

RESIDENT GUIDE



**HICKAM
COMMUNITIES**

Resident Guide & Community Standards Handbook

Effective May 1, 2014

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Welcome

Welcome to HICKAM COMMUNITIES. Our team is committed to providing military service members and their families with an enjoyable experience during their stay. We pride ourselves on providing efficient, quality services to our residents. Community offices are staffed with property management professionals that understand the special needs of military families and are eager to support you.

To maintain a safe, enjoyable and pleasant community for all our families, we have established the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook. It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a resident. The policies found in this handbook apply to all HICKAM COMMUNITIES residents. It is an addendum to your Lease Agreement and is legally binding. We encourage you to familiarize yourself with policies in this handbook and share the information with your family.

It is our goal to be actively involved in our communities when it comes to providing property management services and community activities that will enhance resident life. We look forward to your family becoming a part of HICKAM COMMUNITIES.

Mahalo!

A handwritten signature in black ink, appearing to read "S. Quinn", with a long horizontal line extending to the right.

Stephen Quinn
Director of Property Management

HICKAM COMMUNITIES LLC is a partnership between developer Lend Lease and the Air Force. It is responsible for asset, property and maintenance management, including the development, design, construction and renovation of homes within HICKAM COMMUNITIES

Residency Terms & Policies

Housing Agreement Terms & Guide Enforcement Policy

HICKAM COMMUNITIES is responsible for the enforcement of the Resident Lease Agreement and the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook. When HICKAM COMMUNITIES is made aware that the terms of the Resident Lease Agreement or the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook are not being followed, the resident will be advised of such violation through verbal notification, warning or letter as outlined in the HICKAM COMMUNITIES Community Standards Enforcement Policy outlined in Section 2.8. As necessary, follow-up letters may be sent to the Service Member's Command and the military housing partner.

HICKAM COMMUNITIES property management will always strive to work with residents to resolve problems. If any issue cannot be resolved, either HICKAM COMMUNITIES or the resident may elect to escalate the dispute to include military housing partner representatives and the Service Member's Command. If the parties agree on a resolution, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing and regardless of whether a dispute has been the subject of a mediation, at the election of either HICKAM COMMUNITIES or the resident, any dispute between HICKAM COMMUNITIES and the resident shall be resolved by binding arbitration in accordance with Dispute Resolution procedures.

Policy Changes

Periodically, revisions to the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook will be necessary. Residents will be notified in writing 45 days prior to any changes and notices will also be posted on www.hickamcommunities.com.

Quick Reference Numbers

For all medical, fire or police emergencies, call 911

OAHU AREA CODE: 808

FIRE DEPARTMENT	911
AMBULANCE	911
JBPHH SECURITY FORCES (To report a crime in progress or suspicious activities) . . .	911
JBPHH SECURITY FORCES	449-9072 or 474-6754
(Incidents, complaints, and law enforcement inquiries)	
HICKAM FIELD- MAIN GATE VISITOR CENTER	448-2231
Hickam Communities MANAGEMENT OFFICE (M-F 8:00 am To 5.00 pm) . . .	423-2300
Hickam Communities MAINTENANCE SERVICE CALL DESK	423-1650
Hickam Communities LEASING OFFICE	423-7788
Hickam Communities RESIDENT SERVICES TEAMS:	
Officer Field/Onizuka Village/Challenger Loop/Bellows	853-3792
Earhart Village	853-3790
Hale Na Koa	853-3791
Hickam Communities-SELF-HELP / LAWN & GARDEN	423-3091
Housing Privatization Liaison	448-6883
Air Force Finance	449-9931
Jppso (Joint Personal Property Shipping Office)	473-7760
Military Family Support Center	448-6377/78
Mental Health	449-0175
Military Personnel Flight	449-8624
Military Information (For All Services)	449-7110
Tunista Pacific Rim (Loaner Furniture)	448-0300
OCEANIC CABLE	643-2100
HAWAIIAN TELCOM	643-3456
HICKAM ELEMENTARY SCHOOL	421-4148
NIMITZ ELEMENTARY SCHOOL	421-4165
MOKULELE ELEMENTARY SCHOOL	421-4180
RADFORD HIGH SCHOOL.	421-4200
ALIAMANU MIDDLE SCHOOL.	421-4100
HICKAM –BASE LODGING (Reservation Desk)	448-5400

Section 1

Safety

At HICKAM COMMUNITIES, serving those who serve has been our primary mission. Keeping military families safe and comfortable in their home is our highest priority. Please review the following information and take actions to help keep you and your family safe.

1.1 Fire Prevention

Residents and their guests shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to 911 and your Community Management Office. The Resident is responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the Resident's permission or implied consent. If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the Resident may be offered another home, subject to availability.

- When cooking, stay within the kitchen and be attentive.
- Never store items under the broiler area of the stove as this can lead to a fire.
- Please take care not to block exits (doors and windows).
- Fire Extinguishers:
 - Fire extinguisher inspection/maintenance. Read and follow all instructions on the label. Inspect extinguisher at least ONCE per month.
 - Check that the extinguisher is charged. Pointer on pressure indicator must be in green. If pointer is in red or white section extinguisher is not ready for use. DO NOT TEST BY PARTIALLY DISCHARGING. Contact the community office immediately if you discover that your fire extinguisher is not fully charged.
 - Be sure the lock pin is firmly in place.
 - Keep the extinguisher clean. Check for dents, scratches, corrosion or any other damage.
 - Check the discharge nozzle. Make sure it is clean and free of obstructions.
- Gas grills, charcoal grills, deep fryers, portable outdoor fireplaces, and fire pits may only be used in accordance with local safety codes/ regulations and according to the manufacturer's recommendations. These must be at least 10 feet from any combustible structure. These items are not to be used on second floor balconies or under overhangs. Fire pits must be UL rated and covered with a screen during use.
- All homes are equipped with smoke detectors. These safety devices shall not be deactivated or removed. Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector which does not work properly to Maintenance. Any questions about operation or performance can be directed to the Community Management Office.
- The house number shall be clearly visible from the street at all times. Please contact Maintenance if this is not the case.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.

- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids will be done outside of all buildings and garages.
- It is prohibited to operate kerosene or electrical heaters in homes or garages.
- Open camp fires and bon fires are not allowed on the property.
- All types of fireworks are prohibited on the property.
- Candle use can cause house fires. Follow manufacture's recommendations and never leave burning candles unattended.
- Inspect electrical cords to ensure there are no frays or bent plugs.
- Place furniture so that cords do not become crimped between the furniture and outlet. This could damage the cord and start an electrical fire.
- Never overload an outlet.

1.2 Gas Leaks

Used properly, natural gas is a safe, but leaking natural gas can signal potential danger. Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks.

- If you suspect a gas leak, evacuate everyone from the home immediately to a safe location outside the home and then call 9-1-1 to report the issue.
- Do not attempt to operate mobile or land line phones inside the home or turn on/off any switches/controls/lights/cars/garage door openers, etc. as this could ignite the gas and cause an explosion and fire.
- Do not use matches, lighters or create a flame of any kind.
- Contact 808-423-1650.
- Do not re-enter the home at any point until the Fire Department or Authorities have declared it to be safe.

1.3 Carbon Monoxide

Carbon Monoxide is an invisible, odorless, colorless gas that can be created when burning fuels such as natural gas, wood, oil, propane, etc. In the home, cooking and heating equipment that burn fuels are a potential source of carbon monoxide. Vehicles and generators running where the CO could enter the home is another potential source. Your home is equipped with a CO monitor if it has an attached garage or appliances that burn fuel (other than electricity). If the CO alarm sounds or you suspect CO in your home:

- Evacuate everyone from the home immediately to a safe location outside the home and only then call 9-1-1 to report the issue.
- Contact 808-423-1650
- Do not re-enter the home at any point until the Fire Department or authorities have declared it to be safe.
- If you need to warm a vehicle, remove it from the garage after starting. This is a common cause of carbon monoxide poisoning and can be life threatening.
- Test CO alarms monthly.

1.4 Home Evacuation Planning

- Sketch out a floor plan to identify emergency exits (floor plans are available at most Community Management Offices).
- Practice family evacuation drills at least twice each year. Please refer to www.nfpa.org for more information.
- Second level fire escape ladders can be purchased by contacting the Community Management Office.
- Monitor weather conditions in your area and take actions as needed to protect your family.

1.5 Window Hazards

- Keep windows locked to protect small children from falls.
- Keep furniture or other climbable objects away from windows, decks and balconies.
- Educate children about risks and dangers associated with falls from windows, balconies and decks.
- Complete a safety check with your child's caregiver to ensure they understand potential dangers associated with windows, balconies and decks.
- Don't allow children to play near windows, balconies or decks while unsupervised.
- Don't underestimate a child's mobility. Children begin climbing before they can walk.
- Don't rely on screens as window safety devices. Screens keep bugs out – not children in.
- Mini-blind cords can create strangulation hazards for children. Keep cords as short as possible and ends separated as to not create a loop. Please contact the maintenance department if you have questions or need assistance with mini-blinds.
- Consider your needs and investigate installing building code window safety devices.

1.6 Poisons

- Keep poisons and medications out of the reach of children's reach and completely inaccessible. Use child cabinet locks and latches where needed.
- Keep the poison control number available (800-222-1222).

1.7 Lead Based Paint

- Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Lease Agreement and Resident Welcome Packet. HICKAM COMMUNITIES strongly advises residents to review this document prior to considering any paint work.
- Residents should be aware that the presence of lead-based paint is possible in any building built before 1978. Therefore, if you find peeling or chipping paint in your home, please notify your community representative immediately.

1.8 Water Hazards

- The water heater temperature should be set at 120°F. Temperatures above 120°F can cause burns. Do not adjust the water temperature – call the maintenance department if problems exist.

- Never leave small children unattended in bathrooms, tubs/showers or pool areas. Empty pools after each use and turn up-side-down as only 1-inch of water can cause drowning.
- All man-made and natural ponds, creeks and ditches are off-limits. Storm water detention ponds are not for recreation (no swimming, playing, etc.)
- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim. Always swim with a buddy; never swim alone.
- Maintain constant supervision. Watch children around any water environment (pool, stream, lake, tub, toilet, bucket of water), no matter what skills your child has acquired and no matter how shallow the water.
- Drainage ditches, ponds and water run-off areas are not places for swimming or playing. After heavy rains, swift water can take a human life. Even the strongest swimmers are no match for the power of the water. Swift water and debris can make ditches very dangerous.

1.9 Playground Facilities

- Supervise children at playgrounds at all times.
- Observe and follow all posted rules and guidelines.
- Report any unsafe conditions to the Community Management Office.

1.10 Community Safety

- Speed limit and other traffic signs are posted throughout the community. Abide by all posted signage for the safety of residents, children and guests.
- Transformers and utility boxes are not play areas and can pose high voltage electrical hazards. Do not allow children to play on them or dig around them.
- Report any non-working street lights or emergency lighting to Maintenance.
- If any dangerous wildlife is observed in and around your home, please contact the JBPHH Security Forces by calling 808-449-9072 / 808-474-6754 and notify HICKAM COMMUNITIES by calling 808-423-2300.

1.11 Incidents

Should any incident happen at a home or in the neighborhood where a bodily injury or property damage of any kind occurs, it is the resident's responsibility to notify HICKAM COMMUNITIES no later than the next business day. Required information includes location, date, time and type of incident that occurred. In addition, a list of people injured, the nature of the injury or injuries, as well as any witnesses to the incident must be provided.

1.12 Parental Supervision & Care of Children

Residents are required to comply with any Joint Base Pearl Harbor-Hickam child supervision policies. JBPHHINST 1700.1, dated 7 May 2012, is currently in effect. Parents are responsible for their children and accountable for their conduct. To ensure children's safety, residents, associates and members of the community should report known violations to the appropriate authorities.

Parents are liable for damages caused by negligent or unlawful conduct of their children. Additionally, pre-teenage children should not care for siblings for an extended duration nor should they be left alone overnight. Please check with the Children and Youth Services Division for the most recent information. Violations that place children at risk may result in actions by:

- Command
- Hickam Communities
- Department of Emergency Services
- The Family Advocacy Program

Prohibited Play Areas

- Children must abide by signage and are prohibited from playing:
- Around unoccupied buildings and homes
- At any construction site, whether or not work is in progress.
- Near government or contractor equipment (mowers, construction equipment, maintenance trucks, etc.).
- In or around drainage ditches or culverts.
- In or near ponds, creeks, sink holes, storm water detention ponds; or in any areas deemed inappropriate or unsafe.
- Recreational amenities have children “Age Appropriate” requirements that must be strictly followed.

It is the resident’s responsibility to ensure that their children understand that they are prohibited from playing in areas specified above and that they may be held accountable if their children are found in these areas.

1.13 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 JBPHH Security Forces. **Contact 911 for emergencies.** Incidents, complaints, and inquiries concerning law enforcement should be directed to Security Forces at 808-449-9072 or 808-474-6754. Hickam Communities is not responsible for enforcing traffic or parking violations.

1.14 Firearms

JBPPH requires that all personnel with privately owned weapons in the state of Hawaii register them with the Honolulu Police Department, without regard to whether they live on or off the installation. The Honolulu Police Department is located at 801 South Beretania Street, Honolulu, Hawaii. Within two business days of registering with the police department, all personnel must also register their firearms with the base Armory at Navy Bldg. 278, located at 370 Fuller Way, Joint Base Pearl Harbor-Hickam. The Armory will store the weapons only for unaccompanied personnel. For additional information, contact the Armory at 808-449-9718 or JBPHH Security Forces at 808-449-9072 / 808-474-6754.

Section 2

Operations

2.1 Hours of Operation

Community Centers

As posted at each facility and at www.hickamcommunities.com/Current-Residents/Community-Centers.

Leasing Offices • Monday through Friday 8 a.m. – 5 p.m.

Management Offices • Monday through Friday 8 a.m. – 5 p.m.

HICKAM COMMUNITIES offices are closed on most federal and approved holidays. Emergency maintenance services are available 24-hours a day by calling 808-423-1650. There is a Quick Reference Numbers page at the front of this handbook.

2.2 Office Locations

Property management offices and community management offices for Officer Field, Onizuka Village and Bellows are located at 211 Mercury Street, Honolulu, HI 96818.

Leasing offices and community management offices for Earhart Village are located at 200 Kokomalei Street, Honolulu, HI 96818.

Community management offices for Hale Na Koa are located at 1215 Owens Street, Honolulu, HI 96853

Maintenance offices are located at 213 Mercury Street, Honolulu, HI 96818.

As part of our community-based management strategy, property management professionals are located conveniently throughout the property. Community offices are designed to foster communications with residents and make it easier for residents to interact with the HICKAM COMMUNITIES team. HICKAM COMMUNITIES maintenance service operations are centrally located within the community to ensure efficient service.

2.3 Move-In Process

Upon move-in, each resident will complete a move-in orientation with a HICKAM COMMUNITIES team member. A brief home orientation is conducted and notes are made concerning any items that show existing wear and tear. Upon move-out, the move-in inspection is compared with current conditions to determine if any damage, beyond normal wear and tear, has occurred and if any damage charges need to be assessed.

2.4 Collection of Rent and Other Receipts

Upon move-in, the resident is responsible for paying the pro-rated rent for the first month. Pro-rated rent is calculated by dividing the monthly rent amount by the number of calendar days in the month to determine a daily rate, then multiplying by the number of days in the month which the home will be occupied. Acceptable forms of payment are cashier's check, money order, debit card, MasterCard and Visa. Once the resident accepts the home, the exact amount that is due upon move-in is then disclosed. In most cases, the monthly rental rate shall equal the Basic Allowance for Housing "with dependents" rate, for the senior

service member resident at the premises. If any other resident of the premises becomes the senior service member, he or she will be required to sign an agreement and become the “resident.”

Rent is collected monthly by allotment for active duty residents and by cashier's check, money order, debit card, MasterCard or Visa for non-allotment residents. Payment is due on the first day of the month for the previous month's rent (payment in arrears) for active duty service members and Key & Essential personnel. All other residents are required to remit rent on the first day of the month for payment of the current month's rent (payment in advance).

The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the local BAH for a resident's rank is decreased, but the BAH received by the resident is protected at a higher rate, the allotment will continue at the protected BAH rate. In cases where a resident's BAH is rate protected due to changes in the local BAH, the resident agrees that rent shall equal the local BAH with dependents rate as shown on the senior Service Member's Leave and Earnings Statement (LES) residing at the premises.

Residents should review their LES to ensure the correct BAH allotment for monthly rent is reflected. Residents should immediately notify their community representative if their LES does not reflect the correct allotment for monthly rent or if an insufficient amount of rent via allotment is being paid to HICKAM COMMUNITIES. Residents are responsible for payment of monthly rent until such time as the home is cleared through HICKAM COMMUNITIES.

The resident shall notify HICKAM COMMUNITIES property management of any changes in his/her family status, military status or pay grade within 14 days of such changes. Failure to report changes may be considered a lease violation. If a resident's pay grade changes to a rank outside of the rank band of their home, the resident may request an in-house relocation through their local community representative. The resident is responsible for payment of all moving expenses related to any move caused by a pay decrease or increase. In-house relocation requests are reviewed by HICKAM COMMUNITIES and are dependent upon home availability.

2.5 Security Deposits and Fees

Security deposits or background credit check fees are not charged for active duty personnel. There is a \$200 pet deposit required at move-in.

2.6 Residency Requirements

The resident will only be entitled to family housing in a HICKAM COMMUNITIES community during his or her military service. The Resident Lease Agreement shall be subject to termination by HICKAM COMMUNITIES immediately upon the earlier of (1) the cessation of his or her military service or (2) the discontinuance of BAH. All residents, including children, shall be accounted for within the Resident Lease Agreement. The resident agrees that those included within the Resident Lease Agreement are the only persons who are permitted to reside in the home. It is the resident's responsibility to notify HICKAM COMMUNITIES

of any change in the number of individuals living in the home in writing within 14 days. If the resident becomes ineligible for HICKAM COMMUNITIES family housing due to reasons that include, but are not limited to, change of dependent status, drug conviction, felony conviction or cessation of military service, the Resident Lease Agreement will be terminated.

2.6.1 Name Signs

In accordance with base policy, homes may have the military member's rank, first initial and last name displayed in the brackets on the front of the home. Hickam Communities will place signs when you move-in. Nothing additional or different is authorized. If there is a name or grade change, please contact your Community Manager immediately.

2.7 Resident Moves

Resident in-house relocation requests can be submitted for families that experience changes in eligibility for the number of bedrooms needed to accommodate an increase in family size, a change in rank or for a medical board recommendation that requires a move. Appropriate documentation is required to support a request. In-house relocation requests are reviewed by HICKAM COMMUNITIES and are dependent upon home availability. These types of moves will be made at the Service Member's expense.

In the case of a required relocation due to HICKAM COMMUNITIES development, the resident is given a minimum 120-day written notice and the move is made at the expense of HICKAM COMMUNITIES only if the resident occupies another home within HICKAM COMMUNITIES. If the resident chooses to move to an off-post location, the resident will incur the move cost. Resident may choose to submit their written 28 day notice to vacate with HICKAM COMMUNITIES anytime after receiving their written 120-day notice.

2.8 Evictions, Violations and Delinquent Accounts

Residents who fail to comply with the terms of their Resident Lease Agreement and the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook are subject to various remedies, including reports to Command, fees to bring the home into compliance, fines or possible eviction. The military housing partner will assist the community manager in notifying the Service Member's chain of Command prior to the resident's referral into the debt collection process. If payment is not made or a payment plan agreed upon and adhered to, the resident may be issued a five day notice to quit, which may result in eviction if left unresolved. Residents are responsible to pay all amounts due prior to clearing their HICKAM COMMUNITIES home. In the event accounts remain unpaid, they will be sent to a collection agency.

2.8.1 Minor Violations

The processes and penalties for minor violations of the Resident Lease Agreement or the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook are described in the HICKAM COMMUNITIES Community Standards Enforcement Policy chart found below. Examples of minor violations include, but are not limited to:

- Failure to maintain fenced backyard, flowerbed and property appearance standards
- Parking in front of or within 15 feet of a fire hydrant
- Parking in alleyways or other areas where parking is restricted (vehicles may be towed)
- Unauthorized commercial activities, including home childcare
- Excessive noise that disturbs others
- Unauthorized construction or alteration to any HICKAM COMMUNITIES structure
- Unauthorized or improper installation of window air conditioner units
- Unauthorized vehicle maintenance
- Curfew violations by minors
- Failure to allow maintenance staff access to homes for needed work
- Unauthorized or illegal RV, automobile, jet ski, boat or any other recreational vehicle storage at the resident's home or in surrounding community
- Failure to maintain residence, parking areas and surrounding areas such as front, side and rear yards
- Vehicles parked on the grass or on prohibited streets
- Storage of excessive personal items in carports
- Placing storage containers, commonly referred to as "PODS," in driveways, on roads, in open vehicle stalls or on any HICKAM COMMUNITIES property without prior written authorization from community office. Use of PODS is limited to a maximum of seven calendar days and is subject to removal without notice at the resident's expense.
- Use of unauthorized storage sheds in common areas without prior written authorization from community office

HICKAM COMMUNITIES Community Standards Enforcement Policy Steps

Step 1 Friendly Reminder

Inform the resident of the violation through a Friendly Reminder door hanger. Resident has 7 days to correct the violation.

Step 2 Warning Notice

If the violation has not been corrected, the resident is issued a Warning Notice reminder door hanger. Resident has 48-hours to correct the violation.

Step 3 Letter of Non-Compliance

If the violation has not been corrected at this point, the resident is issued a letter of non-compliance with 24-hours to correct the violation. This stage includes possible associated fines. The military housing partner and the Service Member's Command may become involved.

Step 4 Fine or Letter of Eviction

Depending on the severity of the non-compliance, the resident may be fined and/or issued a Request for Termination of Housing.

2.8.2 Major Violations

Violations of the Resident Lease Agreement or the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook of a serious nature may result in immediate eviction. If the violation is not immediately corrected after appropriately notifying the resident of the violation, HICKAM COMMUNITIES may proceed with an eviction. In addition, HICKAM COMMUNITIES will contact the resident's chain of Command and the military housing partner for consultation and appropriate action. Violations of a serious nature include, but are not limited to:

Serious misconduct, including repeat minor offenses involving the resident, family member or guest

- Inherently dangerous or criminal actions
- Domestic disturbances
- Non-payment of damage charges
- Unauthorized vehicle repair
- Pet policy violations (including pet abandonment)
- Poor sanitary practices or housekeeping, including failure to properly dispose of refuse or store refuse containers
- Felony convictions
- Misconduct, which results in injury or property loss to a neighbor, HICKAM COMMUNITIES or the government
- Criminal activity by any member of the household or a guest
- Spousal or child abuse
- Failure to pay rent; failure to authorize (or discontinuance of) allotment
- Misuse, discharging or brandishing a weapon in the housing area
- Improper sublease or assignment of housing agreement
- Failure to comply with a Letter of Non-Compliance for a minor violation
- Unauthorized guests living in home

2.8.3 Corrective Action

HICKAM COMMUNITIES reserves the right to take corrective action for violations not corrected by the resident after a warning is issued if the violation affects the health or safety of other residents. Resident will be charged as needed for corrective actions.

2.9 Dispute Resolution Procedure

HICKAM COMMUNITIES desires to work out any disputes with residents amicably and to a satisfactory resolution for both parties. Complaints related to housing assignment, maintenance response, and other housing related activities should be brought to the attention of the Hickam Communities property management staff. Residents and family members are required to seek assistance through the Hickam Communities property manager before going to the Privatization Liaison.

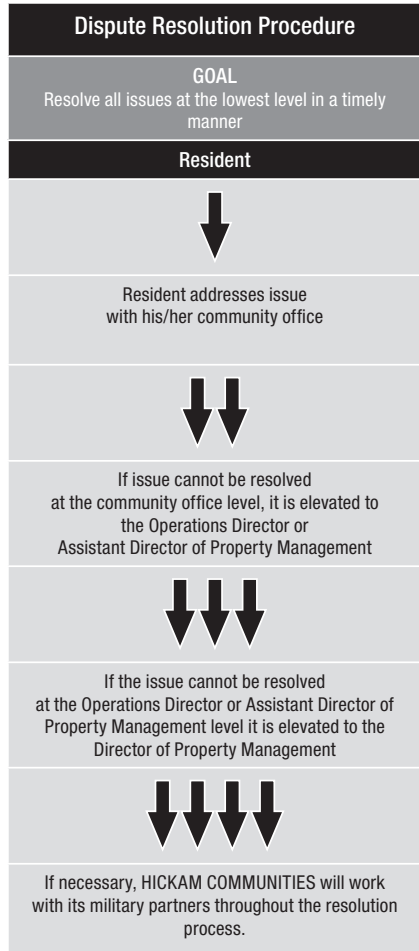
HICKAM COMMUNITIES requires that residents live amicably within its communities. Residents and their guests shall respect the quiet use and enjoyment of other residents. In the event a resident dispute should arise, residents are encouraged to solicit Command involvement. Requests for resident moves will not be entertained as a result of resident disputes. HICKAM COMMUNITIES will engage the Service Member's chain of Command and the military housing partner to resolve issues between parties. HICKAM COMMUNITIES reserves the right to terminate all parties for continued disputes that substantially interfere with the right to quiet enjoyment of other residents in the community.

2.10 Temporary Absences of Residents from Units

When residents are planning to be away from their home for more than seven days they must notify their community center in advance by completing a Resident Absence Notification form, and they must provide a local emergency contact. In the event of an absence from the home, the resident is required to arrange for adequate care of the residence. Required care includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended. Should an emergency arise, HICKAM COMMUNITIES property management may enter the housing unit to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location.

2.11 Abandonment Policy

Homes are considered abandoned when, after 30 days, there is no reasonable evidence other than the presence of personal property that the home is occupied and the resident has failed to notify HICKAM COMMUNITIES. Failure to pay rent may be considered evidence of abandonment. HICKAM COMMUNITIES will determine, in conjunction with the military housing partner and the Service Member's Command, if a unit is abandoned. If a unit is reclaimed by HICKAM COMMUNITIES, the resident will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. HICKAM COMMUNITIES is not responsible for personal belongings left in an abandoned home.



2.12 Guest Policy

The resident is responsible for his or her guests, including any damage, theft or violations of the Resident Lease Agreement or the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook caused by guests. Residents shall notify their respective community office in writing of all guests staying more than seven days, but less than 29 days. No guest or visitor may stay in the home for more than 30 days without the expressed written consent of HICKAM COMMUNITIES. Requests for guest(s) staying longer than 30 days are evaluated on a case-by-case basis and in accordance with any deployment and installation policies. The request should provide specific reasons for the exception. A guest is defined as a person or persons, including military personnel and their family members, who do not reside in HICKAM COMMUNITIES.

2.13 Access to Homes

HICKAM COMMUNITIES will maintain keys for all its homes. With the exception of life-threatening or property-threatening emergencies, all HICKAM COMMUNITIES staff members must receive the resident's permission to enter a home for any reason other than completing a service request called in by the resident. If HICKAM COMMUNITIES determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of the HICKAM COMMUNITIES maintenance team will enter the home to complete the repairs. Written notice of such entry will be left in a conspicuous location. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home.

Key Authorizations

Children 10 years of age and older who are identified in the HICKAM COMMUNITIES Resident Lease Agreement and have appropriate government-issued identification, may be given a house key.

2.14 Commercial Enterprises Policy

Contact your HICKAM COMMUNITIES community center for procedures on receiving approval for commercial enterprises. Residents must submit a Residential Business Form.

2.15 In-home Childcare

Residents desiring to provide childcare services in their private residences only can do so if they are under the direction of the Child and Youth Services (CYS) Certified Family Child Care Program. The only exceptions to this policy are for those residents providing intermittent childcare not exceeding 10 hours per week on a regular basis and for persons who provide childcare in the child's home. All childcare programs are subject to regulation by installation child services personnel. Any costs associated with modifications required to sustain business or obtain licensing will be the responsibility of the resident. HICKAM COMMUNITIES is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider and is in no way associated with the Child and Youth Services

program(s) other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification by CYS must be done in compliance with the Resident Lease Agreement, the HICKAM COMMUNITIES Resident Guide & Community Standards Handbook, and the Historic Homes Addendum (if applicable), and will be paid for by the resident. Residents must submit a Residential Business Form. The resident must return the home to its original condition prior to move-out.

2.16 Noise Control

Excessive noise is prohibited on the installation. Quiet hours are observed between 10:00 p.m. – 7:30 a.m. daily. For enforcement purposes, “excessive” is defined as:

- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area
- Residents should be aware that excessive noise travels easily through building structures. Residents should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors.

For noise control, after business hours and on weekends, call Security Forces at 808-449-9072 / 808-474-6754.

2.17 Housekeeping

HICKAM COMMUNITIES will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The military housing partner (HMO)
- The resident’s Chain of Command
- Family Advocacy Program
- Child Protective Services
- Others as appropriate

Poor housekeeping may result in eviction.

2.18 Weekly Exterior Inspections

HICKAM COMMUNITIES will conduct weekly inspections for compliance with the Tenant Lease and this document (the Resident Guide). For all residents, a written courtesy notice, or friendly reminder, will be issued initially if a violation is found. If non-compliance is noted on re-inspection, the resident will receive a first notice. Any second notice issued for non-compliance with Hickam Communities standards will be considered a serious violation of the Tenant Lease and may result in notification of the Tenant’s military unit. Non-availability of Self-Help equipment does not constitute non-compliance with Hickam Communities standards in grounds keeping maintenance. If not corrected no later than one (1) week following the notice, this may result in the loss of housing privileges. Documentation of three discrepancies in any 12-month period may result in the loss of the resident’s privilege to reside with Hickam Communities. In addition, all unsafe items or practices will be

reported to Hickam Communities; fire protection concerns or deficiencies will be reported to the Fire Department; and security and law enforcement concerns will be reported to JBPHH Security Forces.

Section 3

Traffic Regulations, Parking Restrictions
and Vehicle Procedures

3.1 Speed Limit

The speed limit in all residential areas is 15 miles per hour unless otherwise posted. The speed limit for areas with alleyways is 5 miles per hour.

3.2 Operating Areas

Privately owned vehicles (POV) are limited to hard surface roads designed for vehicular traffic. Operating a POV on sidewalks, bicycle paths, grass areas, recreation areas or any area not specifically designed for vehicular traffic is strictly prohibited. Only bicycles and pedestrians may use dirt trails and paths.

3.3 Parking

Traffic regulations on the installation are detailed in current installation guidelines. Consult these existing documents for information on punitive measures for traffic regulations enforced by the Military Police. Additionally:

- Use of cell phones while driving is not permitted on the installation
- Residents must not interfere with the parking rights of other residents
- Residents may not park oversized vehicles and equipment in housing area

Recreational vehicles, trailers, campers, motor homes, ATVs and boats (including jet skis and motocross bikes) may not be parked in housing areas. The exception to this policy is an RV that is parked at the housing unit for no more than 24 hours for loading or unloading. If the resident has an emergency that requires parking longer than the policy permits, the resident must notify and receive written permission from HICKAM COMMUNITIES and the appropriate installation authority. Parking in common parking lots will be on a first-come, first-served basis and vehicles cannot be parked longer than 24 consecutive hours. It is imperative vehicles are parked in their designated locations (examples: garages, driveways, carports, parking pads, assigned parking spots if provided).

Vehicles parked on the street may pose a hazard for children, pets and other vehicles. In addition, vehicles parked in this manner can restrict access for emergency vehicles and service vehicles such as postal trucks, refuse trucks, moving vans and school buses. Where applicable, residents will be assigned designated parking spots. Any additional parking spaces are on a first-come, first-served basis. Community parking is for HICKAM COMMUNITIES residents and their guests only. Additionally, no parking is allowed in the following areas:

- In a location that interferes with resident mailbox access
- In a location that interferes with resident access to their assigned driveway or carport
- Within 15 feet of a fire hydrant or any location marked by a red curb
- On curbs, sidewalks, lawns or grassy areas at any time
- In front of refuse and recycling containers located at curbside pick-up areas
- Parking against the flow of traffic
- Where "No Parking" signs are posted.

Inoperable, and abandoned vehicles are not permitted in housing areas. Notify your community center if you are aware of an abandoned vehicle. Residents departing permanently or on a temporary basis may not abandon their vehicle on HICKAM COMMUNITIES property. ATVs are not allowed to be operated or stored in housing areas. Improperly registered vehicles may not be parked in the housing area. Violators may be issued a citation. If the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed immediately in accordance with installation regulations and at the owner's expense. Residents are permitted to park only those vehicles registered in their name on HICKAM COMMUNITIES property. Residents may not park or store vehicles belonging to another (i.e. storing or watching a vehicle for a friend while he/she is deployed).

3.4 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the replacement of a flat tire or charging of a battery. The installation has automotive centers established for vehicle maintenance purposes.

3.5 Vehicle Registration

- Vehicles must have a current registration, proof of insurance and safety registration as required by the State of Hawaii/City and County of Honolulu and DOD regulations.

Vehicles found on HICKAM COMMUNITIES property that are not in compliance with the above requirements will be cited and reported to Security Forces. HICKAM COMMUNITIES reserves the right to remove any vehicle from its property that is illegally parked or presents a safety hazard to the community at the owner's expense.

Section 4

Pet Policies

4.1 Guidelines for Pet Owners

Any violation of the pet policy may result in fines, loss of pet privileges or eviction. The following constitutes the pet policy for HICKAM COMMUNITIES:

- Residents may have a total of two pets (dogs and cats) in any combination. Dogs and cats are deemed appropriate domestic pets. Small animals such as birds, fish and guinea pigs are allowed as long as they are properly caged and cared for.
- Wild animals, exotic animals, farm animals, fish tanks/aquariums larger than 20 gallons and all animals banned by state and federal laws are prohibited.
- Unauthorized animals include any animal that is deemed “Aggressive or Potentially Aggressive.” For the purpose of this policy, aggressive or potentially aggressive breeds of dogs are defined as Pit Bull breeds of dogs (American pit bull terrier, Staffordshire bull terrier, American Staffordshire bull terriers, etc) Chows, Doberman Pinchers, Rottweilers, any Mastiff breeds, Cane Corsos, Presa Canarios and wolf hybrids. Any dog which is a percentage of up to half-breed dogs of these types is also prohibited.
- This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior.
- All cats and dogs must be registered at the installation veterinary services office within ten days of assignment to a HICKAM COMMUNITIES home. Cats and dogs owned by residents must be micro-chipped and must wear a current collar that includes a home address at all times. Cat and dog owners are required to provide a copy of verification of appropriate immunization along with pet registration to the HICKAM COMMUNITIES community office.
- Dogs must be licensed by the City and County of Honolulu.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas or within picket fences. Please note that the fences installed at some HICKAM COMMUNITIES homes are not designed to contain a dog. Pets must be on a leash at all times when outside the home or enclosed yard. Voice command is not an acceptable means of control. Pets are not allowed in bus stops, playgrounds or tot lots at any time.
- Authorized animals are housed within the home. Garages or balconies are not suitable housing. Pets are not to be tied or staked outside the home. Pets are required to be in the home or in an enclosed backyard if unattended. Dog houses and kennels are permitted within enclosed yards only and should be removed prior to move-out. Kennels or houses must not be taller than the existing fencing.
- All yards and common areas should be kept clean of pet droppings. Owners must pick-up and properly dispose of pet droppings immediately in common areas as well as one’s own premises. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Residents are required to maintain the grass and ground cover in their yard. Any damage associated with pet activity must be immediately repaired by the resident.
- Residents whose pets have litters must notify their respective community center and make arrangements for adoption within twelve (12) weeks of birth.

- Any modifications to the homes for pets (pet grills, reinforced fence) are strictly prohibited without prior written consent of HICKAM COMMUNITIES. Resident will be required to restore the home to its original condition prior to move-out.
- Residents with pets are required to treat the home for fleas at move-out by shampooing carpets, deodorizing with pet enzyme treatment and leaving three (3) cans of fogger in the home, (to be activated by HICKAM COMMUNITIES staff after move-out.)
- Pets must not prevent or obstruct employees or associates of HICKAM COMMUNITIES from properly performing their functions, duties and responsibilities. Please secure pets prior to the arrival of maintenance employees for scheduled service. If a family has completed a Permission to Enter form and a maintenance technician arrives and finds a dog is not kenneled, the work order will not be completed.
- Pets that are deemed aggressive or a nuisance are prohibited. Aggressive behavior is defined as unprovoked barking, growling or snarling at people approaching the animal, biting or scratching people and/or escaping confinement or restriction to chase people.
- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for HICKAM COMMUNITIES to request the removal of the pet. Removal notices are on a case-by-case basis and involve a detailed review of all case histories, facts and future potential safety risks.
- HICKAM COMMUNITIES reserves the right to terminate the Resident Lease Agreement for those residents failing to comply with pet removal notices.
- Pet owners are financially responsible for damages caused by their pets.
- Abandonment of pets is prohibited.
- Guide Dog regulations will have exceptions to some of the rules as defined by "Title 40, U.S.C., and Section 291".

These policies are to be strictly observed and will be enforced by the management staff. These policies have been set forth to ensure a quality living experience for all those living in HICKAM COMMUNITIES homes. Management reserves the right to make such other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines will result in fines and/or the termination of the Resident Lease Agreement.

Residents are also required to comply with all Joint Base Pearl Harbor-Hickam regulations related to pets and other animals.

4.2 Pet Houses

Pet houses may be placed in a fenced backyard only and residents must ensure the structure is:

- Of sound construction
- Painted
- Neat in appearance
- Cleaned of animal waste daily
- Kept free of ticks, fleas and other parasites

- Removed prior to move-out

Residents are required to restore grounds where a pet house was present prior to move-out and residents are responsible for any damages caused by the installation and removal of pet houses.

4.3 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call the Installation Veterinary Services for proper disposal procedures. Deceased pets are not to be buried on the premises.

Section 5

Utility Consumption and Conservation

5.1 General

As a military family, it is of utmost importance to be responsible users of your utilities. This means actively conserving your family's energy and water use. By making a conscious effort to reduce your utility consumption, you will be helping the Department of Defense save natural and financial resources that can be better used in protecting our nation and providing services and support to our service members and families. You also will be an integral part of HICKAM COMMUNITIES effort to create sustainable communities and be good stewards of the environment in which we live and work. For more information about HICKAM COMMUNITIES conservation efforts, log on to www.hickamcommunities.com

5.2 Method

Your family's utility conservation efforts are required by several important items of legislation and policy:

- Department of Defense (DoD) Directive 4140.25 (Dated 12 April 2004)
- DoD Instruction 4170.11 (Dated 22 Nov 2005)
- Energy Policy Act of 2005, 42 USC 15801, (Dated 8 Aug 2005)

Housing consumes about 30 percent of the total energy used on military installations. The Energy Policy Act of 2005 requires all federal facilities to reduce their energy consumption by 20 percent per gross square foot. This goal requires a concerted conservation effort by both residents and HICKAM COMMUNITIES. Residents must:

- Comply with installation energy conservation directives and guidelines
- Reduce energy waste
- Conserve water whenever possible

5.3 Energy Reduction

The following are some guidelines residents can follow to reduce energy consumption:

- Shut down all air conditioning units, lights and other appliances every time you leave your home
- Maintain temperatures within a range of 74-80 degrees Fahrenheit when operating air-conditioning units. Central A/C units must be left in "auto" position at all times
- Close all doors and windows when operating air conditioning units (this also prevents mold)
- Turn off all outdoor lights during daylight hours
- Turn off lights in unoccupied rooms
- Minimize water use when cleaning sidewalks or driveways
- Use cold water to operate garbage disposals and clothes washers
- Run fully loaded dishwashers to save energy and water costs
- Remove excess food from dishes prior to running dishwasher
- Avoid using washers and dryers during peak electrical demand periods
- Keep the refrigerator setting at the manufacturer's recommended level

- Ensure that refrigerator and freezer door seals are airtight
- Turn off computers and other unneeded electrical items when not in use

5.4 Violations

Residents may be cited for violations of energy conservation guidelines.

5.5 Resident Utility Billing Program

In an effort to encourage the efficient use of energy and ultimately reduce consumption, the Office of the Secretary of Defense (OSD) established a resident utility billing program that holds the service member and his/her family responsible for their utility usage. In coordination with the military housing partner, HICKAM COMMUNITIES is responsible for implementing and managing the resident utility program. It is not a profit center for the Air Force or HICKAM COMMUNITIES. Money saved goes directly back into HICKAM COMMUNITIES communities to benefit service members and families.

5.5.1 How it Works

The program begins with an energy conservation statement “mock billing” period. During this period, HICKAM COMMUNITIES will be providing new residents with a “mock bill” or “monthly utility consumption report.” The purpose of this period is to enable residents to understand how much energy they are using, to learn how to conserve and to become familiar with how the program works. Please review your monthly utility consumption report during this period and contact your community representative should you have any questions.

The average utility usage target, or utility allowance will be established for homes of similar floor plan types, construction type and size. This utility allowance will be used to set a normal usage amount, and your monthly utility consumption report will show how your usage compares to that utility allowance for your home. The report will also show whether you would fall within the normal usage amount (no action needed), below the utility allowance (eligible for a rebate), or above the utility allowance (responsible for additional charges) if live billing were already in place.

Following the mock billing period, HICKAM COMMUNITIES will transition to actual billing and residents will become responsible for charges above the utility allowance established for your home type and provided on your monthly utility consumption report. Residents who go over the utility allowance are only responsible for the amount they go over the utility allowance, not for their full monthly usage. Once actual billing begins, you could earn a rebate by staying below the utility allowance, owe nothing by staying within the utility allowance or have a payment due if your usage exceeds the utility allowance.

Residents that need help understanding their energy consumption reports are encouraged to contact our utility billing partner, Minol, for assistance at 1-888-636-0493. If you would like an energy assessment performed on your home, please contact your HICKAM COMMUNITIES Resident Services Team so that a HICKAM COMMUNITIES staff member can visit your home and perform the energy assessment.

5.5.2 Support for Residents

To support the Air Force utility program, HICKAM COMMUNITIES will provide energy-saving tips and educational programs to families through information and resources found on its website. Additionally, the HICKAM COMMUNITIES team is available to assist families with questions on the program. For more information about the utilities program, visit www.hickamcommunities.com.

Section 6

Alterations, Additions and Construction

6.1 Alterations to Homes

New construction, additions or alterations by residents to HICKAM COMMUNITIES homes, including garages, carports, patios and surrounding grounds are not allowed. Residents will not nail, screw, staple or bolt items into any exterior siding or roof (please see section 6.16 for approved methods for displaying holiday lighting). This policy is inclusive of satellite dishes. Example of non-authorized items are racks for kayaks, surfboards, bicycles, strollers, etc. However, wind chimes, hanging plants and flags in appropriate flag pole holders are permitted.

Surfboards and kayaks (neatly covered) may be stored in backyard areas. Front and side yards are considered common area and must be neatly maintained at all times. If you live in a home with window air conditioning units, all window screens need to be installed back on windows when the privately owned AC unit (s) are removed.

Requests for minor alterations, including installation of playground equipment, must be submitted in writing to the resident's community office for approval prior to any work being done.

Installation of equipment poles which require digging into the soil requires approval and may have significant restrictions. Additional restrictions apply to historic homes. Please contact your community representative for complete details.

Unless the resident has written permission from HICKAM COMMUNITIES to leave the alteration in place, alterations will be removed and the cost to restore the area or housing structure to its original condition will be done at the resident's expense prior to the resident's move-out. Residents are liable for damages to houses and yard areas resulting from alterations.

6.2 Fences

In some communities, residents may have a new fence installed with prior written approval obtained through their community office. See your community office staff for the procedure and approved fencing process and construction materials. Residents are liable for any damages done to underground utilities. A community representative may perform an inspection after the fence has been erected. HICKAM COMMUNITIES is not responsible for maintaining fences erected by residents. Historical restrictions may apply. Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited.

6.3 Storage Sheds

Written approval for the placement of sheds or utility structures must be obtained through the community office prior to installation. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. Only one storage shed is allowed per residence. Shed sizes shall not exceed 10' x 10' and the shed must be commercial type, properly constructed and placed securely to prevent possible overturning from winds. Only plastic storage sheds are permissible. Historic restrictions may apply.

Residents are responsible for:

- Removing personally owned or rented storage sheds prior to move-out
- Restoring turf upon removal of storage shed
- Damages to any property caused by the installation or removal of a storage shed.
Additionally, storage sheds are not to be placed in any common area, garage or carport areas. HICKAM COMMUNITIES is not responsible for a resident's personal property stored in resident installed or existing HICKAM COMMUNITIES storage sheds.

6.4 Satellite Dishes

Residents who wish to install a satellite dish must submit a request in writing prior to installation. The equipment must follow the guidelines set forth in Section 6.4.2 and the applicable satellite dish agreement. If installation of satellite dish requires ground disturbance a JBPHH "Dig Permit" may be required.

6.4.1 Responsibilities

Damages resulting from the installation or removal of a satellite dish are the responsibility of the resident. It is the resident's responsibility to ensure that the private company hired to install a dish complies with the guidelines found in Section 6.4.2.

6.4.2 Guidelines

Satellite dishes may not be installed or placed on the roof of any HICKAM COMMUNITIES home or structure. Satellite dishes may not be attached to exterior siding, carports, garages, fences or walls. Satellite dishes may be mounted on a tripod placed in the backyard. Satellite dishes will not be placed in side yards, front yards or common areas. Additionally:

- Holes will not be made in exterior siding, fences or walls
- Tree limbs will not be cut in an effort to obtain a better signal
- Cable runs for satellite dishes must not be used or installed in such a manner as to create a safety hazard.
- Vendor or installer will use existing cable wiring from junction box at residence and will not change box location
- Vendor or installer must not install additional junction boxes on exterior wall of the home
- When required to install a second parallel cable, permission must be requested in writing prior to installation. The second parallel cable must be cosmetically acceptable and the existing entrance hole must be used.
- Only one satellite dish is permitted per home
- Resident is responsible for removing the satellite dish system and restoring the grounds prior to move-out. Residents will be charged for removal and restoration if not properly completed prior to the move-out assessment.
- Improperly installed systems or systems installed without prior written permission from HICKAM COMMUNITIES will be removed at the resident's expense.

6.5 Locks, Latches, and Dead Bolts

Residents that wish to have their locks changed should contact their community center. Residents must pay for this service unless a copy of a Military Police blotter is provided indicating the resident's safety is at risk. Chain locks, flip locks, barrel bolts, surface bolts or other types of security door guards will not be permitted unless requested and approved in advance and in writing by the community manager.

Residents needing assistance due to lock-outs during normal operating hours need to contact their community center. After hours, contact HICKAM COMMUNITIES through the after hours maintenance number in the Quick Reference Numbers section of this guide. Residents who require lockout assistance more than once after normal business hours will be charged a lockout service fee of \$25. Residents will not change locks, install deadbolts or duplicate keys for their home and residents may be charged for the repair or replacement of locks in violation of this policy.

6.6 Security Alarm Systems

Resident installed security alarms requiring electrical wiring are not permitted. Security systems not hard wired are permitted, however, security codes must be provided to your community office for access during emergencies or maintenance visits. Residents are responsible for damages caused by the installation or removal of resident installed security systems.

6.7 Lawn Ornaments

Residents may place lawn ornaments on lawns if decorations are maintained and will not interfere with lawn service provided by HICKAM COMMUNITIES. Lawn ornaments are defined as decorative objects placed in the grassy area of a property and are limited to 18 inches tall and 24 inches wide. Holiday lawn decorations are permitted as defined in Section 6.16.

6.8 Rocks / Stepping Stones / Pavers

Adding decorative rocks, stepping stones and pavers is not allowed.

6.9 Painting

Residents may elect to personalize their home by painting if they comply with the Interior Paint Policy. There are no deposits or fees collected for painting. All residents must receive approval to paint regardless of the paint option they choose prior to painting.

HICKAM COMMUNITIES has four approved paint colors. Residents must complete a paint request form with their community office to paint their home using no more than 2 of the approved colors. If permission is granted and the home is painted within the approved guidelines and within the quality requirements, the resident will not be charged to return the home to its original color. Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

Residents who do not elect to use the approved palette must still complete a paint request form prior to starting work. In this case, residents are required to restore the home to its original condition by selecting one of two options:

- a. Prime all painted surfaces with white primer
- b. Pay per square foot of painted surface, payable at move-out

6.9.1 Painting Restrictions

Residents will not paint interior walls in the kitchen or in bathrooms. Residents will not paint the exterior of housing, including doors, patio, concrete enclosures, sheds, privacy fences, sidewalks or any other HICKAM COMMUNITIES property.

6.9.2 Borders and Wallpaper

Wall paper application is not authorized in any HICKAM COMMUNITIES home. Borders may be installed, but should be temporary and easily removed. Borders cannot be permanently attached. Residents will remove all borders and restore wall area to original condition prior to move-out. Expenses incurred for restoration repairs performed by HICKAM COMMUNITIES are the responsibility of the resident. Borders and/or wall paper are not authorized in historic homes.

6.10 Nails

Residents are asked to leave nails, picture hangers, screws and ceiling hooks in walls at move-out. Residents are not required to fill small holes left by nails or picture hangers prior to move-out.

6.11 Appliances

Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators and washers outside or in garages or carports. The only exception is homes that currently have outdoor washer and dryer facilities.

6.11.1 Personal Appliances

- Residents are responsible for the connection of resident-owned washers and dryers
- When disconnecting washers, residents must ensure that the water connection is turned completely off and does not leak when the hoses are removed
- Residents may install freezers inside the home only
- Window air conditioners are only authorized in certain Hickam Communities' homes, and are not authorized without prior written approval from an HICKAM COMMUNITIES community office.
- Residents are responsible for disposal of resident owned appliances and window air conditioners in accordance with state and local laws. See your HICKAM COMMUNITIES community representative for locations that accept appliances and window air conditioners for disposal or go to www.opala.org for community disposal options.

6.12 Pools, Hot Tubs and Jacuzzi

Safety First! Small nonpermanent wading pools made of rubber or plastic with a maximum depth of 8 inches and maximum diameter of 5 feet are permitted. An adult (18 years or older) must be present to supervise pool use and pools must be emptied after each use. Pools are not to be utilized in the front or sides of homes. Any damage to grassed areas is repaired at the resident's expense. Hot tubs, Jacuzzi and spas are not permitted for use in homes except when there is a documented medical need. Written requests must be submitted to HICKAM COMMUNITIES and approved before installation and use. If a written request is approved by HICKAM COMMUNITIES, the resident must contact HICKAM COMMUNITIES upon completion of the installation to ensure plumbing installation is in order to prevent potential leaks and damage during operation.

6.13 Trampolines

Trampolines are inherently dangerous for the owner and, more importantly, for children. Therefore, HICKAM COMMUNITIES enforces a strict policy surrounding trampolines. All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. It is mandatory that all trampolines have lockable safety nets which completely encircle the trampoline. All trampolines must be locked at all times when unattended. A 10-foot clear zone in all directions around a trampoline is required. Trampolines may only be installed within the boundaries of the resident's back yard.

Military Tenants should check with the Base Staff Judge Advocate Office regarding liability laws. Other eligible tenants should seek their own, outside legal counsel regarding liability laws. Proof of liability insurance is required. Prior to installation, you must have written approval from Hickam Communities and you must sign a statement accepting liability. Residents are responsible for damages or personal injury associated with a trampoline.

Trampolines must be installed on a level surface area and be clear of overhead hazards such as roof line, trees and power lines. HICKAM COMMUNITIES will not modify existing ground areas or tree canopy to accommodate a trampoline. Residents are responsible for removing the trampoline and restoring the grounds prior to move-out. Additional guidelines apply to the historic homes. Contact your community office for more information.

6.14 Waterbeds

Waterbeds are allowed only on the first floor of homes with concrete slabs. Residents are responsible for all damages caused by the installation and/or use of waterbeds. 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 Hickam Communities.

6.15 Patio, Lawn Furniture, Toys, Playground Equipment

Only garden or patio furniture, weight benches, and live plants are allowed on patios. Residents are required to maintain patios in a neat, clean fashion and kept free of debris at all times. Toys and playground equipment must be placed in the backyard. If there is no backyard, the side yard may be allowed with written permission from your community

office. The number of pieces of equipment will be determined based upon safety, available space and overall curb appeal.

Requests for swing sets and playhouses must be made to Hickam Communities prior to installation and will be evaluated on a case-by-case basis. Written approval from Hickam Communities must be obtained prior to installation. Installation of playground equipment poles and posts that require digging into the soil may also require a JBPHH "Dig Permit and have significant restrictions. Hammocks and swings must be free-standing only and not attached to trees or structures. Residents are responsible for removing the play equipment and restoring the grounds prior to move-out.

If playground, lawn furniture, or other equipment hinders HICKAM COMMUNITIES lawn services, the resident becomes responsible for maintaining the area. Playground equipment must be complete and have no defects so as not to cause safety or health concerns. The resident is completely responsible for the supervision, safety and maintenance of the equipment. The resident also is responsible for any damage or injury due to installation or use of the equipment.

6.16 Ornamental Lighting for Holidays

Residents are not allowed on roofs for any reason.

Reasonable use of inside and outside electric ornamental lighting is authorized, including blow-up lawn ornaments. Do not penetrate roofs, siding or fascia with nails, staples, bolts, screws, etc. to install lighting. Use is restricted to 1800-2200. Note the following:

- Residents may use clips or tape that is specifically designed to install temporary holiday lighting
- Residents will carefully inspect and control ornamental lighting to avoid fire
- Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any HICKAM COMMUNITIES home.
- Use of ornamental lighting is authorized as follows:
- Two weeks prior to and one week after all nationally recognized holidays
- Thirty days prior to and two weeks after the Christmas/New Year season
- Residents will ensure that all self-installed lighting will be used in proper applications and meet safety regulations
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use
- Lighting can only be placed on the first floor roofline (no second floor roofline applications)
- Residents are responsible for any damage and/or liability resulting from the use of ornamental lighting
- Practice energy conservation and limit the use of ornamental lighting to the evening time. Do not leave lighting on during daylight hours.

Additional guidelines may apply to historic homes. Please contact your community office for

more information.

6.17 Tents, Tarps and Covers

Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from a HICKAM COMMUNITIES community office. Temporary, one-day exceptions will be made with written authorization by HICKAM COMMUNITIES for family events. Roll-up shades are prohibited. Gazebos, approved by HICKAM COMMUNITIES, are authorized to remain up in designated areas of the resident's back yard. Residents are responsible for removing the gazebo and restoring the grounds prior to move-out.

6.18 Tree Swings, Tree Hammocks, Tree Houses & Signage

Tree swings, tree hammocks and tree houses of any type are strictly prohibited on HICKAM COMMUNITIES property at any time. Residents may not affix any signage to trees within HICKAM COMMUNITIES property or trees within installation property.

6.19 Basketball Backboards

- Portable basketball backboards may only be positioned alongside driveways and should not be placed in common area parking lots
- Backboards that block access for trash collection or lawn service equipment will be removed without notice
- Backboards will not be located within 10 feet of streets, alleyways or cul-de-sacs
- Residents must remove backboards and restore grass areas damaged by basketball hoops prior to move-out
- Damaged backboards or backboards that are found to be unsafe must be removed immediately

6.20 Pesticide-Impacted Soils

Residents should be aware that many homes on Hickam have had pesticides applied to the soils underneath the foundations as a treatment for termites. As a result, some areas have the potential for pesticide-impacted soil to be present. Soils should not be disturbed; these pesticides are no longer used, but are persistent in the environment and ingestion or inhalation of pesticide-impacted soil could still pose a health risk. In order to prevent exposure, please adhere to the following common sense practices:

Do not disturb soil. Digging in the soil is not permitted (Note that installation of fences, satellite dishes and playground equipment are permitted but require prior approval by Hickam Communities, and may require a JBPHH "Dig Permit" and have significant restrictions.)

- Planting of all grasses, trees, shrubs/bushes, flowers is not allowed
- Installing stepping stones and pavers is not allowed
- Growing fruits and vegetables and eating fruit from existing trees is not permitted
- Wash hands/face thoroughly after playing or working outside, especially before meals

and snacks

- Keep grass, other vegetative cover, or some kind of surface material over the soil on your property. Contact the Maintenance office if you observe bare spots in open spaces in the neighborhood
- Avoid direct contact with or playing in exposed or bare soil
- Avoid tracking soil into the home. Remove shoes before entering your home
- Clean toys, shoes and pets that become dirty with soil

Questions surrounding pesticides in soil should be addressed to your community manager at 808-423-2300.

Section 7

Community Recreation & Facilities

7.1 Amenities

HICKAM COMMUNITIES constructs, manages and operates facilities that are designed for the residents of the communities they support. Community centers with activity rooms and exercise rooms, are available for all HICKAM COMMUNITIES residents in all communities. Please observe the rules and regulations noted below that are designed for your convenience and safety. It is your responsibility to be informed of the rules and regulations. HICKAM COMMUNITIES reserves the right to prohibit the use of the facilities to any individual that HICKAM COMMUNITIES, at its sole judgment determines has failed to comply with any of the rules and regulations herein or posted within the communities. Social and recreational facilities shall be used at YOUR OWN RISK. The Owner and HICKAM COMMUNITIES are not responsible for injuries sustained from the use of the facilities. Any HICKAM COMMUNITIES resident is permitted to use the amenities of all HICKAM COMMUNITIES facilities, regardless of what community they reside in.

7.1.1 Community Centers

Community Center hours are posted on the HICKAM COMMUNITIES website at: www.hickamcommunities.com. Use of the Community Center activity room for functions can be scheduled with HICKAM COMMUNITIES on a “first come, first served” basis. Residents must be present at all times. Residents and guests agree to abide by all Community Guidelines and Policies of the Community and will not use the Community Center for any improper, illegal, dangerous or offensive use. Residents are responsible for leaving the rooms clean and ready for the next resident. Residents who do not clean rooms after use may be charged for cleaning. If additional cleaning is required to return the facility to satisfactory condition, additional charges may apply. Residents are also financially responsible for any missing items or damages incurred while they have use of the room. The use of the Community Center for a function does not include use of the fitness center unless otherwise reserved.

7.1.2 Fitness Center

All HICKAM COMMUNITIES residents are authorized to use the equipment, contingent upon space available, at the time they wish to exercise. Use fitness equipment properly. Do not lean or sit on the fitness equipment except when using the equipment for exercise. Notify HICKAM COMMUNITIES immediately if any equipment is not working properly. No one under the age of 14 is permitted in the fitness center or to use the fitness center equipment, unless personally accompanied by an adult resident or adult guest who is responsible for their supervision and safety. It is advisable to consult with your physician before undertaking any exercise program. Food or alcoholic beverages are prohibited in the fitness center. Smoking or other tobacco products are prohibited in the fitness center. When using the fitness center, proper gym attire including gym shoes is required. All fitness equipment must remain in place. Pets are not allowed in the fitness center, with the exception of service animals.

7.1.3 Tennis, Basketball & Volleyball Courts

Court availability is on a “first-come, first served” basis. When others are waiting to use

courts, please limit your playing time. Residents are required to wear appropriate attire when using the courts. Pets, strollers, bicycles, skates, skateboards, scooters, riding vehicles and other such equipment are prohibited on the courts. Please dispose of all trash in the proper receptacles.

7.1.4 Playgrounds/Tot Lots

All those using the playground do so at their own risk. Only residents and accompanied guests under the age of 14 may use the playground. Residents are asked to follow all posted rules at playgrounds and tot lots. Residents assume all risks and liabilities associated with any injuries that might occur to themselves, their guests and occupants when using the playground. For safety reasons, all children under the age of 10 must be accompanied and supervised by a responsible adult. Please do not use the playground/tot lot when the equipment is wet. Notify HICKAM COMMUNITIES if equipment is not working properly or if any equipment is missing. Roller skates, in-line skates, skateboards, bicycles, tricycles, riding vehicles and other such equipment are prohibited. Pets are not allowed on the playground/tot lots, with the exception of service animals. Please dispose of all trash in the proper receptacles.

Hours of operation for all playgrounds are from dawn to dusk daily, unless otherwise directed by the base commander. Playgrounds, pavilions, skate parks, basketball courts and tot lots are closed during the hours of darkness. Residents are required to report any vandalism to the military police and community center. Residents also are encouraged to identify vandals and report misuse and abuse of playground equipment to the community office. Reports may be made anonymously to 808-423-2300.

7.1.5 Common Areas

Common areas are for the use and enjoyment of all residents. All common areas, including but not limited to parking lots, breezeways, jogging trails, courtyard areas, the grounds surrounding your home, clubrooms, 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 HICKAM COMMUNITIES personnel without notification. Please notify the HICKAM COMMUNITIES team of any burned out street lights or common area lights for replacement.

7.2 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment

Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles. All should be neatly stored away from front lawns and common areas. Additionally:

- Abide by all JBPHH bicycle rules and regulation
- Abide by traffic signs and signals; pedestrians have the right-of-way
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use
- All bicycles must be registered with the City and County of Honolulu, if applicable
- When present, obey traffic control personnel

- Use of appropriate safety gear is required
- No equipment may be operated on tennis courts, basketball courts or in and around community centers and office buildings
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs
- Parents must supervise their children to ensure all rules are followed

7.3 Yard and Garage Sales

HICKAM COMMUNITIES residents may hold yard and garage sales in the community under the following guidelines:

- All garage/yard sales will be limited to Saturdays and may only take place between the hours of 0800 - 1630.
- All garage/yard sales must be registered and approved by the neighborhood's Community Manager prior to the event taking place. Registration forms may be obtained on the HC website or the neighborhood community office.
- All items MUST remain on a hard surface, driveway, or in a garage.
- Items are to be removed when the sale is over.
- Signs may only be displayed for 24 hours and must be promptly removed following the completion of the sale.
- Signs may not be affixed to trees, poles, street lights, community signs or mailboxes. Residents are encouraged to purchase staked signs available at local hardware stores to advertise for yard sales.
- Signs may only be posted on neighborhood bulletin boards in HC community centers or with small (not to exceed 11" X 17") stick-in-ground signs in the resident's yard; nowhere else.
- DO NOT place signs on road signs, telephone poles, mailboxes, trees, or any other place not specifically mentioned in the above policy.

Garage/yard sales are also further contingent upon the existing Force Protection Condition.

Residents are limited to one garage or yard sale every six months, excluding organized neighborhood sales.

Section 8

Maintenance Program

8.1 Maintenance and Repair Overview

HICKAM COMMUNITIES provides comprehensive maintenance services to ensure that safe functional homes are provided to all residents. The maintenance department strives to provide prompt, knowledgeable and convenient maintenance services that ensure resident satisfaction. The team works to protect and improve the physical assets of HICKAM COMMUNITIES.

8.2 Service Calls

Residents may initiate service requests 24 hours a day, seven days a week by calling the maintenance service desk or, for routine requests, by submitting an online service request through the website. Residents can obtain Permission to Enter (PTE) form at their community office, which authorizes maintenance to complete repairs in the home requested by the resident without their presence. A PTE is required to submit a routine service request online. Residents who do not authorize PTE must be present at the time service is performed. In this case, a maintenance member will not enter the home without an adult 18 years or older present. Service calls are classified as Emergency, Urgent or Routine.

The HICKAM COMMUNITIES Maintenance Office is at 213 Mercury Street. The phone number is: 808-423-1650.

To submit a routine service request online, visit www.hickamcommunities.com.

Service Request Working Hours

Category	Day of Week	Times
Emergency	Monday – Sunday	24 Hours/Day
Urgent	Monday – Saturday	M-F 6 a.m. - 6 p.m. Saturday 8 a.m. - 2 p.m.
Routine	Monday – Saturday	M-F 6 a.m. - 6 p.m. Saturday 8 a.m. - 2 p.m.

Goals for service response and completions.

Maintenance Type	Response Times/Completion Goals
Emergency	Respond within ½ hour during normal working hours and within 1 hour after normal working hours. For Bellows AFS 1 hour at all times. /One day.
Urgent	Respond within 24 hours. /2 work days.
Routine	Respond to call within 2 work days (M-F 8:00 a.m. to 5:00 p.m.). Complete within 5 work days. (Subject to resident availability to be present for work if no PTE is provided.)

During regular hours of operation, the HICKAM COMMUNITIES service desk performs all tasks including the receipt of service calls, classification of service calls and appointment scheduling. After regular hours of operations, the phones change to an answering service that allows residents to report maintenance issues using a series of telephone prompts. Emergency and urgent service calls reported will be immediately referred to an on call service technician. Routine service requests will be addressed by the maintenance service desk on the next business day.

Residents are required to perform minor maintenance tasks in their home before calling the maintenance service desk. By doing so, maintenance personnel will be able to concentrate their efforts on work that requires their special skills. Such tasks include plunging toilets and sinks, tightening screws on hinges, replacing light bulbs, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.

The resident is responsible for items such as:

- Replacing light bulbs
- Resetting circuit breakers
- Replacing doorstops or bumpers
- Replacing or tightening loose screws on hinges and tightening cabinet hardware
- Replacing air filters in air conditioning units (filters are provided free of charge through Self Help)
- Turning off water valve in case a toilet overflows
- Weeding and upkeep of flower and plant beds
- Properly disposing of CFL bulbs

HICKAM COMMUNITIES is responsible for items such as:

- Adjust gas burners
- Repair leaky pipes
- Repair or replace faulty wiring
- Install additional wall outlets, ceiling fans or other electrical fixtures, including hot tubs, Jacuzzi or spas
- Replace or repair HICKAM COMMUNITIES owned equipment or appliances

8.2.1 Service Call Classifications

Service calls are classified as **Emergency, Urgent or Routine** based on the established criteria and are responded to accordingly.

Call type	Definition
EMERGENCY	<p>Emergency calls are failures or deficiencies that constitute an immediate danger or health hazard to human life or threaten severe property damage. If the breakdown, stoppage, or loss of critical system or equipment may endanger life or property, a highest priority response shall be assigned to the problem. Emergency response may be downgraded after an initial response mitigates the immediate hazard or threat to life, health or safety. Examples of Emergency service orders include:</p> <ul style="list-style-type: none"> • Failure or deficiencies that are an immediate danger or health hazard to humans or threaten to severely damage property (electrical, water, sewage, gas, utility, and appliances are examples • A breakdown, stoppage, or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished • Breaks in water pipes, wastewater pipes or gas lines, gas leaks, utility outage • Overflowing sewer and waste drains • Resident lock-outs • No electricity to a unit • Toilets, shower or sink clogged in all bathrooms
URGENT	<p>Urgent services shall consist of correcting failures that do not immediately endanger human life or threaten severe damage to property, but that would present a health, safety or significant inconvenience to the resident. Examples of Urgent service orders include:</p> <ul style="list-style-type: none"> • Major appliance break downs (stovetop, oven and refrigerator) • Toilets, shower or sink clogged in 1 Of 2 bathrooms • Kitchen sink backed up when the other side is draining • No power in one room of the home • No hot water
ROUTINE	<p>Routine service orders include maintenance or repair actions that do not meet the criteria for Emergency or Urgent calls. Examples of Routine service orders include:</p> <ul style="list-style-type: none"> • Repair to cabinets • Closet doors off track • Light switch or outlet not operable • Screen window repair • Baseboards off the wall

8.3 Preventive Maintenance Work

All homes are required to have a preventive maintenance service and inspection annually. This work is required to ensure the safe and efficient operation of all installed equipment as well as the exterior structure. Preventive maintenance includes, but is not limited to:

- HVAC units and water heaters are inspected and preventive maintenance is performed as needed
- Inspection of smoke detectors
- Exterior inspections and informal condition assessments (foundation settling, mildew, roof and gutter, as well as an inspection of bushes and trees) will be performed annually or as needed

Residents will be contacted by a maintenance service coordinator to schedule all preventive maintenance work when access to the interior of the home is required. If HICKAM COMMUNITIES determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of the HICKAM COMMUNITIES maintenance team will enter the home to complete the repairs. If residents are not home at the scheduled time of service, the service still will be performed and notification of such service will be left on the resident's door. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home.

For planned utility outages, affected residents will be notified at least 48 hours prior to the planned outage if the information is available. Otherwise, residents will be notified as quickly as HICKAM COMMUNITIES is aware of the utility outage. Notification to residents may include a combination of the following methods: announcement on the HICKAM COMMUNITIES website or Facebook page, a flyer delivered to each home, information signs posted in the community, a posted notice at a community center or a telephone (Call Max) message.

8.4 Pest Control

Household pests consist of ants, roaches, rodents, spiders, wasps, centipedes, termites, hornets and bees. Residents are required to treat minor pest problems. The resident is required to keep their residence in clean condition and store food in sealed containers. Failure to properly store food will invite unwanted pests. Residents must maintain their routine home pest control efforts, including rinsing recyclables, bagging all trash, reducing leaf debris and emptying containers that hold water.

Hickam Communities has a regularly-scheduled perimeter treatment for pests and rodents around its homes throughout all its neighborhoods. The pest control program includes exterior rodent traps and application of residual insecticides.

Technicians will be spraying home perimeters, so keep safety in mind. Residents should reduce clutter and provide a 12 inch inspection zone between personal property and exterior walls. They will be applying a fast-drying general insecticide close to the home

perimeter. Once applied, liquid residuals should be allowed to dry before re-entering the area. If product is contacted while wet, wash with soap and water. If there are any questions, concerns, or specific issues related to pest control, contact your HICKAM COMMUNITIES community office.

HICKAM COMMUNITIES staff can provide residents with information on appropriate steps for pest control and residents may request pest control services to treat for infestation after an attempt made by the resident to eliminate the problem fails. Pest control for personal items such as storage sheds and vehicles and for infestation due to pet ownership will be the responsibility of the resident.

8.5 Refuse Collection & Recycling

Refuse, recycling collections and bulk pick-up are provided to residents weekly or bi-weekly on designated days. Residents will be notified of scheduled refuse and recycling pick-up days at the time of move-in by a community representative. Refuse and recycling cans and bulk items should be placed curbside, not earlier than 5:00 p.m., the evening prior to pick-up.

Refuse and recycling cans must be returned to their storage area immediately following pick-up, but no later than 7:00 p.m. on the day of pick-up. Residents will be notified if trash/recycling pick-up schedules are altered due to holidays.

8.5.1 Refuse

Residents should place all trash/refuse in bags to prevent insects and other pests from being attracted to refuse cans. Residents should periodically rinse out refuse cans/containers to prevent odors. Old cooking oil may be disposed of in regular trash but should be placed in a suitable, non-breakable container prior to placing in trash. Automotive oils may not be placed in refuse cans/containers at any time unless an approved automotive oil disposal kit is used. As a reminder, automotive repairs including the changing of oils are prohibited in HICKAM COMMUNITIES housing areas.

8.5.2 Recycling

HICKAM COMMUNITIES has a mandatory recycling program. Recyclable are to be placed in a recycling bin provided by Hickam Communities and are picked up curbside bi-weekly. Recycle service accepts paper, plastic, glass and metal products and items do not need to be separated. Please rinse all containers before placing them into the recycle bin.

8.5.3 Bulk Pick-Up

Bulk pick-up includes items such as furniture or other large items. General household bulk items are picked up curbside the same day at trash pickup. Due to environmental concerns, bulk pick-up will not accept large appliances (such as refrigerators, freezers, air-conditioning units) or other mechanical assemblies that contain oils or other fluids. Bulk pick-up cannot accept, car batteries, tires, engines, large car parts, propane tanks, construction debris, paint cans with wet paint, and rocks, dirt and CMU blocks. Hazardous waste and electronic waste (TVs, computers, cell phones, VCRs, DVD players, etc.) will

not be picked up by the refuse collection company. Residents must take items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found at the City and County of Honolulu's solid waste disposal website at: www.opala.org, on the HICKAM COMMUNITIES website or by contacting a HICKAM COMMUNITIES community office.

Please call the HC offices if clarification is needed on whether an item is acceptable for bulk pick-up. If an item is not acceptable for bulk trash pick-up HICKAM COMMUNITIES can dispose of these items for a fee of \$25 per item. Residents must bring item(s) to Hickam Communities Maintenance Department or call, if transporting is not possible.

8.5.4 Green Waste

HICKAM COMMUNITIES residents are required to dispose of green waste in the designated green waste bins located throughout the family housing community. Residents are reminded that absolutely no regular household trash, bulk trash, garbage, or other refuse will be collected from these bins or areas. It is everyone's responsibility to ensure that these areas are neatly maintained and that the green waste is not contaminated with other materials. Please do not place plastic bags in the green waste bins.

8.5.5 Hazardous Materials

Hazardous materials may be disposed of at the local Hazardous Waste Disposal site. See www.opala.org for appropriate disposal options. Small quantities of household cleaner are permitted in household trash. If treated properly, some items may be disposed of in your regular trash. These include liquids such as cooking grease that can be solidified in plastic bags with sawdust, kitty litter, old rags, or shredded newspaper. The material will soon turn into a solid clump that can be placed in the trash. Be sure that you have completely emptied the contents of aerosol spray containers before placing them in the trash. Although not a comprehensive list, the following may be disposed in the trash:

- Empty aerosol cans
- Floor care products
- Lye-based oven cleaner
- Art supplies
- Solidified fiberglass epoxy primer
- Mercury batteries
- Mothballs
- Insect sprays
- Furniture polish
- Solidified nail polish
- Solidified varnish, primer, and paint
- Solidified brake fluid
- Car wash with solvent
- Auto repair products

- Fertilizers
- Shoe polish

Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash. HICKAM COMMUNITIES cannot accept hazardous chemicals, propane tanks, refrigerators, air conditioners, tires, batteries or other car parts, used oil, construction debris or rocks, dirt, CMU blocks. Tires and batteries may be dropped off at the auto hobby shop located on base. For information on the disposal of specific items, please go to www.opala.org. This City and County of Honolulu website also includes handy product substitution recommendations, recycling information and locations, and proper disposal methods and instructions.

8.6 Grounds and Landscape Maintenance Program

Regular grounds maintenance is performed for all common areas, facilities, front, and side of all homes (provided they are not fenced).

Common area maintenance includes:

- Mowing
- Edging
- Routine tree-shrub pruning
- Mulching

Grounds and landscaping crews will not mow or edge around personal items, so please ensure that your yard is free of toys and debris on your scheduled lawn service day.

Resident responsibilities includes:

- Water lawns as needed and in accordance with installation guidelines. Check with your community office for seasonal installation watering guidelines.
- Maintain their back yard, flower and plant beds as well as mow and edge any portion of their yard that is fenced. Flowerbeds should be kept free of grass, dead plants and trash. Separate trash from grass and plant debris before placing in designated green waste bins.
- Due to the restrictions on digging, address bare or brown areas in yard with topsoil, grass seed and/or mulch only. Keep grass, other vegetative cover, or some kind of surface material over the soil on your property. Contact the Maintenance office if you observe bare spots in open spaces in the neighborhood.
- Request prior written approval from their community office before installing personal landscaping features.

Landscaping Guidelines

- Grass growth should be edged back 1/2" to 1" from patios and sidewalks. Grass height should not exceed 3" in height. Trim grass around foundation of buildings, fences, base of trees and bushes, and around flower gardens and play equipment or other yard structures. All grass and weeds must be removed from cracks in sidewalks or patios.
- Trim shrubs/bushes to below 7' height 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 designated green waste bins.

Residents who trim bushes or other planted materials are required to gather the green waste and deposit it, unbagged, in the designated green waste bins.

The soil on Hickam has potential pesticides in the soils in the unit's front, side and rear yards and in neighborhood common areas; therefore, the soil should not be disturbed. In areas where pesticides do exist, there is a potential for plants to be affected.

Activities NOT ALLOWED:

- Digging in soil
- Disturbance of soils by planting or weeding
- Planting of trees and/or bushes. Decorative flowers are permitted only in planter boxes or pots.
- Installing stepping stones and pavers
- Growing fruits and vegetables and eating fruit from existing trees

If the resident is on TDY or leave status, the residents' spouse and/or dependent children are responsible to maintain the assigned ground area. If the entire family will be away, the resident must arrange for the assigned grounds to be maintained, including watering of the lawn, during their absence.

Residents may do minor trimming of trees in their area of responsibility.

Non-availability of self-help equipment does not excuse compliance with resident landscaping standards.

8.7 Storm Water Pollution Prevention

Storm drain inlets collect storm water to prevent streets and adjoining property from flooding. The inlets at Hickam are not connected to the sanitary sewer, so storm water drains to the ocean without treatment. To maintain good water quality and protect the health of Hawaii's coral reef, 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 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 the JBPHH Security Forces at 808-449-9072 or 808-474-6754
- Report blocked storm inlets to the Hickam Communities Maintenance Office at 808-423-1650

On base, report any questionable discharges into storm drain inlets to NAVFAC Hawaii Environmental Department at 808-449-3136 (Hickam Environmental Storefront) or Navy Region Hawaii Storm Water Program Manager, NAVFAC Hawaii at 808-471-1171, Ext. 218 (All Areas).

Section 9

Self-Help Supplies

9.1 Self-Help/ Lawn and Garden Center

A small inventory of home supplies is maintained at the Self-Help/ Home& Garden Center. The center is located at:

**201 Ohana Nui Circle
Honolulu, Hawaii 96818**

Monday-Friday - 8 a.m. - 5 p.m.

Saturday - 8 a.m. - 2 p.m.

Sunday, Closed

The Self-Help/Lawn & Garden Center provide residents general replacement items free of charge such as light bulbs and air-conditioning filters (one for one replacements) and vertical blind slats (five maximum). Each household has a monthly limit on the amount of free replacement items exchanged at the Self-Help/Lawn & Garden Center.

Topsoil and grass seed are also available. The maximum is two bags per month per resident.

9.2 HVAC Filters

At move-in, your HVAC filter will be new. It is recommended that the filter(s) in your home be changed once per month to ensure proper performance of heating and air conditioning units.

Section 10

Crisis Management /
Disaster Situations

10.1 Warnings

HICKAM COMMUNITIES works in conjunction with JBPHH in following the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations. A listing of emergency shelters can be found online at www.scd.hawaii.gov and www.honolulu.gov/dem as well as at www.hickamcommunities.com. You may be directed to one of these shelters during an actual emergency. Please take time to familiarize yourself with shelter locations. All families should have an emergency evacuation plan, including a designated place to meet outside the home. Emergency announcements may be made:

- In person
- On local radio or television
- By siren alarm
- Via public address system
- Via automated voice messaging notification system (Call Max)

HICKAM COMMUNITIES will attempt to inform, warn, advise and help save lives and protect property. It will be everyone's personal responsibility to make adequate preparations to protect themselves and those for whom they are responsible. Residents are required to cooperate with Military officials, police, fire department personnel and HICKAM COMMUNITIES staff during emergencies in order to safeguard lives and property. In the event of disaster situations such as the pending arrival of a hurricane, HICKAM COMMUNITIES residents are advised to shelter in place unless otherwise directed by installation command and/or law enforcement personnel. All HICKAM COMMUNITIES residents are highly encouraged to maintain a disaster readiness kit able to sustain their family and pet(s) for at least three days.

After an emergency, all service members and their families are to report their status to their command at the first available opportunity. For more useful information and tips on how to prepare a family disaster readiness kit, please refer to <http://www.nhc.noaa.gov/prepare/ready.php> or visit www.ready.gov.

10.2 Procedures and Directives

Emergency procedures and recommendations will be provided to the resident in handouts or announcements when and as they become known.

Section 11

Renters Insurance Policy

11.1 Renter's Insurance Guidelines

Resident acknowledges that Hickam Communities is not providing any renters insurance in connection with this Lease. Resident is encouraged to obtain renter's insurance at Resident's cost.

Section 12

Move-out Procedures

12.1 Resident Lease Agreement Termination & Move-Out Procedures

The Resident Lease Agreement includes a clause requiring residents to notify HICKAM COMMUNITIES of their intent to vacate. Residents must notify their community center in writing 28 days prior to vacating or as soon as notification of transfer to another duty station is received. If a service member is not able to provide the written notice to vacate, the spouse must provide the notice with a power of attorney. All other reasons that will result in the termination of the Resident Lease Agreement, such as retirement, also require a 28 day notice. If the home has been pre-offered, the move-out date may not be extended. If the home is to be cleared by anyone other than the Service Member, a Special Power of Attorney (SPOA) is required from the Service Member designating an agent to act on his/her behalf in matters regarding HICKAM COMMUNITIES homes. This is a mandatory requirement. Residents may obtain a copy suitable for notarization at their community office or online at www.hickamcommunities.com. Once HICKAM COMMUNITIES receives the written notice to vacate, a Move-Out Information Session date and time are provided and a final assessment is scheduled.

Military family members are welcome to remain in their home while the service member is serving an unaccompanied or restricted tour or temporarily detail within the United States. A military family member is welcome to reside in a unit for up to the number of days allowed per Hickam Communities' UOP 7.2 after the death of a sponsor, with full payment of rent in the amount equal to the BAH. If BAH is paid in one lump sum, rent must be paid to HICKAM COMMUNITIES at time of receipt. In the case of MIA, POW or other status conditions, military family members may remain in the home until such time as the particular military service branch changes the Service Member's status or until such time as BAH is no longer authorized.

12.1.1 Move-Out Information

The Resident Lease Agreement requires a 28 day notice be given to the resident's community office prior to move-out, and residents are encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs; therefore facilitate the notification and processing of incoming residents. Upon receipt of the move-out notice, HICKAM COMMUNITIES property management will:

- Provide a move-out brochure detailing the move-out process and expectations
- Upon request, the property management team will complete a pre-inspection prior to move-out

During the Notice to Vacate appointment, HICKAM COMMUNITIES Property Management will:

- Discuss the move-out process and expectations
- Discuss cleaning expectations and requirements
- Discuss proper disposal of hazardous materials
- Discuss the difference between normal wear and tear and damage
- Provide residents with a copy of the list of possible charges for damages, if requested

- Provide time for group and one-on-one questions regarding the move-out process

12.1.2 Move-Out Assessment

We have designed a simple move-out process for our military families that reduces the stress of the experience. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage).

In advance of your move-out assessment, please complete the checklist below. These items may help you avoid confusion and unforeseen costs.

Personalization

Any home improvements that occurred during the residency (unless otherwise approved by management) must be reversed. The home must be returned to its original condition.

Painted Walls

Residents who elected to paint within the approved color palate, received permission from HICKAM COMMUNITIES and painted their home within the approved guidelines, and within the quality requirements, will not be charged to return the home to its original color.

Residents who did not elect to use the approved palate, but did choose to paint, must still have an approved paint request form. In this case, residents are required to restore the home to its original condition prior to move-out by selecting one of two options:

- a. Prime all painted surfaces with white primer, OR
- b. Pay per square foot of painted surface, payable at move-out

Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

Cabinets

Please have all the cabinets and doors in the kitchen and bathrooms open to speed up the inspection process.

Mail Forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded prior to move-out.

During the move-out assessment, HICKAM COMMUNITIES property management will:

- Compare your move-in inspection sheet to the current condition of the home to evaluate normal wear and tear versus resident damage.
- Provide a list of damage or cleaning charges and, if applicable (for excess damage) an additional damage assessment and repair estimate may be necessary.
- Collect all outstanding debt including damage and cleaning charges (for Service

Members separating from the military, rent for that month must be collected.) No cash payments will be accepted.

- Provide a final utility statement to be paid directly to the third party vendor (if applicable)

During the move-out assessment, the resident will:

- Ensure that all persons and personal property are removed from HICKAM COMMUNITIES property
- Residents with pets must shampoo their carpets and and deodorize with pet enzyme treatment. They must also provide three (3) can foggers at move-out (Do NOT activate). If pet odors remain evident at move-out, you may be charged for additional enzyme treatment. Cost for HICKAM COMMUNITIES contracted shampoo, deodorizing and de-flea services are subject to change without notice.
- Provide an accurate forwarding address
- Return keys, garage door openers, mailbox keys (if applicable) and other access items:
 - \$1.75 for each lost house key and each lost mailbox key
 - \$25 for mailbox lock replacement
 - \$65 for each lost garage door opener

*Prices are subject to change without notice

If a Service Member leaves without paying the full amount due at move-out, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, and to the Service Member's command.

12.1.3 Cleaning Requirements

HICKAM COMMUNITIES property management has established cleaning and lawn maintenance move-out guidelines for:

- Floors
- Walls, Ceilings & Doors
- Window Coverings
- Kitchen & Laundry Room
- Appliances
- Bathrooms
- Garage, Patio, Balcony & Basement
- Refuse & Recycling Containers
- Home Exterior & Yard

HICKAM COMMUNITIES will provide residents with a move-out brochure and cleaning information at time of notice that will provide a detailed description of the required cleaning in each category. A copy of the move-out brochure and notice to vacate information is also available online at www.hickamcommunities.com.

12.1.4 Normal Wear and Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members and guests. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes; as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not. For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website. Residents will be required to pay for damages and cleaning costs prior to clearing housing.

Section 13

Care of Your Home

13.1 Overview

Care of your home should be an on-going effort throughout your residency. For additional tips on maintaining your home, visit the HICKAM COMMUNITIES website.

13.1.1 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 occur, first try using a plunger. If this fails to clear the system, then call our maintenance office at 808-423-1650.

13.1.2 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. The use of cleaning or spot remover products containing bleaching agents is not authorized. Residents can be held accountable for stains or damages caused by pets, burns, etc.

13.1.3 Floors

When cleaning the floors in your home, pay special attention to 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.

13.1.4 Kitchens

Do not use gritty or harsh detergents when cleaning kitchen appliances and fixtures. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly. The exterior of the range and the oven door gasket should be cleaned frequently. Refrigerators should be cleaned regularly. Avoid use of sharp instruments to remove ice when defrosting. Do not place hot utensils on countertops. Use a cutting board (chopping, slicing, or cutting). Use only regular, nonstick shelf paper in drawers and cupboards. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinets.

13.1.5 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.

13.1.6 Garbage Disposals

Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. Be sure to have COLD water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks), or grease down garbage disposal; which will build-up and cause clogging.

Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.
2. If the disposal still does not operate, in order to repair the unit, please call the HICKAM COMMUNITIES Maintenance Office at 808-423-1650.

13.1.7 Windows

Residents are responsible for interior and exterior cleaning of windows within residents reach. Extra care is required when cleaning jalousie windows to avoid chipping or breaking. Only white drapes, shades or blinds are allowed facing the street. Cardboard, foil or blankets are not allowed in the windows. Aluminum foil is not permitted in windows for any reason. Black out drapes can be installed to assist in blocking the sun light if a resident is on night shift, but on the inside not facing the street.

13.1.8 Carports

Residents are required to maintain carports in a neat, clean fashion and kept free of debris at all times. Storage areas may not be cluttered or otherwise unattractive. Carports must be neatly maintained at all times and storing of items in carports is prohibited. Items must be removed from carports after each use and are not allowed to remain in the carport overnight. Residents are not permitted to attach any item to the carport. This includes, but is not limited to, attaching / nailing / screwing any items to the structure such as racks/ hooks or hangers for kayaks and surfboards. Carports 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 or carport.

Enclosure 1

Mold / Mildew Disclosure

Information and Steps for Prevention

It is our goal to maintain a quality living environment for residents. To help achieve this, it is important that residents and HICKAM COMMUNITIES work together to minimize mold growth in their homes. The following important information outlines resident responsibilities and HICKAM COMMUNITIES responsibilities.

1. About Mold

Mold is found virtually everywhere in our environment – indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores. All of us have lived with mold spores all our lives. Without molds we would be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold that could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

2. Prevent Mold

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean, especially in kitchen and bathroom(s) and including carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces are important to remove the household dirt and debris that harbors mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls.
- Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath you:
 - Wipe moisture off of shower walls, shower doors, bathtub and bathroom floor
 - Leave bathroom door open until all moisture on mirrors, bathroom walls and tile surfaces has dissipated
 - Hang up towels and bath mats so they will completely dry
- Keep your porch and patio clean and free of mold growth by using a mold, mildew or algae cleaner and water solution. Excessive mold on porches and patios can be carried into homes by a person's shoes or by pets. Keeping your porch, patio and sidewalks clean is essential to preventing mold growth. Mold, mildew or algae cleaners are available at most local hardware and home improvement stores.
- Promptly notify your HICKAM COMMUNITIES community center about any air conditioning system problems you discover. Periodically check your hot water heater for

leaks. Follow HICKAM COMMUNITIES rules regarding replacement of air filters. Also, it is recommended you periodically open windows and doors when the outdoor weather is dry (i.e. humidity is below 50 percent) to help humid areas of your home dry.

- Promptly notify your community center about any signs of water leaks, water infiltration or mold. Staff will respond in accordance with Hawaii state law and the Resident Lease Agreement to repair or remedy the situation, as necessary.
- When operating air conditioning systems, keep all doors and windows closed.

3. Avoid Mold Growth

If small areas of mold appear on non-porous surfaces (ceramic tile, formica, vinyl flooring, metal, wood, plastic) the Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray on type of household biocide such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover or Clorox Clean-up (Note: Only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without first cleaning the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area five or six times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold from porous items such as fibers in sofas, chairs, drapes and carpets provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

4. Biocides

Do not clean or apply biocides to visible mold on porous surfaces such as sheetrock walls or ceilings, or large areas of visible mold on non-porous surfaces. Instead, notify the HICKAM COMMUNITIES maintenance department at 808-423-1650 and the staff will take appropriate action.

5. Compliance

Complying with this information will help prevent mold growth in your home, and together residents and HICKAM COMMUNITIES will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your community representative.

Enclosure 2

Lead Based Paint Disclosure

Lead Based Paint

In compliance with Federal law, if requested, HICKAM COMMUNITIES provides any residents who may be assigned a home built before 1978 (the last year in which the use of lead based paint in homes was legal) a copy of the current EPA pamphlet “Protect Your Family from Lead in Your Home” (EPA747-K-99-001).

On 7 January 2000, the Department of Defense (DOD) signed a policy to manage lead based paint in a manner protective of human health and the environment and to comply with all applicable Federal, State or local laws regulating lead based paint and their hazards.

All homes constructed after 1978 are free of lead based paints.

For more information about lead based paint, please visit our website at www.hickamcommunities.com.



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