



## RESIDENT GUIDE and Community Standards

Resident Guide and Community Standards (Davis-Monthan AFB)  
Welcome to Soaring Heights Communities

Welcome to Davis-Monthan Air Force Base (Davis-Monthan AFB) and the beginning of your family housing experience here. Living on base can provide enhanced security, community atmosphere, reduced commute time, and faster access to base facilities. We are very pleased that you have chosen to become part of Soaring Heights Communities. Working together, we can ensure a safe, clean, well-kept living environment conducive to the rest, relaxation, and enjoyment our residents deserve.

This guide has been provided to assist you during your residence at Soaring Heights Communities (SHC), and constitutes a part of the Housing Agreement between you and Soaring Heights Communities (the Tenant Lease Agreement). Air Force Instruction (AFI) 32-6001 (21 August 2006), Family Housing Management, contains Air Force policies regarding assignment and termination of military family housing. Portions of this AFI have been incorporated into this brochure. Local policies and procedures have also, to the extent possible, been included. Due to space limitations, however, all policies and procedures cannot be included in this brochure. It is your responsibility to ask first on any policy not covered, or if you are in doubt on those covered. If you choose to ignore Air Force, Air Combat Command, Davis-Monthan AFB, or Soaring Heights Communities policies or procedures, your privilege of living in Soaring Heights Communities becomes jeopardized. This guide is designed to acquaint you with your responsibilities and those of Soaring Heights Communities. Pride in the appearance of your home and consideration for your neighbors will result in comfortable living conditions for all residents in our family housing community. If you have any questions regarding the contents of this brochure, please contact the Community Center Office.

We are happy to have you with us in our community and wish you much enjoyment during your tour of duty at Davis-Monthan AFB.

Welcome Home!  
Soaring Heights Communities Management Staff  
(520) 745-5024



## RESIDENT GUIDE and Community Standards

### QUICK REFERENCE PHONE NUMBERS

FIRE DEPARTMENT 911

AMBULANCE 911

SECURITY FORCES (To report a crime in progress or suspicious activities) 911

SECURITY FORCES CONTROL CENTER (Incidents, complaints, and law enforcement inquiries) 520-228-3200

CRIME STOP 520-228-4444

DAVIS-MONTHAN AFB MAIN GATE VISITOR CENTER 520-228-4886

FAMILY ADVOCACY 520-228-2104

WELCOME HOME CENTER 520-745-5024

MAINTENANCE REQUEST LINE (24 hours/7 days-For maintenance requests, entomology service, and lockouts) 520-505-5012

QUALITY ASSURANCE PERSONNEL (compliments or concerns) 520-745-5024

SELF-HELP STORE 520-745-5024

#### Soaring Heights Communities LLC

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054



## **RESIDENT GUIDE and Community Standards**

### **Section 1 – SOARING HEIGHTS COMMUNITIES RESPONSIBILITIES**

- 1.2. INSPECTIONS
  - 1.2.1. MOVE-IN INSPECTIONS
  - 1.2.2. CONDITION OF HOMES INSPECTIONS
  - 1.2.3. YARD INSPECTIONS
  - 1.2.4. MOVE-OUT INSPECTIONS
- 1.3. MAINTENANCE AND REPAIRS
  - 1.3.1. MAINTENANCE REQUESTS
  - 1.3.2. EMERGENCY SERVICE CALLS
- 1.4. ENTRY
- 1.5. REFUSE COLLECTION AND DISPOSAL
- 1.6. BULK TRASH
- 1.7. GREEN WASTE
- 1.8. RECYCLING
- 1.9. INSECT/PEST CONTROL
- 1.10. LOCKOUTS
- 1.11. SELF-HELP/LAWN & GARDEN SERVICE

### **Section 2 - RESIDENT RESPONSIBILITIES**

- 2.1. SPONSOR
- 2.2. MEMBERS OF OTHER SERVICES OR AGENCIES
- 2.3. CHAIN OF COMMAND
- 2.4. COMMUNITY PARTICIPATION
- 2.5. CHANGE IN STATUS
- 2.6. NAME SIGNS
- 2.7. EXTENDED ABSENCE
- 2.8. LIABILITY
- 2.9. MAILBOXES 2.10. INSURANCE
- 2.11. ENERGY CONSERVATION
  - 2.11.1. WATER
  - 2.11.2. ELECTRICITY
- 2.12. ENVIRONMENTAL PROTECTION
- 2.13. SAFETY
- 2.14. MINOR MAINTENANCE AND REPAIRS
- 2.15. RECREATIONAL VEHICLES
- 2.16. VEHICLE REPAIRS
- 2.17. INSECT/PEST CONTROL
- 2.18. CARE OF INTERIOR
  - 2.18.1. KITCHENS
  - 2.18.2. BATHROOMS
  - 2.18.3. FLOORS
  - 2.18.4. CARPETS

#### **Soaring Heights Communities LLC**

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054



## **RESIDENT GUIDE and Community Standards**

### **Section 2 - RESIDENT RESPONSIBILITIES**

- 2.18.5. WALLS
- 2.19. CARE OF EXTERIOR
  - 2.19.1. GROUNDS
  - 2.19.2. WINDOWS
- 2.20. HOUSEHOLD TRASH
- 2.21. BULK TRASH
- 2.22. GREEN WASTE
- 2.23. PETS
- 2.24. SELF-HELP WORK
- 2.25. RESIDENT DISPUTES

### **Section 3 – INSPECTION STANDARDS**

- 3.1. WEEKLY EXTERIOR INSPECTIONS
  - 3.1.1. BACK YARD LAWN CARE
    - 3.1.1.1. BACK YARD EDGING/TRIMMING
    - 3.1.1.2. REMOVAL OF GRASS AND WEEDS
  - 3.1.2. REMOVAL OF DEBRIS
  - 3.1.3. BACK YARD SHRUBS/BUSHES
  - 3.1.4. TREES
  - 3.1.5. FLOWER BEDS
  - 3.1.6. PET DROPPINGS
  - 3.1.7. PATIOS AND CARPORTS
  - 3.1.8. SUN SHELTERS, TENTS, ETC.
  - 3.1.9. STORAGE SHEDS, TRAMPOLINES, BASKETBALL GOALS
  - 3.1.10. WATER/ENERGY CONSERVATION
  - 3.1.11. UNAUTHORIZED VEHICLES
  - 3.1.12. PARKING
- 3.2. GOOD HOUSEKEEPING (INTERIOR INSPECTIONS)
- 3.3. EMERGENCY INSPECTIONS
- 3.4. TERMINATION OF OCCUPANCY (See Section 12)

### **Section 4 – PETS**

- 4.1. RESPONSIBILITY
- 4.2. AUTHORIZED PETS
- 4.3. LICENSE/REGISTRATION/IDENTIFICATION.
  - 4.3.1. LICENSE AND REGISTRATION
  - 4.3.2. CAT AND DOG IDENTIFICATION MICROCHIP
- 4.4. CONTROL OF PETS
- 4.5. BREEDING/COMMERCIAL USE
- 4.6. ANIMAL FECES/HEALTH HAZARD

#### **Soaring Heights Communities LLC**

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054



## **RESIDENT GUIDE and Community Standards**

### **Section 4 – PETS**

- 4.7. FEMALE DOGS AND CATS
- 4.8. STRAY/LOST ANIMALS
- 4.9. NUISANCE/VICIOUS ANIMALS
- 4.10. ANIMAL BITES
- 4.11. PET SITTING

### **Section 5 – SPECIAL INTEREST ITEMS**

- 5.1. ROOF AREAS
- 5.2. SATELLITE DISHES/ANTENNAS/CABLE TV
- 5.3. POOLS
- 5.4. GUESTS
- 5.5. WATERBEDS
- 5.6. BASKETBALL GOALS, TRAMPOLINES, SWINGSETS, PLAYHOUSES, HAMMOCKS, ANIMAL SHELTERS, ETC.
- 5.7. FIREWORKS
- 5.8. EXTERIOR DECORATIVE LIGHTS

### **Section 6 - FIRE PROTECTION**

- 6.1. RESPONSIBILITY
- 6.2. ORIENTATION
- 6.3. FIRE SAFETY CONSULTANTS
- 6.4. FAMILY LIFE SAFETY PLAN
  - 6.4.1. EVACUATION PLAN
  - 6.4.2. SMOKE DETECTORS
  - 6.4.3. FIRE EXTINGUISHERS
- 6.5. TO REPORT AN EMERGENCY (FIRE, AMBULANCE OR POLICE) - DIAL 911
- 6.6. COOKING
- 6.7. HOUSEKEEPING
- 6.8. ELECTRICAL FIRE SAFETY
- 6.9. OPEN FLAMES
  - 6.9.1. SMOKING
  - 6.9.2. BARBECUE GRILLS
  - 6.9.3. CANDLES
  - 6.9.4. OPEN BURNING IS PROHIBITED ON BASE
- 6.10. FLAMMABLE LIQUID STORAGE
  - 6.10.1. GASOLINE-POWERED EQUIPMENT

## **RESIDENT GUIDE and Community Standards**

### **Section 7 - SECURITY**

- 7.1. SECURITY CONTROLS
- 7.2. VISITOR PASSES
- 7.3. CRIME STOP
- 7.4. FIREARMS
- 7.5. EMERGENCY VEHICLES

### **Section 8 - GOOD NEIGHBORS**

- 8.1. SUPPORT AND COOPERATION
- 8.2. COMMON AREAS
- 8.3. NOISE CONTROL
- 8.4. PARTIES
- 8.5. CHILDREN
- 8.6. PETS
- 8.7. RESIDENT DISPUTES

### **Section 9 – COMMUNITY/RESIDENTIAL ACTIVITIES**

- 9.1. GARAGE SALES
- 9.2. AUTOMOBILES FOR SALE
- 9.3. HOME BUSINESS ENTERPRISES

### **Section 10 - SELF-HELP**

- 10.1. REQUESTING APPROVAL
- 10.2. SELF-HELP STORE / LAWN AND GARDEN SERVICE
- 10.3. LIMITATIONS
- 10.4. TRAMPOLINES
- 10.5. WINDOW AIR CONDITIONERS
- 10.6. BASKETBALL HOOPS
- 10.7. PROHIBITED ITEMS IN HOUSING AREAS

### **Section 11 – ENVIRONMENTAL CONCERNS**

- 11.1. HOUSEHOLD HAZARDOUS WASTE
- 11.2. DISPOSAL OF HOUSEHOLD HAZARDOUS WASTE
  - 11.2.1. RECYCLE
  - 11.2.2 STORM DRAINS AND HOUSEHOLD DRAINS
  - 11.2.3. PLACE IN THE TRASH
  - 11.2.4. SPECIAL HANDLING
    - 11.2.4.1. CAR BATTERIES
    - 11.2.4.2. TIRES
    - 11.2.4.3. USED ENGINE OIL

#### **Soaring Heights Communities LLC**

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054

## **RESIDENT GUIDE and Community Standards**

11.2.4.4. OTHER MATERIALS

### **Section 11 – ENVIRONMENTAL CONCERNS**

11.2.4.5. PROPANE TANK

11.3. LEAD-BASED PAINT

11.4. STORM WATER POLLUTION PREVENTION

### **Section 12 - TERMINATION OF FAMILY HOUSING**

12.1. GIVING NOTICE

12.2. TERMINATION INSPECTION

## **13. RESIDENT GUIDE AND COMMUNITY STANDARDS**

## **RESIDENT GUIDE and Community Standards**

### **Section 1 – SOARING HEIGHTS COMMUNITIES RESPONSIBILITIES**

Soaring Heights Communities will perform the following functions in support of your family housing unit: maintenance and repair, grounds maintenance, refuse collection and disposal, and pest control.

Fire, police and emergency services will continue to be provided by the Wing.

#### **1.2. INSPECTIONS**

**1.2.1. MOVE-IN INSPECTIONS.** Personnel from the Soaring Heights Communities Housing Office will familiarize residents with the features of the housing unit, the process for documenting

maintenance concerns or any discrepancies pertaining to the unit or appliances. The familiarization will be performed in conjunction with an inspection of the entire housing unit. The service member should be present; however, the spouse may attend if the military member is unable to do so.

**1.2.2. CONDITION OF HOMES INSPECTIONS.** After providing the notice described in Section 1.4, an inspection shall be conducted when the Soaring Heights Community Housing Office becomes aware of a problem with the condition of a housing unit. Any damage to the home is noted along with safety, sanitary, and health concerns. Failure to maintain housekeeping standards in the housing unit and grounds could result in loss of the privilege of living in Soaring Heights Communities (See Paragraph 3.2).

**1.2.3. YARD INSPECTIONS.** Soaring Heights Communities will provide routine maintenance of front, side and back yards, (when not fenced). Maintenance of fenced back yards is the responsibility of the resident. Soaring Heights Communities Housing Office representatives will conduct inspections of fenced back yards

in the family housing areas. Discrepancy notices will be issued when yards are not maintained to standard. Please note housing inspection standards, Section 3. Discrepancies must be corrected not later than one week following the notice. (See para 3.1)

**1.2.4. MOVE-OUT INSPECTIONS.** This inspection is conducted as outlined under “Termination of Family Housing” (See Section 12).

**1.3. MAINTENANCE AND REPAIRS.** Soaring Heights Communities has primary responsibility for the maintenance of your home.

**Please call the 24-Hour service desk at 520-505-5012 to request maintenance for your home.**

**1.3.1.** A Soaring Heights Communities Housing Office representative will provide an approximate date and time the work will be performed. There are three categories of service: emergency, urgent, and routine. The category of service order determines when the service will be accomplished.

**1.3.2.** Emergency service calls require immediate attention. Some examples are structural, utility, or mechanical problems that could cause loss of life or property; serious damage affecting health, safety, security, or mission; and complete utility failure (electricity, gas, water, or sewage). The service call desk is available on a 24- hour basis for emergency requirements. If you place a request for emergency service, it is of utmost importance that you are home at the time for the emergency service appointment.

**1.4. ENTRY.** Soaring Heights Communities reserves the right to enter your house under reasonable circumstances. Except in case of emergency, or if it is impracticable to do so, you will be given at least 2 days’ notice before any scheduled entry.

**1.5. REFUSE COLLECTION AND DISPOSAL.** Trash is picked up once per week. Trash receptacles are provided to each occupant. Please ensure all trash is placed completely inside the container. Only trash inside the container will be picked up.

**1.6. BULK TRASH.** Bulk trash pick-up is provided at curbside each Thursday. Items shall not be placed on the curb earlier than Wednesday evening before 2000 (See Paragraph 2.23).



## **RESIDENT GUIDE and Community Standards**

### **Section 1 – SOARING HEIGHTS COMMUNITIES RESPONSIBILITIES**

1.7. GREEN WASTE. The Soaring Heights Communities Housing Office will arrange and advertise collection dates for green waste. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE WILL BE COLLECTED.

1.8. RECYCLING. Recyclables are picked up curbside on the same day as trash pick-up. Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS.

1.9. INSECT/PEST CONTROL. Unfortunately, bugs and insects are a fact of life, especially in the desert. Each housing unit is treated prior to occupancy. In order to prevent major infestation, residents are expected to take immediate action upon first noticing insects. General use insecticides may be purchased at the Base Exchange (BX) or the Commissary. Exercise caution while handling toxic chemicals and follow directions completely. If residents are unable to control insects and avoid infestation, they may request entomology services by calling the Service Desk 520-505-5012.

1.10. LOCKOUTS. Call the Soaring Heights Communities Housing Office at 520-505-5012. Proper identification will be required. If you require lockout assistance after normal business hours more than once per household, you will be required to pay \$25.00 for the service call.

1.11. SELF-HELP SERVICE. The traditional Self Help Store no longer exists. Soaring Heights Communities has replaced this with a Self-Help Service. Please call 520-745-5024 for more information and to place orders for self-help items.

### **Section 2 - RESIDENT RESPONSIBILITIES**

2.1. SPONSOR. The term “sponsor” as used in this brochure refers to military and civilian members who are assigned to Soaring Heights Communities. Sponsors are responsible for ensuring that they, their dependents, and their visitors comply with the provisions of this brochure, as well as applicable directives. Sponsors will assure their households are conserving utilities, reporting maintenance needs, and following fire, health, and safety instructions. Sponsors should contact the Soaring Heights Communities property manager to resolve any problems that might arise between themselves or their families and other residents of the community.

2.2. MEMBERS OF OTHER SERVICES OR AGENCIES. Members of all military services and other agencies residing in Soaring Heights Communities will abide by host installation housing rules and these rules.

2.3. CHAIN OF COMMAND. Complaints related to housing assignment, maintenance response, and other housing related activities should be brought to the attention of the Soaring Heights Communities property manager. Residents and family members should seek assistance through the Soaring Heights Communities Housing Office before going to the Privatized Housing Asset Manager.

2.4. COMMUNITY PARTICIPATION. Soaring Heights Communities will host a Town Hall meeting quarterly along with other informational sessions for housing-related issues as needed. Your participation is highly encouraged. You will receive specific notification when an event is scheduled. If you are unable to attend due to illness, TDY, or official duty, your spouse or another designee should attend in your absence.

2.5. CHANGE IN STATUS. Residents must notify the Soaring Heights Communities Housing Office, in writing, of any change in status, such as an increase or decrease in number of dependents residing with the sponsor, an increase or decrease in military grade, change to DEROS, change to duty location, and change to duty phone. If dependents no longer reside with the military member or the member no longer resides with dependents in the housing unit, there is no longer eligibility for a Soaring Heights Communities home, and occupancy must be terminated within 30-days. It is the sponsor’s responsibility to notify the Soaring Heights Communities Housing Office immediately and to aggressively seek off-base housing to comply with the 30-day requirement.

#### **Soaring Heights Communities LLC**

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054



## RESIDENT GUIDE and Community Standards

### Section 2 - RESIDENT RESPONSIBILITIES

2.6. NAME SIGNS. In accordance with base policy, housing units may have the military member's name and grade displayed in the brackets on the front of the unit. Soaring Heights Communities will place signs. Nothing additional or differing is authorized. If there is a name or grade change, please contact the Soaring Heights Communities Housing Office.

2.7. EXTENDED ABSENCE. If your home will be unoccupied for extended periods, (more than 7 consecutive days) you must make arrangements for the security, prudent care, yard maintenance, and periodic inspection of your home. You must also provide written notification the community manager for your housing area.

2.8. LIABILITY. Members of the Armed Forces occupying Soaring Heights Communities units are liable and accountable for loss or damage to family housing units, equipment, or furnishings caused by abuse or negligence of the member, the member's dependents, household pets, or the member's guests. Any damage determined to be beyond normal wear and tear requires resident reimbursement to Soaring Heights Communities. This includes, but is not limited to, nails in doors, burns, cuts or scratches on countertops, damage to floors or carpets, damage from waterbeds, and pet damage. Costs incurred by Soaring Heights Communities will be applied. NOTE: Residents will be held liable for maintenance calls of a repetitive nature, which are caused by abuse or negligence.

2.9. MAILBOXES. It is a federal offense to tamper with, damage, or steal from mailboxes, and anyone who does so is subject to fines and/or imprisonment. In accordance with postal regulations, only mail delivered by the U.S. Postal Service is to be placed in mailboxes; all other items, such as brochures, pamphlets, flyers, and packages and letters that have not been mailed are prohibited. Parents, please ensure your children are aware of this and comply.

2.10. INSURANCE. ~~Soaring Heights Communities will make Renter's Insurance available to the residents as provided in the Housing Agreement. Optional coverage and additional riders, such as loss of use, coverage for specific articles, etc., is not included in the policy.~~ Disaster insurance, such as floods and earthquake, are not included. Contact information for other insurance agencies that provide Renters Insurance in Arizona will be available in Soaring Heights Communities. Residents are encouraged to evaluate their own insurance needs and obtain supplemental insurance at their own cost, if needed for such things as high valued items. Currently no application for renter's insurance is required however that requirement may change in the future based on the needs of the insurance company. Soaring Heights Communities does not act as an agent or insurer.

2.11. ENERGY CONSERVATION. Soaring Heights Communities residents are required to conserve energy. Rising utility costs require us to use common sense – we must do everything possible to conserve our precious utilities and resources. Kindly do your part to prevent waste.

2.11.1. WATER. The normal and reasonable use of water in your home will not normally be restricted. However, we ask your cooperation and assurance to avoid waste. Back yards (with no irrigation systems) should be watered only from 0600 to 0900 and 1600 to 2000. Residents living at odd-numbered addresses will water only on odd-numbered dates, and residents living at even-numbered addresses will water only on even-numbered dates. Watering schedule is subject to change. Residents will be notified of changes as they occur. Lawns should be watered no more than 20 minutes in each location. Please do not allow water to pool on lawns or run over sidewalks or onto streets. Also, ensure water does not hit the walls, fences, or the building. Conserve water by running washing machines and dishwashers only with full loads. Turning off the water while brushing teeth or shaving will also save gallons of water per day. (See Paragraph 3.1.10)

2.11.2. ELECTRICITY. An organized effort is required to conserve electricity by eliminating unnecessary use. You can help by minimizing the use of electrical appliances and lights, especially during peak demand periods of 0600 to 0800 and 1700 to 1800. Interior lights should always be turned off when not in use. Please assure outside lights are never left on during daylight hours. Use air

## **RESIDENT GUIDE and Community Standards**

conditioners only when necessary and turn air conditioners off when windows or doors are left open. Limit the use of clothes dryers to full loads.

### **Section 2 - RESIDENT RESPONSIBILITIES**

**2.12. ENVIRONMENTAL PROTECTION.** Do not pour engine oil, coolant, car grease or other similar products down any drainage system, into the street or gutters, on the ground, or into the plumbing system. See Section 11 for the proper disposal of household hazardous wastes. Burning of leaves/refuse is prohibited.

**2.13. SAFETY.** Immediately report any safety hazards to Soaring Heights Communities at 520-745-5024 and any fire hazards to the Fire Department Prevention Element at 228-4333. Do your part to correct any hazards if possible. Do not overload multiple outlet adapters, extension cords, or power strips.

**2.14. MINOR MAINTENANCE AND REPAIRS.** Soaring Heights Communities will be responsible for performing most minor maintenance tasks and repairs. Some minor tasks such as replacing light bulbs, and globes, tightening screws, performing basic pest control, etc. may be completed by the resident. Other maintenance and repair requirements should be reported to the Soaring Heights Communities Housing Office's Service Call Desk. Either the sponsor or the spouse may call in service requests. Every resident has a responsibility to take action to prevent additional damage to the resident's home while awaiting repairs. (See Paragraph 2.8)

**2.15. RECREATIONAL VEHICLES.** Boats, campers, trailers, motor homes, and other recreational vehicles are permitted in Soaring Heights Communities areas only for the purposes of loading and unloading before or after a trip. This should take no more than 24 hours on each end of the trip. The Services Squadron provides on- base storage for recreational vehicles. However, if no space is available in their respective lots, residents are responsible for obtaining off-base storage.

**2.16. VEHICLE REPAIRS.** Vehicle maintenance or repairs, other than changing flat tires, are not authorized in housing areas. **VEHICLES MUST NEVER BE ON JACKS FOR ANY REASON OTHER THAN TIRE REPLACEMENT AND MUST NOT BE LEFT UNATTENDED AT ANY TIME WHEN ON JACKS FOR TIRE REPLACEMENT.**

**2.17. INSECT/PEST CONTROL.** Each home is treated prior to occupancy. Additionally, the homes will be treated periodically. In the even the resident notices any significant infestation they should contact the Soaring Heights Communities immediately at 520-745-5024.

**2.18. CARE OF INTERIOR.** Interior care shows pride in your home. In addition, on-going care of the interior of your home will assist in maintenance requirements, and will make the cleaning process easier when you vacate. Neglect of interior upkeep will jeopardize the privilege of residing in base housing. (See Section 3).

**2.18.1. KITCHENS.** Special attention is needed to maintain the appliances, cabinets and walls in the kitchen. Please do not use gritty or harsh detergents when cleaning. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly to prevent grease build-up, which is a fire hazard. The exterior of the range and the oven door gasket should be cleaned frequently to remove oil, grease, and food particles. Refrigerators should be cleaned regularly with water and baking soda solution, rinsed and dried. Avoid use of sharp instruments to remove ice when defrosting. Avoid placing hot utensils on counter tops, as this can cause permanent damage. Use of a cutting board is a must when chopping, slicing, or cutting. Use only regular, non- stick shelf paper in drawers and cupboards; the use of adhesive- backed paper will damage surfaces when removed. Walls should be cleaned at periodic intervals to prevent surface grease and soil buildup. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinet doors.

**2.18.2. BATHROOMS.** Ceramic tile and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels, feminine products, or disposable diapers. If plumbing stop-ups



## RESIDENT GUIDE and Community Standards

occur, first try using a plunger. If this fails to clear the system, then call the Soaring Heights Communities Housing Office. Residents will be held responsible and charged for multiple instances of toilet stoppages attributed to improper items being placed in the toilet.



## RESIDENT GUIDE and Community Standards

### Section 2 - RESIDENT RESPONSIBILITIES

2.18.3. FLOORS. When cleaning the floors in your home, pay special attention to the corners and along baseboards for dirt and wax buildup. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood. Vinyl tile and sheet vinyl floors may be waxed. Remove old wax occasionally to prevent wax buildup. Use only quality products to wax or remove old wax. Hardwood floors should be dusted frequently and only occasionally wiped down with a damp, not wet, mop. Do not wax hardwood floors.

2.18.4. CARPETS. Vacuum frequently, at least weekly. Clean up spills immediately, before they become stains. We recommend residents steam clean or shampoo carpets at least every 6 months, or more often if they have pets. Residents will be held accountable for stains or damages caused by pets, burns, etc.

2.18.5. WALLS. Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Use only small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls. It is the resident's responsibility to remove spider webs on a monthly basis.

2.19. CARE OF EXTERIOR. Exterior care shows pride in your home and community and contributes to the overall beautiful appearance of the base. Neglect of exterior upkeep will jeopardize the privilege of residing in family housing. (See Section 3)

2.19.1. GROUNDS. Your specific area of responsibility is identified for you at your assignment briefing. Generally, you are responsible for your back yard. Each sponsor is expected to maintain his or her assigned grounds. If the sponsor is on TDY or leave status, the sponsor's spouse and/or dependent children are responsible to maintain the assigned ground area. If the entire family will be away, the sponsor must arrange for the assigned grounds to be maintained during their absence. Soaring Heights Communities will assist sponsors and their families in making these arrangements. See Section 3 for inspection standards.

2.19.2. WINDOWS. Residents are responsible for interior and exterior cleaning of windows during occupancy. Keep safety in mind when cleaning exteriors of second-floor windows.

2.20. HOUSEHOLD TRASH. All trash must be placed inside issued containers, which may not be placed curbside until after 2000 hours the evening before pick up. Containers must be replaced in their storage location by 1900 hours the day of pick up. (See Paragraph 1.5). Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. Large items must be reserved for bulk trash pick-up. (See Paragraph 2.22)

2.21. BULK TRASH. Bulk trash consists of furniture and other bulky or heavy items. Items for bulk trash pickup are to be placed curbside no earlier than 2000 hours the evening before scheduled pick up date. Do not place items out after pick up has occurred. In the case of a short notice PCS, please contact the Soaring Heights Communities Housing Office regarding disposal of bulk items if unable to dispose during regularly scheduled pick up.

2.22. GREEN WASTE. The Soaring Heights Communities Housing Office will arrange and advertise collection dates for green waste. **ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE WILL BE COLLECTED.** (See Paragraph 1.7)

2.23. PETS. All residents are responsible at all times for controlling their pets (See Paragraph 3.1 and 3.1.6, and Section 4) as provided herein and in the Pet Addendum to the Housing Agreement. Failure to do so will jeopardize the privilege of residing in family housing.

2.24. SELF-HELP WORK. Residents must make a written request and receive approval from the Soaring Heights Communities Housing Office prior to initiating any home improvement project or installing any equipment, to include playground equipment (See Section 10).

#### **Soaring Heights Communities LLC**

8090 E. Ironwood, Tucson, AZ 85708 [www.soaringheights.net](http://www.soaringheights.net) [www.lendlease.com](http://www.lendlease.com)  
T 520 745 5024 F 520 745 5054



## **RESIDENT GUIDE and Community Standards**

### **Section 2 - RESIDENT RESPONSIBILITIES**

2.25. RESIDENT DISPUTES. Residents are responsible for bringing disputes to settlement (See Paragraph 8.7).

### **Section 3 – INSPECTION STANDARDS**

3.1. WEEKLY EXTERIOR INSPECTIONS. During weekly inspections that normally occur on Tuesdays or Wednesdays, Soaring Heights Communities representatives will inspect residents' compliance in the areas listed below. For new residents of less than 60 days, a courtesy notice, or friendly reminder, will be issued initially. If non-compliance is noted on re-inspection, the resident will receive a first notice. Any second notice issued for non-compliance with Soaring Heights Communities standards will be considered a serious violation of the tenant lease agreement and could result in fines or loss of housing privileges. Documentation of three discrepancies in any 12-month period will jeopardize the resident's privilege of living in family housing. In addition, all unsafe items or practices will be reported to Wing Safety; fire protection concerns or deficiencies will be reported to the Fire Department; and security and law enforcement concerns will be reported to the Security Forces Squadron. (See Paragraph 1.2.3.)

3.1.1. BACK YARD LAWN CARE. Grass should be mowed as necessary to maintain a neat, even, uniform appearance. Grass height should not exceed 3 inches. Grass cuttings must be removed immediately.

3.1.1.1. BACK YARD EDGING/TRIMMING. Grass growth should be edged back ½" to 1" from patios and sidewalks. Trim grass around foundation of buildings, base of trees and bushes, and around flower gardens and play equipment or other yard structures.

3.1.1.2. REMOVAL OF GRASS AND WEEDS IN BACKYARD. All grass and weeds must be removed from cracks in sidewalks or patios.

3.1.2. BACK YARD SHRUBS/BUSHES. Trim shrubs/bushes to below 7' height and to present a neat appearance. For security purposes, bushes or shrubs by windows should be trimmed to below window ledge height. To deter insect infestation, all foliage should be kept trimmed away from buildings. Vines and climbing plants must be removed from walls. Trim all dried leaves and branches promptly and place in green waste dumpsters.

3.1.3. TREES. Planting of trees by residents is not allowed. Residents may do minor trimming of trees in their area of responsibility.

3.1.4 FLOWER BEDS. Flower beds should be kept free of grass, weeds, dead plants, and trash. Separate trash from grass and plant debris before disposing in green waste dumpsters.

3.1.5 PET DROPPINGS. Pet droppings must be removed immediately from all neighboring areas, common areas, sidewalks, roads, carports, or parking areas. Be prepared and carry plastic bags or other means of removal every time your pet is out of your yard. In your own yard, pet droppings must be collected and properly disposed daily or more frequently if you have more than one dog or a large dog. (See Paragraph 4.7.)

3.1.6. PATIOS AND CARPORTS. These areas must be maintained in a neat, clean fashion and kept free of debris. Storage areas may not be cluttered or otherwise unattractive. Carport and other parking areas must be kept free of grease, oil, or antifreeze residue. Chemical products must be in locked storage. Hazardous materials such as batteries or tires must be disposed of properly and cannot be stored at or near the home. (See Section 11).

3.1.7. SUN SHELTERS, TENTS, ETC. Temporary shelters are for short-term use only and must be removed when not in use. These cannot be left up overnight.



## **RESIDENT GUIDE and Community Standards**

### **Section 3 – INSPECTION STANDARDS**

3.1.8. STORAGE SHEDS, TRAMPOLINES, BASKETBALL GOALS. All additional items and home improvement projects require prior approval. If in doubt, ask first. Work performed with no approval or noncompliance with terms of an approval, will result in a discrepancy notice (See Section 10).

3.1.9. WATER/ENERGY CONSERVATION. Discrepancy notices will be issued for excessive watering that is causing pooling or run-off into other areas, as well as for watering on the wrong day or at the wrong time of day (See Paragraph 2.11.1). Additionally, residents can be cited if exterior lights remain on during daylight hours.

3.1.10. UNAUTHORIZED VEHICLES. Disabled, inoperable, unlicensed, or unregistered vehicles are not permitted in housing areas. Discrepancy notices will be issued and Security Forces will be notified for disposition.

3.1.11. PARKING. No vehicles may be parked on grass or seeded areas at any time. Tandem parking is not allowed. Residents should request visitors to park in designated parking areas.

(See Paragraph 7.5.).

3.2. GOOD HOUSEKEEPING (INTERIOR INSPECTIONS). Residents are required to maintain the interior of their homes to a standard of cleanliness and safety that will provide a safe environment for their families and neighbors. If unhealthy, unsanitary, or unsafe interior conditions are reported, the Soaring Heights Communities Housing Office will inspect the interior of the home after providing the notice described in Section 1.4. Damage to homes may also prompt such an inspection. (See Paragraph 1.2.2.)

3.3. EMERGENCY INSPECTIONS. The right to enter occupied homes for the purpose of emergency inspection/repairs is reserved by Soaring Heights Communities. Normally no personnel will enter an occupied home without the resident's permission.

3.4. TERMINATION OF OCCUPANCY (See Section 12).

### **Section 4 – PETS**

4.1. RESPONSIBILITY. Sponsors are responsible for the behavior of their pets and must assure their pets do not become a nuisance or menace to other pets, persons, or property. Owners must ensure pets are immunized and must maintain clean surroundings and provide proper humane care for their pets. Owners displaying lack of responsibility jeopardize their privilege of having pets in Soaring Heights Communities. Any animal demonstrating aggressive behavior must be immediately and permanently removed from the housing community. To report pet neglect, abuse, biting, nuisance and destruction of property, notify the Soaring Heights Communities Housing Office 520-745-5024 or Security Forces at 228-3200. Soaring Heights Communities reserves the right to require removal of any animal when such reporting results in confirmation of neglect, abuse, biting, nuisance, and/or destruction of property.

## **RESIDENT GUIDE and Community Standards**

### **Section 4 – PETS**

4.2. **AUTHORIZED PETS.** Authorized animals are limited to most breeds of dogs, cats, guinea pigs, domestic rabbits, white mice and white rats (from the USA), and caged birds or fish in bowls or aquariums. No more than 2 pets (besides those in cages or aquariums) per household are allowed, with the exception of puppies and kittens up to 8 weeks of age. Unauthorized animals include any animal that is banned by state and federal laws. In addition, the following animals are unauthorized:

- Wild, exotic, or undomesticated animals (e.g., forest/jungle beasts, potbellied pigs, or other wildlife).
- Raccoons, opossums, skunks, groundhogs, bats, squirrels, wolves, coyotes, and wild carnivores.
- Poisonous reptiles or large constrictor-type snakes
- Hoofed animals, except when kept in a designated base area and which qualify as a riding, draft, or show animals.
- Pit bull breeds of dogs (American pit bull terrier, Staffordshire bull terrier, American Staffordshire bull terriers, etc.) and Rottweilers.
- Any dog which is a percentage of pit bull or rottweiler, up to half-breed dogs of these types are also prohibited. The inbred aggressive nature of these breeds creates a safety hazard.

Residents who were assigned to family housing prior to publication of this Resident Guide will be grandfathered from this policy. However, residents who were assigned to family housing prior to publication of this Resident Guide must be in compliance with Davis-Monthan AFB Housing Policy as it relates to pets.

### 4.3. LICENSE/REGISTRATION/IDENTIFICATION.

4.3.1. **LICENSE AND REGISTRATION.** All dogs over 4 months of age must be registered with the base Veterinary Clinic in Building 2712. If you plan on taking your pet off-base to a local park or city facility, then you need to have your dog licensed with the City of Tucson. The Base Veterinary Clinic can assist you in registering your pet with the City. As applicable, the dog must wear a collar with an attached City dog tag. Licenses must be renewed on or before expiration date. Applications for licenses may be obtained from the Arizona Humane Society or any Satellite City Hall. Register all dogs and cats with the Veterinarian Treatment Facility (VTF) within 10 working days of arrival on base.

4.3.2. **CAT AND DOG IDENTIFICATION MICROCHIP.** Owners of dogs and cats on base are strongly encouraged to have an American Veterinary Identification Device (AVID) microchip implanted under the skin of their pets. This device will assist in returning lost animals to their proper owners. The implant serves as a worldwide identification system and is especially beneficial for military personnel who relocate often. The Base Veterinary Clinic in building 2712 can perform this procedure. For appointments or questions, call the clinic at 520-228-3529.

4.4. **CONTROL OF PETS.** Dogs must be confined to the home or in a fenced yard. At no time may pets be chained or otherwise attached to trees, bushes, or any building, structure, or appurtenance. When dogs are outside the owner's yard for any purpose, they must be leashed and at all times under control of the owner or another person capable of controlling the animal. Animals other than dogs and cats must be kept in cages or tanks at all times.

4.5. **BREEDING/COMMERCIAL USE.** Breeding of any animal for commercial use is strictly prohibited. Spaying/neutering is strongly encouraged; however, if this is not agreeable, homes must be found for any litters produced, prior to the 8-week age. At no time past the 8-week age will there be more than 2 pets in a household.



## RESIDENT GUIDE and Community Standards

### Section 4 – PETS

4.6. ANIMAL FECES/HEALTH HAZARD. All animal owners or their representative (if the owner is away from Davis-Monthan AFB) are responsible for the daily removal and sanitary disposal of pet feces from yards and/or common areas and neighboring yards. All animal feces within the interior of the quarters shall be picked up immediately and litter boxes cleaned regularly. Animal feces in owner's yards must be removed on a daily basis. Violations of this requirement constitute a health hazard and will be dealt with accordingly. (See Paragraph 3.1 and 3.1.6.)

4.7. FEMALE DOGS AND CATS. Female dogs and cats in heat must be confined inside the owner's home or garage. Being in a fenced yard does not constitute confinement. If the owner chooses not to confine the dog or cat, it must be kept at a place off the installation. Female dogs and cats in heat will not be tied or kept in cages or pens outside the owner's quarters, nor will they be allowed to run loose. They may be let outside to relieve themselves, but must be under the direct scrutiny and control of the owner at all times.

4.8. STRAY/LOST ANIMALS. Contact Pima County Animal Control to pick up stray or lost animals. Stray animals will be kept for a period not to exceed 24 hours, and then will be turned over to the Humane Society or to a local rescue program if available (i.e. Save a Feline from Euthanasia (S.A.F.E.).

4.9. NUISANCE/VICIOUS ANIMALS. Owners may be directed to permanently remove any animals displaying unprovoked vicious behavior such as lunging at people, continuous growling, biting, fighting, etc. Such removal will be at the owner's expense. Repeated instances of animal misbehavior/lack of control on the part of the owner will jeopardize the privilege of pet ownership for the duration of residence in Soaring Heights Communities. Any animal that barks, bays, cries, whines, howls, or makes any other continual unreasonable noise is considered a nuisance. Residents can purchase training collars through a veterinarian to prevent these noises.

4.10. ANIMAL BITES. All incidents of animal bites must be reported immediately to Security Forces at 228-3200 and to Soaring Heights Housing Office at 745-5024. The Veterinary Clinic should also review the incident to determine whether the animal should be quarantined.

4.11. PET SITTING. Residents may accept the responsibility of watching pets for a neighbor, friend, or coworker in their own home if the additional pets do not bring the total household pets to more than two. By doing so, the pet sitter is accepting full responsibility and liability for the animals as noted above. All violations, fines, and police incident reports involving the animal will be issued to the animal sitter, not the owner, during the sitting period. Animals may not be left alone in a home, garage, carport, or back yard for more than 12 hours without pet sitter attention.

### Section 5 – SPECIAL INTEREST ITEMS

5.1. ROOF AREAS. Roof areas are off limits to housing residents. Access is limited to authorized personnel only.

5.2. SATELLITE DISHES/ANTENNAS/CABLE TV. Individually owned satellite dishes, HAM radio antennas, and external TV or radio antennas are not permitted unless approved by the Soaring Heights Communities Housing Office. During the approval process, specific locations where the dishes or antennas can be installed will be identified. In no case will satellite dishes or antennas be attached to the home, fence, or roof. Direct TV/Dish TV are the only authorized on-base providers.

## RESIDENT GUIDE and Community Standards

### Section 5 – SPECIAL INTEREST ITEMS

5.3. **POOLS.** Only nonpermanent children's wading pools made of rubber or plastic with a maximum depth of 8 inches and maximum diameter of 5 feet may be used in our housing areas. These must be placed in back yards only. Authorization is provided only if used under constant adult supervision. **AN ADULT MUST BE PRESENT AT ALL TIMES WHILE POOL CONTAINS WATER, REGARDLESS OF WHETHER CHILDREN ARE PRESENT.** Pools must be completely drained after each use, or daily at a minimum. When not in use, pools must be stored so as not to collect water. Any landscape damage must be repaired prior to move out. Personal liability insurance is strongly recommended.

5.4. **GUESTS.** Occupancy of family housing units by more than one family is not authorized. However, social visits of 30 days or less do not constitute joint assignment of quarters. Written request must be submitted to Soaring Heights Communities Housing Office for approval for visitors beyond the 30-day limit.

5.5. **WATERBEDS.** Waterbeds are permitted; however, it is required that users of waterbeds maintain liability insurance to cover any damage that may result from the installation, use, or removal of the waterbed. Such proof of insurance must be provided to the SHC community management office.

5.6. **BASKETBALL GOALS, TRAMPOLINES, SWINGSETS, PLAYHOUSES, HAMMOCKS, ANIMAL SHELTERS, ETC.** These types of items must be stored behind the home/out of sight from the street. In any event, requests for these items must be made to the Soaring Heights Communities Housing Office and will be evaluated on a case-by-case basis. **WRITTEN APPROVAL FROM SOARING HEIGHTS COMMUNITIES MUST BE OBTAINED PRIOR TO INSTALLATION.** Approval will include installation and maintenance criteria; compliance is mandatory.

5.7. **FIREWORKS.** All types of fireworks are prohibited on Davis-Monthan AFB.

5.8. **EXTERIOR DECORATIVE LIGHTS.** Exterior decorative lights are authorized only for holidays. Installation of lighting must be approved by Soaring Heights Communities, and installation must follow strict installation requirements that will be furnished with the approval. Residents will be responsible for all damage that is caused because of lighting installation and/or removal. Residents will be required to remove any decorative lights installed at other times of the year. In keeping with our safety and energy reduction goal, authorized lighting times are restricted to the hours between 1800 and 2200. For holidays such as July 4th or Halloween, lights may be installed one week prior to the holiday and must be removed the day following the holiday. Lights for the winter holiday season may be installed on Thanksgiving and lighted through 1 January during the hours between 1800 and 2200. Two exceptions to this policy are the actual date the winter holiday is celebrated and New Year's Eve/Day, when lighting restrictions will not apply. All lights must be removed by 15 January. Lights are prohibited on roofs and roof edges or any location where climbing or roof access is required. Any installation of electrical lighting decorations will be done in a safe and prudent manner using lights, cords and equipment that are approved and rated for exterior use.

### Section 6 - FIRE PROTECTION

6.1. **RESPONSIBILITY.** The sponsor in each housing unit is responsible for ensuring compliance with all applicable fire and life safety standards. Training aids and materials can be obtained through the base Fire Department.

6.2. **ORIENTATION.** It is imperative that you and your family understand fire safety. Below you will see various points that are necessary to understand so that you may best safeguard your family.

## **RESIDENT GUIDE and Community Standards**

6.3. FIRE SAFETY CONSULTANTS. For additional information or any assistance regarding fire prevention and fire safety, please contact the Fire Prevention Element of the Fire Department at 520-228-4333.

6.4. FAMILY LIFE SAFETY PLAN. Teach your family about a life safety plan and practice the plan regularly. The sponsor in each household should instruct all family members about fire prevention. Critical elements of your plan include:

6.4.1. EVACUATION PLAN. Also known as EDITH, (Evacuations Drills In The Home). Sponsors should make an evacuation plan immediately upon assignment of the home. Plan two ways out of the house and designate an outside meeting place. Practice this plan every three months. If an emergency should occur, you'll be glad you did.

6.4.2. SMOKE DETECTORS. The sponsor of each home is responsible for a monthly test and examination of all household warning devices installed within the home. The test and examination of these devices shall include: Inspecting the physical appearance of the devices for evidence of damage, abuse, tampering, or other indications that may render it inoperative. Smoke detectors must be securely mounted, with the sponsor conducting an operational test according to the manufacturer's guidance to ensure the audible alarm is working. Vacant units will not be reoccupied if the household fire warning system is not functioning properly. At change of occupancy, smoke detector maintenance will be conducted in accordance with UFC 3-600-02. Replacement and inspection of smoke detectors is performed during maintenance prior to your move in. During occupancy, inspection is the sponsor's responsibility and must be performed once per month. Do not tamper with detectors or attempt repairs. Any non-working smoke detectors should be reported immediately to Soaring Heights Communities Service Center at 520-745-5024.

6.4.3. FIRE EXTINGUISHERS. The sponsor of each home is responsible for annual examination of all fire extinguishers within the home. The examination of these devices shall include inspecting the physical appearance of the device for evidence of damage, abuse, tampering, or other indications that may render them inoperative. At least one fire extinguisher is provided for each housing unit. If your home does not have one, please contact Soaring Heights Communities to have one installed. Please ensure all family members know the location of the fire extinguisher and understand how to operate it. Family members are not to tamper with fire extinguishers. For fire extinguisher training, contact the Fire Department at 520-228-0359. If the extinguisher is utilized, please notify the community management office immediately for a replacement.

6.5. TO REPORT AN EMERGENCY (FIRE, AMBULANCE OR POLICE) - DIAL 911. IF A FIRE OCCURS IN YOUR HOME, VACATE THE BUILDING, AND IMMEDIATELY NOTIFY THE FIRE DEPARTMENT BY DIALING 911.

- Give the operator your name, telephone call back number, address and location of fire.
- Do not hang up until the operator acknowledges correct receipt of all information.
- If safe to do so, notify all residents of the building and ensure everyone has evacuated the building and all are accounted for.
- Once the fire department arrives on the scene, make contact, provide directions and answer any questions.
- All fires, regardless of size, even fires that have been extinguished, must be reported to the fire department

6.6. COOKING. Never leave cooking unattended. Exercise extreme caution when cooking with grease or anything that produces its own grease. In the event of a cooking fire, cover the burning pan with a lid, turn off the appliance if possible, evacuate, and call the fire department. NEVER use water to try to put out a grease fire! DO NOT attempt to move the pan. The range hood exhaust fan should be cleaned often to prevent the accumulation of grease and should be in use at all times when cooking. The burners and the oven should be kept free of grease. If a fire occurs inside the oven, close the oven door to prevent spread of the fire, turn off the oven, evacuate your family and call the fire department.

## **RESIDENT GUIDE and Community Standards**

### **Section 6 - FIRE PROTECTION**

6.7. HOUSEKEEPING. Good housekeeping and cleanliness promote fire safety and prevention. Dispose of trash and combustibles regularly. Storage in attics is prohibited. Check around major appliances for dust accumulation, spilled flammable or combustible liquids or trash that may impede the safe operation of the appliance. Vacuuming behind the clothes dryer should be done on a monthly basis. Clean dryer lint traps after each load and clear vent hoses regularly. Take care that no plastic articles, pens, or crayons are placed in the dryer.

6.8. ELECTRICAL FIRE SAFETY. Extension cords are not to be used in place of fixed wiring. Do not overload plugs by the use of multiple strip electrical devices or pig tailing. Surge protectors are only designed to offer electrical surge protections for delicate electronic equipment; they are not designed as an acceptable method of increasing electrical plug space.

6.9 OPEN FLAMES. Keep matches and lighters away from children as these devices and practices are leading cause of fires.

6.9.1 SMOKING. Smoking in bed is prohibited. Dispose of smoking material in a non- combustible container, and never leave lit cigarettes unattended.

6.9.2. BARBECUE GRILLS. Grills must be lit and supervised by adults only and must be placed clear of structures and building overhangs. Allow a minimum 10-foot clearance from all structures, trees, and shrubs. Use only approved charcoal lighters according to package directions, and do not pour additional lighter fluid on a lit fire.

6.9.3. CANDLES. Never leave burning candles unattended. Do not place burning candles in areas where they could contact flammable items such as curtains. Keep all burning candles out of the reach of children and pets.

6.9.4. OPEN BURNING IS PROHIBITED ON BASE. Disposal of trash by burning is prohibited. "Campfires" utilizing natural materials or propane gas shall be in approved enclosed screened metal campfire grills. Open fires for cooking shall be conducted in metal barbeque pits. Maintain 10 feet clearance from combustible material.

6.10. FLAMMABLE LIQUID STORAGE. Storage of flammable liquids such as gasoline, turpentine, or torch fluid is limited to a total of 5 gallons per household. Flammable liquids must be stored only in approved Underwriters Laboratory or Factory Mutual containers and must never be stored in living areas.

6.10.1. GASOLINE-POWERED EQUIPMENT. Lawn mowers, weed-eaters, power washers, and other gasoline-powered equipment must not be stored in housing living areas. Do not refuel equipment while it is running. Allow for sufficient cooling of equipment prior to refueling.

### **Section 7 - SECURITY**

7.1. SECURITY CONTROLS. The installation commander is responsible for the control and safeguarding of all base property. Routine patrolling of housing areas is accomplished on a regular basis by the Security Forces. Incidents, complaints, and inquiries concerning law enforcement should be directed to the 355th SFS Control Center at 520-228-3200.

7.2. VISITOR PASSES. For long-term visitors, residents may contact the Pass and Registration Section in building 3200, phone 520-228-4886. You must report to the Main Gate to sign-on short term guests. Requests for large groups of visitors for parties, weddings, etc., should be arranged at least 3 duty days in advance. For information call the 355th SFS at 520-228-4886.

## **RESIDENT GUIDE and Community Standards**

### **Section 7 - SECURITY**

7.3. **CRIME STOP.** Operation Crime Stop is a cooperative installation community effort to reduce the potential for criminal activities on the base and to report criminal acts as they occur. If you observe a crime in progress or suspicious activities anywhere on base, call Crime Stop at 520-228-4444. You may remain anonymous; however, it is usually beneficial to have your name and phone number in case re-contact is necessary. Security incidents should be directed to the 355th SFS at 520-228-3200. Soaring Heights Communities residents may also call 911. Calls originating on Davis-Monthan AFB requiring law enforcement response will be routed back to the 355th SFS for response.

7.4. **FIREARMS.** "In accordance with Air Force Instruction 31-101, 355th Wing Supplement to Air Force Instruction 31-101, all personnel residing on Air Force Installations will register their privately-owned weapons using the AF Form 1314. Housing residents may contact their respective units or the Soaring Heights Communities Housing Office to obtain the form. Additional forms are available at 355th SFS Pass and Registration section. For additional information, contact the 355th SFS Operations section at 520-228-3105 during normal duty hours."

7.5. **EMERGENCY VEHICLES.** All motorists must yield to emergency vehicles.

### **Section 8 - GOOD NEIGHBORS**

8.1. **SUPPORT AND COOPERATION.** Some of our military personnel work days, while others work swing or midnight shifts. At times, some personnel are working 12-hour shifts. We understand everyone's need to live a normal life, but we each must respect the privacy and rights of others and show some common sense and courtesy. Please be a good neighbor and provide your support and cooperation.

8.2. **COMMON AREAS.** Common (shared) areas are to be kept clean and free from all personal articles. Do not leave shoes, toys, bicycles, garden hoses, or any other personal items in these areas at any time.

8.3. **NOISE CONTROL.** Excessively loud music and noises are disruptive to the community. Please be considerate and cognizant of how your actions may disrupt others who are resting. Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep volume down inside and outside your home. If music, TV, stereo, etc. can be heard outside your home, it is too loud. Respect the rights of others to enjoy peace and quiet in their own homes. Quiet hours (2200 - 0730) are strictly enforced. Music in vehicles should be kept at a level that cannot be heard outside the vehicle. Excessive bass or amplification of vehicle sound systems is not allowed at any time.

8.4. **PARTIES.** Many complaints can be avoided by informing your neighbors prior to hosting a party. The best way to prevent any misunderstanding over noise or music volume is to make arrangements with your neighbors, let them know your intent, and be considerate. Also, please ensure your guests do not park in unauthorized areas or in neighbors' assigned parking areas.

8.5. **CHILDREN.** Parents, divert your children's activities away from other homes so their noise does not cause disturbance to the neighborhood. Instruct your children to be considerate of others. All questions or concerns regarding child supervision, babysitting criteria, or suspected child abuse should be directed to Family Advocacy at 520-228-8104.

8.6. **PETS.** Always exercise consideration and respect for your neighbors and assure your pets do not become a nuisance to the neighborhood. (See also Sections 2.24 and 4)



## RESIDENT GUIDE and Community Standards

### Section 8 - GOOD NEIGHBORS

8.7. RESIDENT DISPUTES. As in most close communities, there is always the potential for disputes between neighbors. The best way to handle this is for the affected parties to simply discuss the issues between themselves and seek resolution. This should be accomplished resident to resident if possible. In the event this does not resolve the conflict; residents should then request that the Soaring Heights Communities property manager work with all parties involved in the situation to bring it to resolution. If the property manager is unable to resolve the issue residents will be referred to the Privatized Housing Element Chief for resolution. The Air Force chain of command will become involved only when all attempts to resolve the situation have not been successful. Residents may request mediation services from the Military Equal Opportunity office or seek counseling with the base chaplain. The Soaring Heights Communities Housing office is available to residents to provide clarification of policies and procedures.

### Section 9 – COMMUNITY/RESIDENTIAL ACTIVITIES

9.1. GARAGE SALES. Garage sales may be held or the Thrift Shop is also available for sale of personal belongings. Only signs provided by Soaring Heights Communities can be used to direct families to the area of the garage sale. Two signs per household will be provided 72 hours in advance of the garage sale and must be returned within 72 hours after the garage sale. Signs can be put out 24 hours prior to the garage sale.

9.2. AUTOMOBILES FOR SALE. Automobiles displaying “For Sale” signs may be parked in housing areas if they are being used on a consistent basis for transportation, but may not be parked at quarters indefinitely if not in use. Vehicles for sale and not being used for transportation must be registered and placed on the Auto Resale Lot. For information, call the Auto Skills Center at 520-228-3614.

9.3. HOME BUSINESS ENTERPRISES. Request for operating a home business in Soaring Heights Communities must be submitted for approval. **NO BUSINESS MAY BE TRANSACTED FROM YOUR HOME WITHOUT PRIOR WRITTEN APPROVAL.**

### Section 10 - SELF-HELP SERVICE

10.1. REQUESTING APPROVAL. Many improvements to family housing are scheduled to take place through the Soaring Heights Communities maintenance and future refurbishment programs. As such, many desired improvements and repairs formerly made by the resident through self-help programs will now be completed by Soaring Heights Communities. If a resident wishes to utilize the self-help or lawn and garden service to improve his or her housing unit, the proposed work must be authorized by Soaring Heights Communities. **NO SELF-HELP PROJECT SHOULD BE INITIATED UNTIL WRITTEN APPROVAL HAS BEEN RECEIVED.**

10.2. SELF-HELP/LAWN & GARDEN SERVICE. Soaring Heights Communities operates an enhanced “Self-Help Service.” Since the majority of housing maintenance is taken care of by the Soaring Heights Communities, there is a reduced role for the traditional Air Force “Self-Help Store”. Therefore, any resident needing home improvement items, grass seed, fertilizer, and the use of lawn/garden equipment simply needs to contact our “Self-Help Service” line 520-745-5024 and the requested items will be delivered to your home. The hours of operation are 0800 to 1700 Monday through Friday and 1000 to 1600 on Saturday. If you have questions, you may contact the Self-Help/Lawn & Garden Service at 520-745-5024

10.3. LIMITATIONS. Each household has a limitation on the amount of materials allowed per month. For more information, contact the Community Management Office. All residents may check out lawn and garden equipment and must check the equipment back in within the required time limitations.

## **RESIDENT GUIDE and Community Standards**

### **Section 10 - SELF-HELP SERVICE**

10.4. TRAMPOLINES. Trampolines may be installed only in back yards within a lockable fenced area or with a lockable cover. A 10-foot clear zone in all directions around a trampoline is required. Check with the Staff Judge Advocate Office regarding liability laws. Proof of liability insurance is required. Prior to installation, you must have written approval from Soaring Heights Communities and you must sign a statement accepting liability. Please also See Section 5.6.

10.5. WINDOW AIR CONDITIONERS. In housing units with central air conditioning, window air conditioners are not permitted. Installation of privately owned window air conditioners requires prior written approval by Soaring Heights Communities.

10.6. BASKETBALL HOOPS. Placement in streets is prohibited. No basketball hoops are to be affixed to Soaring Heights Communities housing. Please also See Section 5.6.

10.7. PROHIBITED ITEMS IN HOUSING AREAS. Fishponds, hot tubs, swimming pools (except as addressed in Paragraph 5.3), wooden lattice, tree swings, and other items affixed to trees or buildings are prohibited.

### **Section 11 – ENVIRONMENTAL CONCERNS**

11.1. HOUSEHOLD HAZARDOUS WASTE. Hazardous waste is any material discarded from the home that threatens our environment or health and well-being through improper handling or disposal. Examples are motor oil, pesticides, paint, batteries, and household cleaning products.

11.2. DISPOSAL OF HOUSEHOLD HAZARDOUS WASTE. Households should not dispose of hazardous waste in their general refuse dumpsters. Residents should contact Soaring Heights Communities Housing Office for instructions on the best method for disposing of hazardous waste. The Maintenance Office will work with the City of Tucson and Pima County to ensure that household hazardous waste is disposed of in accordance with their HHW Program. Residents are invited to visit <http://www.deq.co.pima.az.us/waste/householdhaz.html> for additional information related to household hazardous waste.

11.2.1. RECYCLE. If you have leftover household cleaners, you may contact the Soaring Heights Communities Housing Office for assistance.

11.2.2 STORM DRAINS AND HOUSEHOLD DRAINS. Never dump household cleaning agents or any other household hazardous waste down storm drains. Do not dump household hazardous waste down household drains. Household hazardous wastes should be recycled or disposed of as described above.

## **RESIDENT GUIDE and Community Standards**

### **Section 11 – ENVIRONMENTAL CONCERNS**

11.2.2. DISPOSAL OF HAZARDOUS WASTE MATERIAL. The following items should be handled as Hazardous Waste Material and should not be placed in the trash. Contact SHC management offices for proper disposal.

- Automotive Fluids
- Engine Oil Filters
- Auto Batteries
- Rechargeable Batteries (Ni-Cd, Ni-MH, Li-ion, Pb)
- Small Button Batteries
- Lithium Batteries
- Medications
- Cleaning Products
- Drain Openers
- Cooking Oil
- Mercury Containing Products
- Fluorescent Lamps
- Paint Products
- Solvents
- Hobby Chemicals
- Pesticides
- Lawn & Garden Products
- Pool Chemicals
- Propane Cylinders
- Computer Equipment
- Printer Cartridges
- Items Labeled: Acid, Flammable, Caustic, Poison, Caution, Toxic, Danger or Warning

11.2.4. SPECIAL HANDLING. Some materials require special disposal procedures.

11.2.4.1. CAR BATTERIES. Car batteries should never be left outside the disposal location but should be turned into a recycle center. Contact AAFES or the Base Auto Skills Center to dispose of car batteries. It is against the law in the State of Arizona for car batteries to be abandoned in any location.

11.2.4.2. TIRES. Tires are not accepted at the Recycling Center. When purchasing tires, some vendors will accept old ones. It is against the law in the State of Arizona for tires to be abandoned in any location.

11.2.4.3. USED ENGINE OIL. Change automobile oil at the Auto Skills Center and dispose of oil in the containers provided there, or purchase oil change boxes that contain absorbents which, when properly used, allow disposal in the trash. Changing oil in the housing area is not allowed under any circumstances.

11.2.4.4. OTHER MATERIALS. If you are unsure on the proper disposal of some materials please contact the Base Environmental Office at 520-228-5372 or consult the “Disposal of Household Hazardous Waste” fact sheet available at the Soaring Heights Communities Housing Office or Environmental Office.



## RESIDENT GUIDE and Community Standards

11.2.4.5. PROPANE TANK: Household propane tanks (limited to 1 per customer) may be turned into Barrett's Propane LLC at 1514 S. Freeway, Tucson, AZ (520-628-8525) or Servi-Gas Propane, 3170 W El Camino, Tucson, AZ free of charge. No purchase necessary. Never put your empty propane tanks in the trash.

11.3. LEAD-BASED PAINT. Residents should be aware that many of the homes on Davis-Monthan AFB were constructed before the harmful effects of lead-based paint were known. As a result, many of our homes may still contain lead-based paint under the many subsequent coats of non-lead-based paint. Should you encounter any peeling or chalking paint that you believe presents a hazardous situation, call Soaring Heights Communities Housing Office at 520-745-5024 for repairs. To avoid creating dust that could contain particles of old lead-based paint, do not disturb or sand painted surfaces. Clean with non-abrasives such as dishwashing detergent. Please refer to pamphlets provided upon assignment in the Soaring Heights Communities Housing Office. If you have misplaced your pamphlet, contact the community housing office for a replacement. Additional information is available from Military Public Health in building 420, tel: 520-228-1576. Also, you can speak to an information specialist by contacting The National Lead Information Center (NLIC) at 1-800-424-LEAD (5323).

11.4. STORM WATER POLLUTION PREVENTION. Storm drain inlets collect storm water to prevent streets and adjoining property from flooding. The inlets at Davis-Monthan AFB are not connected to the sanitary sewer, so storm water drains off base without treatment. To maintain good water quality in Arizona and protect the health of its residents we all must act responsibly to prevent contamination of the storm drain systems. Take the following actions:

- Sweep sidewalks and driveways and do not hose debris into storm drains
- Clean antifreeze or oil drips with kitty litter or other absorbent material and place in the trash
- Immediately report large spills to the Davis-Monthan Fire Department at 911
- Repair vehicle leaks
- Avoid overuse of fertilizers and pesticides
- Flush dirty mop water in household drains with plenty of running water
- Pick up animal waste and either flush it in the toilet or place it in the trash
- Pick up litter and debris from yards and assure that lids are secured on garbage cans
- Use only biodegradable, ammonia-free and phosphate-free soaps such as Ivory Liquid or Simple Green when washing your car
- Do not over-water lawns or other landscaping
- Do not use chlorinated cleaning agents to clean drive ways and sidewalks; use a scrub brush or high-pressure water
- Report illegal dumping to Security Forces at 520-228-3200
- Report blocked storm inlets to the Soaring Heights Communities Housing Office at 520-745-5024

### Section 12 - TERMINATION OF FAMILY HOUSING

12.1. GIVING NOTICE. Service members who receive PCS orders or are otherwise reassigned to another installation are required to terminate occupancy of Soaring Heights Communities housing prior to departure. Personnel who are separating or retiring must accomplish a successful termination inspection prior to the separation or retirement date. The sponsor will provide the Soaring Heights Communities Housing Office with at least a 28-day notice with exceptions allowed for short notice PCS or separations. Contact the Soaring Heights Communities Housing Office in person or by calling 745-5024 to schedule an appointment. Residents should schedule their household goods pick-up date and departure flight date prior to arriving for their appointment with the Soaring Heights Communities Housing Office. A copy of the service members' orders and amendments are required for processing your termination. It

## RESIDENT GUIDE and Community Standards

may be possible that you can submit an advance application for housing for your gaining base. Details can be discussed during your visit to the Soaring Heights Communities Housing Office, and we will assist you in this endeavor.

12.2. **TERMINATION INSPECTION.** The responsibility for termination of Soaring Heights Communities housing rests solely with the military sponsor who must be present at the inspection. In an emergency, only, the sponsor may designate a spouse or military representative with special power of attorney which may be obtained at the base legal office. It is imperative that the home is completely vacated, clean, and you are ready to turn in your keys at the inspection time. The military member, or their approved designate must be present and on time. If the military member will not be present at the scheduled time, they must call the Soaring Heights Communities Housing Office to reschedule. Depending on the scheduled workload, it is important to know that it may not be possible to reschedule the termination appointment on the same day. If this is not possible, the military member will incur an additional day's rent. Therefore, you are strongly urged to be on time, and ensure your home is fully ready for inspection at the appointed time. The Soaring Heights Communities Housing Office will provide cleaning and damage guidelines to residents upon unit assignment, and will provide an updated guideline at the time the resident gives notice to vacate. Damages caused by tobacco smoke, pets, abuse, and other damages beyond normal wear and tear will be repaired and the cost billed to the resident. A detailed cost breakout will be provided to the resident. Photographs will be provided for repairs exceeding \$300. A bill for the costs will be provided with the estimates. Military members will be required to pay for damages prior to clearing base. If full payment cannot be made, a written payment schedule will be signed. If payments are not made in accordance with the agreed upon payment schedule, the housing office may contact the command at the new installation, and/or uncollected amounts will be reported to the appropriate credit bureau(s), and sent to a collection agency. Credit cards can be used to make payments. A 3% convenience fee will be added to the charges if a credit card is used.

### **Section 13 - RESIDENT GUIDE AND COMMUNITY STANDARDS.**

In the event that Soaring Heights Communities finds cause to update the Resident Guide and Community Standards the residents will be provide at least 30 days' notice before any policies changes are effective.