magazines, Phone Books, Catalogs, School Papers, Calendars, Folders, etc... Place all paper products in a plastic bag and tie the top closed prior to placing in your blue cart. **Do not recycle paper items that have food waste on them such as used paper plates.**

CARDBOARD: Shipping and Packing Boxes, Shoe Boxes, Cereal Boxes, Cookie/Cracker Boxes, Shirt Boxes, Paper Towel Spools, Poster Boards, etc... Break down all cardboard boxes. Large quantities of cardboard that won't fit or that will fill up your cart should be broken down and stacked neatly beside the blue cart at the curb on the day of collection.

CANS: Metal and Aluminum. **No motor oil cans please.** (Empty all liquids and solids from cans and rinse before placing in cart.).

COMPUTER PRINTER TONER CARTRIDGES (ALL) – Using the carton that your new cartridge came in, place the old cartridge in the same box and tape top closed prior to placing in your blue recycle cart.

LARGE RECYCLABLE ITEMS: Large recyclable items such as refrigerators, stoves, washer, dryers, grills, bicycles, etc... are to have the doors removed before they are placed next to the curb on the day that your bulk recyclables are collected.

Household Hazardous Waste

PAINT: Dry latex paint can be thrown away with the regular trash. Latex or oil-based paint that is still usable can be recycled. Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available, though they tend to be more expensive than traditional paints.

AEROSOL CANS: Empty aerosol cans may be disposed of with the regular refuse. Minimize waste by completely using aerosol-packaged products prior to disposal.

MOTOR OIL AND VEHICLE BATTERIES: No vehicle maintenance is allowed in housing areas. However, you will appreciate that Auto-Craft Centers and off-base maintenance shops have collection points for motor oil. Batteries should be taken to the recycling center (on-base).

DRUGS: Prescription drugs should be washed down the drain with water.

LAMPS: Incandescent light bulbs can be disposed of with regular trash.

BATTERIES: Small flashlight or calculator-type batteries can be disposed of with the regular trash or recycled. You are encouraged to purchase amounts of products that can be used up easily; read and follow label safety directions, and, if you can't use it up, follow storage and/or the disposal guide for proper disposal. In addition, the U.S. Environmental Protection Agency offers the alternatives for common household products with non-hazardous products. Please follow these guidelines for any household cleaner or pesticide.

Household Cleaner	Alternative
Drain cleaner	Use a plunger or plumber's snake.
Oven cleaner	Clean spills as soon as the oven cools using steel wool and baking soda; for tough stains, add salt (do not use this method in self-cleaning or continuous-cleaning ovens).
Glass cleaner	Mix 1 tablespoon of vinegar or lemon juice in 1 quart of water. Spray on and use newspaper to wipe dry.
<i>Toilet bowl cleaner</i>	Use a toilet brush and baking soda or vinegar. (This will clean but not disinfect.)
Furniture polish	Mix 1 teaspoon of lemon juice in 1 pint of mineral or vegetable oil, and wipe furniture.
Rug deodorizer	Deodorize dry carpets by sprinkling liberally with baking soda. Wait at least 15 minutes and vacuum. Repeat if necessary.
Silver polish	Boil 2 to 3 inches of water in a shallow pan with 1 teaspoon of salt, 1 teaspoon of baking soda, and a sheet of aluminum foil. Totally submerge silver and boil for 2 to 3 more minutes. Wipe away tarnish. Repeat if necessary. (Do not use this method on

	antique silver knives. The blade will separate from the handle.) Another alternative is to use nonabrasive toothpaste.
Plant sprays	Wipe leaves with mild soap and water; rinse.
Mothballs	Use cedar chips, lavender flowers, rosemary, mint, or white peppercorns.
Flea and tick products	Put brewer's yeast or garlic in your pet's food; sprinkle fennel, rue, rosemary, or eucalyptus seeds or leaves around animal sleeping areas.

DO NOT mix anything with a commercial cleaning agent. If you do store a homemade mixture, make sure it is properly labeled and do not store it in a container that could be mistaken for food or beverage. When preparing alternatives, mix only what is needed for the job at hand and mix them in clean, reusable containers. This avoids waste and the need to store any cleaning mixture.

Bulk Pick Up

Routine bulk (couches, chairs, etc.) pick up is provided on a regular basis. Residents will make arrangements through the Community Management Office for special move-in/move-out arrangements. Residents will place items on the curb no earlier than 1900 the evening before the scheduled pick up day.

The following conditions apply for bulk collection:

Bulk items will be picked up at the curb.

Yard waste (i.e. grass clippings, shrub trimmings, weeds, etc.) that is bagged and left at the curb will be collected. Branches, in lengths no longer than 5 feet, must be bundled, tied, and left at the curb. Bundles must be small enough to be handled easily by one person.

39. RESIDENT INQUIRIES AND CONCERNS

The Owner's goal is to provide affordable and well-maintained Premises for an exceptional quality of life for all Residents. Resident inquiries or concerns that have not been addressed in the manner that is satisfactory have several alternative avenues for resolution.

First, make sure the inquiry or concern has been clearly stated and delivered to the CMO. The CMO will respond in a timely manner to the inquiry or concern in accordance with the terms of the Lease, the Resident Guide and any Addenda executed by the Resident. Residents should also complete the prepaid postage Comment Cards and mail to the address listed. The Comment Cards are another source for the Resident to receive a response to an inquiry or

concern not adequately addressed by the CMO or the Community Manager. Comment Cards are handed out by the CMO at move-in, at every maintenance service call and at move-out. A survey is also sent to all Residents on an annual basis.

40. SAFETY

Emergency numbers are provided on the last page of this Resident Guide.

Safety on the Premises and in the Community is the responsibility of each Resident, Occupant and Guest. Below are a few policies and guidelines to be followed to help assure a safe environment for all:

Bicycle/Skating/Skateboard

Bicycle helmets are required in all Neighborhoods for all cyclists, including children in safety seats, regardless of age. Helmets and other protective gear are required for skaters and skateboarders.

Children's Safety

Resident is responsible for the safety, care and actions of Resident's own children and children in Resident's care. Please instruct children not to play in the streets, alleys or parking lots.

Fire Protection

The Resident is responsible for ensuring their Premises compliance with all applicable fire and life safety standards. For further information regarding questions on fire prevention, please contact the local Fire Department.

Suggested tips in case of fire in your home:

- DO NOT PANIC - KEEP CALM!
- Do not try to put the fire out by yourself.
- Leave the room where the fire has started and close the door.
- Have all the occupants vacate the home.
- Call 911 from your neighbor's home immediately.
- After you have left your home, do not return until the fire has been put out and approval has been given by the Fire Department.

Alternate Plan:

If you cannot leave your home:

- If door is hot, or smoke is seeping in, cover cracks and vents around door preferably with wet towels or other natural (non-synthetic) items.

- Go to a room with an outside window; close all doors between you and smoke or fire.
- Open window for air and hang sheet or blanket out to signal for help.

Fire Prevention

Following are suggested tips for fire prevention:

- Locate all possible exits from a room and/or floor and discuss escape routes with family members. Select a meeting place for all family members once they are clear of the home. Hold a fire drill for your home to practice the family escape plan.
- The telephone number of the fire department and all emergency services should be readily available by your phone. In the event of an emergency, call 911.
- If you are aware of a Resident who is an invalid or is confined to a bed, please contact emergency services if you suspect there is a fire.
- Do not smoke carelessly.
- Do not put food on the stove to cook and go to sleep or leave your home.
- Do not overload your electrical outlets. If any appliance or TV starts smoking, pull out the plug and call the Fire Department.
- When you leave your home for any length of time, make sure that the stove, TV or any other electrical appliance is turned off.
- Do not try to remove a burning pan of grease or food from the stove. First, turn off the burner beneath the pan. Then smother the fire by using a cover or baking soda. Wait for the pan to cool before removing. It would be helpful to keep a large box of baking soda open and near your stove.
- Cover unused outlets with outlet covers so that children cannot place items into them.
- Do not leave electrical cords where children can reach them or use extension cords as a permanent connection. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through door holes in the walls.
- Dryer lint traps should be cleaned before each use of the dryer.

Fireplaces

Resident is responsible for the safe operation of interior wood burning or gas fireplaces. The Resident Specialist will instruct the Resident on the safe and proper use of the fireplace at Move-In. Contact the CMO if not comfortable with the operation of the fireplace. Resident is responsible for the safe operation of owner purchased exterior fire pits, patio heaters; fire "fountains", and similar devices.

Garage Doors

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to the CMO so qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect family and friends from potential harm. Please take a minute to read the following safety tips:

- Do not stand or walk under a moving door.
- Do not let children play with or use the transmitters or remote controls.
- Teach children about garage door and opener safety; explain the danger of being trapped under the door.
- When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- Teach children to keep their hands and fingers clear of section joints, hinges, tracks, springs and other door parts.

Should the power fail, you will not be able to open or close the door using the pushbutton or wireless transmitter (if equipped). Instead, you will have to pull the *Emergency Release Latch* to allow the door to be manually lifted or lowered. It is recommended that the latch be pulled when the door is closed. Use caution when using this release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death.

If the wireless transmitter (if equipped) needs service, please drop it off at the CMO. A maintenance technician will repair and/or replace the transmitter within 24 hours.

Hazardous Materials/Waste

It is critical that hazardous materials not be included in trash or recycling. Contact the CMO for information on suitable locations to store or dispose of household hazardous waste. Common hazardous household products include, but are not limited to:

- Oil based paint/thinner/latex paint that is still usable
- Turpentine and other spirits
- Gasoline and other petroleum products
- Pesticides, herbicides, fertilizers, soil additives
- Fluorescent light bulbs

Personal Safety Reminders

- Take responsibility for personal safety. Know your local emergency phone numbers. Dial 911 in the event of an emergency.
- Verify the identity of anyone at your front door desiring entry. If the person claims to be an

employee of the CMO and does not have proper identification or you do not recognize them, call the CMO for verification.

- Always use the main Community entrance when entering late at night.
- Be observant and always be aware of your surroundings and the people in the area.
- Do NOT display house keys in public or leave them in the mail area or places where they can easily be stolen.
- Do NOT affix identifying tags with your address on your key chain.
- Keep a complete list of the serial and identification numbers of all appliances, computers, television, VCR, stereo, etc. This will greatly aid in recovering stolen goods.
- DO NOT confront suspicious persons loitering around the property, but report them immediately to the proper authorities and the CMO.
- Vehicles should remain locked at all times with items stored out of sight.
- Doors and windows should be locked at all times. Please contact the CMO immediately if any locks are inoperable.
- Registered Sex Offenders Notice: F.S. 775.21(3) & F.S. 943.0435(12)

Smoke and Carbon Monoxide Detectors (If applicable)

Smoke and carbon monoxide detectors (if applicable) have been provided to comply with local safety ordinances, and should not be deactivated or removed. Resident is responsible for checking and maintaining all smoke and carbon monoxide detectors, and must immediately notify CMO, of any problem, malfunction or damage to the detectors. Replacement of batteries is the Resident's responsibility. Any questions about operation or performance can be directed to the CMO. CMO recommends checking the monitors monthly. Disconnection and/or disabling smoke detectors is a violation of the local and State ordinances and will be cause for eviction.

Welding

Welding is prohibited at the Premises and in the Community at all times.

Window Safety

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards, beds, tables, chairs and other furniture should not be placed in close proximity to windows.

Lock all windows.

Do not leave young children unsupervised in rooms with open windows.

41. SIGNS

Signs of any kind are prohibited on the exterior of the Premises, including yards, or anywhere around the Community. Signs in windows are also prohibited.

42. SOLICITATIONS

Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed. It is a Federal offense to attach anything to mail boxes.

43. TELEPHONE LINE MAINTENANCE

Information concerning telephone service in the Community will be provided during Move-In. Resident is responsible for all costs incurred with the exception of maintenance to the telephone line supplied by the Owner. If the problem is with the telephone, and not the telephone line, the Resident will be responsible for all charges.

Additional phone outlets and/or lines are allowed at Resident expense. Resident is limited to one (1) additional hookup installed per room with prior written approval. Resident will not be responsible for the removal of the additional hook-ups or subject to an additional charge at Move-Out as long as prior approval was obtained from the CMO. Request forms are available from the CMO.

44. TEMPORARY ABSENCE FROM PREMISES

Resident will notify the CMO in writing of any absences from the Premises in excess of fourteen (14) consecutive days. Resident shall make arrangements for a representative to have access and to take responsibility for the Premises. Resident will notify the CMO with the contact information of the representative. Resident will assume all liability for the representative's behavior. Unless inconsistent with state/local law, Owner will not be responsible for any damages to the Premises resulting from the Resident's absence due to Resident's or Resident's representative's negligence, recklessness and/or intentional intent. In addition, please take the following actions prior to leaving the Premises:

- During the cooling season, raise thermostat setting to 80° Fahrenheit
- Lock all doors and windows
- Lower, but do not completely close, blinds, shades or curtains
- Place timers on a few lights and radio
- Stop/suspend delivery of mail, newspapers, and other routine deliveries

- Make arrangements to have any fenced areas mowed. Resident is responsible for the cost of any required yard maintenance in the fenced area that must be completed by the CMO
 - Arrange for any items in the yard to be moved or removed so that the grass may be mowed
- If absent for longer than 30 days, make arrangements to ensure timely Rent payments.

49. TRAMPOLINES

Trampolines are not permitted.

50. VEHICLES

Repair of automobiles, parking, and the storage of recreational vehicles are a few of the topics that must be addressed in order to maintain a desirable Residential family environment. Following are rules and regulations for the Community:

Automotive Maintenance and Policies

All vehicles must: (1) be operable and road-worthy, (2) display current tags, (3) display a current inspection sticker (if applicable in their State of registration), and (4) have current insurance as required by the State where the vehicle is registered. Owner will tow unauthorized or illegally parked vehicles at Resident's expense. Owner assumes no responsibility or liability whatsoever for loss of or damage to any vehicle while parked in the community.

- Commercial vehicles may not be kept in the Community or Premises unless they are of a size/type to fit completely in the Premises garage with the door closed. Resident may not park commercial vehicles in the street or driveway except when actively loading or unloading the vehicle.
- Due to environmental and safety concerns, automobile/vehicle maintenance shall not be performed by Resident, Occupant or Guest anywhere in the Community or Premises including garages, carports, parking spaces, or street. Additionally, vehicles may not be on jacks, jack stands, or ramps *at any time*.
- Prohibited vehicle self-maintenance anywhere in the Community includes, but is not limited to, repairs such as transmission repairs, engine overhauls, and bodywork (sanding and painting), engine cleaning and oil changing.

Vehicles may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc. are not left to accumulate. When full-time water conservation/drought restrictions are in effect, they must be followed. Washing vehicles on grass areas is prohibited.

Vehicles shall not be in an inoperative status in excess of 72 hours. All inoperable vehicles must be removed from the Community and Premises. Resident may request exceptions to this policy on a short-term basis through their CMO.

Garages/Carports/Sheds

Garages are intended for parking vehicles, to provide auxiliary storage of personal effects, and storing recycle and refuse bins.

The following policies apply to the use of the garage/carport:

- Storage of flammable liquid, such as gasoline, is restricted to 1 gallon and should be stored in a secure area.
- Garages shall not be used for living spaces, and shall not be altered or modified for such use.
- Pets shall not be kept in garages or sheds.
- Do not block or barricade garage doors.
- Do not store items near or block water heaters located in garages.
- The Resident, Occupant or Guest may not alter electrical wiring in garage or shed spaces or any other area of the home.
- A garage or carport is considered a "designated parking space". No additional parking will be allocated for vehicles displaced by storage of personal goods.

Recreational Vehicles and Other Vehicles

Recreational vehicles, utility trailers, boats, campers, ATV's, and jet skis must be parked in authorized designated areas, and are prohibited in the Community unless the item fits into the garage with the garage door completely closed. The only exception to this rule is when the vehicle is being made ready for use or storage. This approved exception period may not exceed 48 hours. Proper storage of recreational vehicle or other vehicles in a garage will not justify improper parking of vehicles.

The following rules apply:

- Automotive maintenance polices apply to RVs, boats, campers, ATV's, and jet skis; therefore, oil changes, engine repair and bodywork are not allowed.
- Interior repairs of such vehicles shall not be made in the Community without prior approval from the CMO.
- RVs must not be plugged into any Community or Premises utilities.
- Flammables, such as paints, thinners, and gasoline may not be stored in vehicles.

- Guests' RVs may not be parked in the Community.
- RVs may be parked in the garage if it fits completely within the garage, the door is kept closed, and there is adequate parking remaining available for vehicles without impacting other Residents of the Community. RV's may NOT be parked in carports or driveways.

Contact your CMO for appropriate storage locations. Violation of these RV and other vehicle policies shall result in the removal of the RV or other vehicle from the Community at the Resident's expense.

51. WADING POOLS/HOT TUBS

Use of small wading pools, not exceeding (24) inches in height, is authorized under the following guidelines:

- The water must not exceed 24 inches in depth, and will be emptied on a daily basis.
- Wading pools are to be constantly monitored by an adult during use, and must not be left unattended while holding water.
- Pools are to be emptied and turned over when not in use and properly stored.
- Grounds damaged by the pools must be restored.
- Wading pools must be kept in backyard areas.
- Residents are responsible for supervision of any person using the pool and liable for all injuries resulting from the pool, whether the Resident is present or not at the time of injury.

Installed or portable hot tubs are not permitted.

52. WASTE

All Residents, Occupants and Guests are forbidden from creating any waste (unacceptable care of or damage to the Premises or Community). Resident is responsible for the cost of picking up waste.

53. WATERBEDS

Waterbeds are permitted in first floor bedrooms only. Residents must carry insurance and will be held liable for any damages caused by the waterbed.

54. WEAPONS

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

All privately owned permitted weapons must be registered with the Base within three (3) working days after arrival on the base or after obtaining the weapon.

All Base and State laws regarding weapons must be met.

All weapons and other potentially dangerous weapons must be stored out of children's reach and access in a secure space. All weapons should be kept in an unloaded condition, i.e. empty of bullets or cartridges.

The use of any weapon in family housing is prohibited.

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

55. WEBSITES

Owner's Community website is located at www.nsmayporthomes.com. Residents will be able to use this website to inquire about and access information regarding upcoming events and activities in their Community.

56. WILDLIFE & ENDANGERED SPECIES

Many varieties of wildlife inhabit family housing areas. Residents are prohibited from disturbing, capturing or harming any wildlife. Residents are not to feed feral animals or wildlife other than birds. Do not put food scraps outside or throw food scraps into the woods. Trash bins must be properly stored with lids securely closed so as not to attract wildlife.

For the endangered turtle and its eggs, Residents are to avoid lighting the area in which they nest. This is to prevent harming the turtle's eggs and hatchlings. Should Residents become concerned about an animal's presence, they should contact the CMO.

There are a few endangered species that also reside in family housing areas. For a list of endangered species and plants that pertain to Naval Station Mayport contact CMO. Residents are prohibited from disturbing, capturing or harming any wild life.

57. YARD & GARAGE SALES

Individual yard and garage sales are not permitted.

58. YARDS - PROHIBITED ITEMS

Storage sheds are prohibited. Homes with storage sheds existing prior to October 1st, 2007 will be permitted to remain until the existing Resident vacates. Residents are required to remove the storage shed and return the area to original condition with grass seeding at Resident's expense.

Patios, balconies, and front yards must be neat and clean at all times. Bicycles, motorcycles, boxes and/or equipment may not be stored on patios or balconies. Towels and laundry may not be hung within patios, balconies, or from balcony railings. Furniture, other than acceptable lawn furniture, shall not be kept on balconies, or patios. Carpeting is prohibited. Exterior window sills must be kept clear at all times.

Toys and bicycles are not to be left on the lawn areas or in common areas, but should be stored. Toys or bicycles should not be left in a Resident's lawn when not in use.

Tree houses and tree swings are not permitted on the Premises, in common areas or in any tree on Community grounds.

Outdoor grills are permitted only outside the home no closer than ten (10) feet to the house or fence. Barbeque grills should not be left unattended when in use or while still hot. Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, etc. is prohibited.

Burning of rubbish or bonfires is not permitted.

NAVAL STATION MAYPORT PHONE NUMBERS

<i>Emergency</i>	911
Naval Station Mayport Security Department (non-emergency)	904-270-5583
Jacksonville Sheriff’s Office (non-emergency)	904-630-0500
Naval Station Mayport Fire Department (non-emergency)	904-270-5334
NS-Mayport Fire Department	904-270-5334
Ambulance	911
Baptist Beaches Hospital	904-247-2900
Central Appointments for Clinic and Nurse Call Center	904-542-4677
Poison Control Center	800-282-5846
Naval Station Mayport Base Veterinary Clinic	904-270-7004
Balfour Beatty Communities Management Office	904-270-8870
Balfour Beatty Communities Facilities Office	904-270-8870
Balfour Beatty Communities Service Request Desk	904-270-1233
Navy Housing Office	904-270-5730
Personal Property	904-542-1000
Navy Marine Corp Relief	904-270-5418
Phone Company	
AT + T	1-888-757-6500
Comcast Cable TV Company	
Customer Service	1-800-266-2278
Naval Station Mayport Chapel	904-270-5212
Outdoor Recreation Center	904-270-5221/5541
Naval Station Mayport Safety Office	904-270-5218
Red Cross (Monday-Friday 8:30-4:30)	904-246-1395 or 904270-5241
Red Cross (24 hour emergency communications)	1-877-272-7337
Animal Control Center of Jacksonville	904-630-2489

Exhibit A

Inspection Standards Conditions at Move-Out

In order to avoid any delays in the clearing of your housing and to prevent you from incurring charges, the following guidelines should be followed prior to the final inspection of your home:

WALLS AND CEILINGS:

- Remove all nails, picture holders, molly bolts, anchor bolts, etc. Spackling of holes less than one-fourth inch is not required. Holes larger than one-fourth inch or wall damage will be spackled neatly by the resident.
- Remove all self-adhesive hooks.
- Spot painting is discouraged, as different paint batches do not match, thus creating an unsightly condition.
- Painting over varnished or stained wood may not be done.
- Remove all scuffmarks, wallpaper, borders, decals, and restore any wall damage.
- Repaint rooms painted with non-standard colors back to the standard off white.

WINDOWS, DOORS, MEDICINE CABINETS, WALL CABINETS:

- Be sure that all window coverings that were provided at move-in are not damaged and are affixed properly to the windows.
- All storm windows, doors, and screens must be in place.
- Remove all contact paper and shelf paper.
- Be sure to remove all items from medicine cabinet, closets, kitchen cabinets and closets.

CARPENTRY:

- Refasten, repair, or replace any missing or broken coat hooks, clothes rods, and closet shelves.
- Repair or replace damaged or missing doorstops, door treads, doorknobs, and cabinet handles.
- Repair or replace loose, damaged or missing kitchen cabinet and drawer pulls and closet doorknobs with matching hardware.
- Repair damaged hinges or handles.
- Repair or replace closet door guides on floor.
- Replace broken cabinet or closet door knobs.

FLOORS:

- Carpets shall be vacuumed and free of dirt and stains.
- Tile floors must be cleaned.

APPLIANCES:

- Ensure all the shelves are in place in refrigerator.
- Ensure all broiler pans and oven racks are in place in range.
- Ranges and refrigerators must be in kitchen, not basement or stored elsewhere.
- Be sure that all items are removed from refrigerator and freezer, and that it is wiped clean and left on the lowest setting.
- Be sure that oven and range top, including drip pans are thoroughly cleaned.

ELECTRICAL:

- Replace broken globes on lights, both interior and exterior.
- Replace damaged switch plates and receptacle plates.

EXTERIOR:

- Remove excessive dirt, mud, chalk, crayon, oil, grease or other substances off sidewalks, patio slabs, and driveways.
- All trash cans (regular and recyclables) must be empty and hose clean.

GROUNDS:

- Police yard from all trash and debris. Remove all animal waste.
- Repair yard damage. Grass should be growing in areas destroyed by pets or children.

GARAGES: (If Applicable)

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

UNAUTHORIZED CONSTRUCTION:

- Adding latticework, plastic sheeting, and nonstandard fences are not authorized. They must be removed.

MISCELLANEOUS:

- Residents must turn in their house, garage, and their cluster mailbox keys to the Resident Specialist.
- Remove all personal property including carpets, air conditioners, wallpaper, yard fences,

swings, etc.

NOTE: Have telephone and cable disconnected at least one day prior to your final inspection. Notify Post Office of your change of address. Take your pets with you or make arrangements for their care. **DO NOT ABANDON YOUR PETS.** Immediately upon completion of the final inspection, the occupant will be required to turn over keys. The occupant will no longer have access to the home.

Exhibit B

The FEMA website provides the following information, and more:

Basic Disaster Supplies Kit

The following items are recommended for inclusion in your basic disaster supplies kit:

- Three-day supply of non-perishable food.
- Three-day supply of water - one gallon of water per person, per day.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper).
- Matches and waterproof container.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.
- Photocopies of credit and identification cards.
- Cash and coins.
- Special needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries.
- Items for infants, such as formula, diapers, bottles, and pacifiers.
- Other items to meet your unique family needs.

Maintaining Your Disaster Supplies Kit

Just as important as putting your supplies together is maintaining them so they are safe to use when needed. Here are some tips to keep your supplies ready and in good condition:

- Keep canned foods in a dry place where the temperature is cool.
- Store boxed food in tightly closed plastic or metal containers to protect from pests and to extend its shelf life.
- Throw out any canned good that becomes swollen, dented, or corroded.
- Use foods before they go bad, and replace them with fresh supplies.
- Place new items at the back of the storage area and older ones in the front.
- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.
- Re-think your needs every year and update your kit as your family needs change.
- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers, such as an unused trashcan, camping backpack, or duffel bag.

Kit Locations

Since you do not know where you will be when an emergency occurs, prepare supplies for home, work, and vehicles.

Home	Work	Car
<p>Your disaster supplies kit should contain essential food, water, and supplies for at least three days.</p> <p>Keep this kit in a designated place and have it ready in case you have to leave your home quickly. Make sure all family members know where the kit is kept.</p> <p>Additionally, you may want to consider having supplies for sheltering for up to two weeks.</p>	<p>This kit should be in one container, and ready to "grab and go" in case you are evacuated from your workplace.</p> <p>Make sure you have food and water in the kit. Also, be sure to have comfortable walking shoes at your workplace in case an evacuation requires walking long distances.</p>	<p>In case you are stranded, keep a kit of emergency supplies in your car.</p> <p>This kit should contain food, water, first aid supplies, flares, jumper cables, and seasonal supplies.</p>

~ NOTES ~