



## RESIDENT GUIDE and Community Standards

Attachment A to Tenant Lease Agreement  
Resident Guide and Community Standards  
(Peterson AFB)

Welcome to Tierra Vista Communities

Welcome to Peterson Air Force Base (Peterson AFB) and the beginning of your family housing experience at Tierra Vista Communities. Living on base can provide enhanced security' community atmosphere' reduced commute time' and

faster access to base facilities. We are very pleased that you have chosen to become part of Tierra Vista Communities (TVC). Working together' we can ensure a safe' clean' well-kept living environment conducive to the rest'

relaxation' and enjoyment you deserve.

This brochure has been provided to assist you during your residency in TVC and constitutes a part of the agreement between you and Tierra Vista Communities' LLC (the Tenant Lease Agreement). Air Force Instruction (AFI) 32-6001

(23 January 2003)' Family Housing Management' contains Air Force policies regarding assignment and termination of military family housing. Portions of this AFI have been incorporated into this brochure. Local policies and

procedures have also' to the extent possible' been included. Due to space limitations' however' all policies and procedures cannot be included in this brochure. It is your responsibility to ask first on any policy not covered' or

if you are in doubt on those covered. If you choose to ignore Air Force' Space Command' Peterson AFB' or TVC policies or procedures' your privilege of living in TVC becomes jeopardized. This guide is designed to acquaint you with

your responsibilities and those of TVC. Pride in the appearance of your home and consideration for your neighbors will result in comfortable living conditions for all residents in our family housing community. If you have any questions regarding the contents of this brochure' please contact TVC at 719-597-7200.

We are excited you have chosen Tierra Vista Communities as your new home and wish you much enjoyment during your tour of duty at Peterson AFB.

Sincerely,

The Tierra Vista Property Management and Maintenance Team





## RESIDENT GUIDE and Community Standards

### QUICK REFERENCE PHONE NUMBERS

BASE OPERATOR (719) 556-7321

FIRE DEPARTMENT 911 from a landline or (719) 556-7354 from a cellular phone

AMBULANCE 911 from a landline or (719) 556-7354 from a cellular

SECURITY POLICE 911 from a landline (To report a crime in progress or suspicious activities) or (719) 556-4805 from a cellular

SECURITY FORCES CONTROL CENTER (719) 556-4000

(Incidents' complaints' and law enforcement inquiries)

PETERSON AFB MAIN GATE VISITOR CENTER (719) 556-6406

FAMILY ADVOCACY (719) 556-8943

Tierra Vista Communities OFFICE (719) 597-7200

MAINTENANCE SERVICE CALL DESK (719) 597-7204 (24 hours/7 days-For maintenance requests' entomology service' Self-Help Service and lockouts)

ANIMAL CONTROL (719) 556-4000

(If a stray animal poses a threat to either a human being or other animal please call the Security Forces Control Center.)



## **RESIDENT GUIDE and Community Standards**

### **Section 1 — TIERRA VISTA COMMUNITIES LLC (TVC) RESPONSIBILITIES**

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

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

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

## **RESIDENT GUIDE and Community Standards**

- 2.18.3 FLOORS
- 2.18.4. CARPETS

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

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

### **Section 3 - INSPECTION STANDARDS**

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

### **Section 4 - PETS**

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

## **RESIDENT GUIDE and Community Standards**

- 4.6. ANIMAL FECES/HEALTH HAZARD
- 4.7. FEMALE DOGS AND CATS

### **Section 4 - PETS**

- 4.8. STRAY/LOST ANIMALS
- 4.9. NUISANCE/ VICIOUS ANIMALS
- 4.10. ANIMAL BITES
- 4.11. PET SITTING

### **Section 5 - SPECIAL INTEREST ITEMS**

- 5.1. ROOF AREAS
- 5.2. SATELLITE DISHES/ANTENNAS/CABLE T V
- 5.3. POOLS
- 5.4. GUESTS
- 5.5. WATERBEDS
- 5.6. BASKETBALL GOALS' TRAMPOLINES' SWING SETS' PLAYHOUSES' HAMMOCKS' ANIMAL SHELTERS' ETC.
- 5.7. FIREWORKS
- 5.8. EXTERIOR DECORATIVE LIGHTS
- 5.9. CURFEW

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

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

## **RESIDENT GUIDE and Community Standards**

### **Section 7 - SECURITY**

- 7.1. SECURITY CONTROLS
- 7.2. VISITOR PASSES
- 7.3. CRIME STOP
- 7.4. FIREARMS
- 7.5. PARKING
- 7.6. BICYCLE/MOTORCYCLE 7.7. EMERGENCY VEHICLES

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

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

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

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

### **Section 10 - SELF-HELP/LAWN & GARDEN SERVICE**

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

### **Section 11 - ENVIRONMENTAL CONCERNS**

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

### **Section 11 - ENVIRONMENTAL CONCERNS**

## **RESIDENT GUIDE and Community Standards**

- 11.2.4.5. PROPANE TANK
- 11.3. LEAD-BASED PAINT
- 11.4. STORM WATER POLLUTION PREVENTION

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

- 12.1 GIVING NOTICE
- 12.2. TERMINATION INSPECTION

### **Section 13 — RESIDENT GUIDE AND COMMUNITY STANDARDS**

#### **Section 1 - TIERRA VISTA COMMUNITIES LLC (TVC) RESPONSIBILITIES**

TVC will perform the following functions in support of your family housing unit: maintenance and repair' grounds maintenance' refuse collection and disposal' and pest control. Fire' police and emergency services will continue to be provided by the Wing.

##### **1.2. INSPECTIONS**

1.2.1. MOVE-IN INSPECTIONS. Personnel from the TVC Housing Office will familiarize residents with the features of the housing unit' the process for documenting maintenance concerns or any discrepancies pertaining to the unit or appliances. The familiarization will be performed in conjunction with an inspection of the entire housing unit. The service member should be present; however, the spouse may attend if the military member is unable to do so.

1.2.2. CONDITION OF HOMES INSPECTIONS. After providing the notice described in Section 1.4' an inspection shall be conducted when the TVC Housing Office becomes aware of a problem with the condition of a housing unit. Any damage to quarters is noted along with safety' sanitary' and health concerns. Failure to maintain housekeeping standards in the housing unit and grounds could result in loss of the privilege of living in TVC (see paragraph 3.2).

1.2.3. YARD INSPECTIONS. TVC will provide routine maintenance of front ' side yards and back yards (if unfenced). Maintenance of fenced back yards is the responsibility of the resident. TVC representatives will conduct inspections of fenced in back yards in the family housing areas. Discrepancy notices will be issued when yards are not maintained to standard. Please note housing inspection standards' Section 3. Discrepancies must be corrected not later than one week following the notice. (See paragraph 3.1)

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

1.3. MAINTENANCE AND REPAIRS. TVC has primary responsibility for the maintenance of your home. Please call the 24-hour service desk at (719) 597-7204 or visit our web page at [www.tierra-vista.com](http://www.tierra-vista.com) to request maintenance for your home.

1.3.1. MAINTENANCE REQUESTS. A TVC representative will assign a job order number to your service request and will provide an approximate date and time the work will be performed. There are three categories of service: emergency' urgent' and routine. The category of service order determines when the service will be accomplished. TVC will call you and provide you with a two-hour window during which the maintenance technicians will arrive. TVC maintenance guarantee — If TVC fails to arrive within the two-hour scheduled time, TVC will present you with a gift equal to one day's rent.

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

1.4. ENTRY. TVC reserves the right to enter your house under reasonable circumstances. Except in case of emergency, you will be given at least 2 days' notice before any scheduled entry.



## **RESIDENT GUIDE and Community Standards**

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

1.6. BULK TRASH. Bulk trash pick-up is provided at curbside once per week. Items shall not be placed on the curb earlier than Thursday evening after 2000. (See paragraph 2.21.)

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

1.8. RECYCLING. Recyclables are picked up curbside once per week. Residents are required to return recycling bins to the area provided within the premises on the day recycling collection occurs. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH' BULK TRASH' GARBAGE' OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS.

1.9. INSECT/PEST CONTROL. Bugs and insects are a fact of life. Each housing unit is treated prior to occupancy. In order to prevent major infestation' residents are expected to take immediate action upon first noticing insects. General use insecticides may be purchased at the Base Exchange (BX) or the Commissary. Exercise caution while handling toxic chemicals and follow directions completely. If residents are unable to control insects and avoid infestation' they may request entomology services by calling the Service Desk at (719) 597-7204.

1.10. LOCKOUTS. Call the TVC Housing Office at (719) 597-7204. Proper identification will be required. If you require lockout assistance more than once during the rental term' you will be required to pay \$25.00 for the service call.

1.11. SELF-HELP/LAWN & GARDEN SERVICE. Numerous assorted items for maintaining your home and yard may be obtained from our Self-Help Service. Please call (719) 597-7200 for information on materials available and to request service or go visit our web page at [www.tierra-vista.com](http://www.tierra-vista.com). (See Section 10.)

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

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

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

2.3. CHAIN OF COMMAND. Complaints related to housing assignment' maintenance response' and other housing related activities should be brought to the attention of the TVC property manager. Residents and family members should seek assistance through the TVC Housing Office before going to the Peterson AFB Housing Management Office.

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

2.5. CHANGE IN STATUS. Residents must notify (within two weeks) the TVC Housing Office' in writing' of any change in status' such as an increase or decrease in number of dependents residing with the sponsor' an increase or decrease in military grade' civilian pay grade' change to date of expected return from overseas (DEROS)' change to duty location' and change to duty phone. If dependents no longer reside with the military member or the member no longer resides with dependents in the housing unit' there is no longer eligibility for a TVC home' and occupancy must be terminated within 30 days. It is the sponsor's responsibility to notify the TVC Housing Office immediately and to aggressively seek off-base housing to comply with the 30-day requirement.

2.6. NAME SIGNS. In accordance with base policy' housing units will not have the military member's name and grade displayed.



## RESIDENT GUIDE and Community Standards

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

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

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

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

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

2.11.1. **WATER.** Minimize evaporation by watering in the early morning or evening (before 0900 or after 1800) when temperatures are cooler and winds are lighter. Water only when plants need it and not more than three days per week. Water should be applied to a depth of six to eight inches with each watering. Apply water only as fast as your soil can absorb so it does not pool or run off. If run off or pooling occurs before water penetrates to six inches' water in two shorter cycles separated by a few hours. If one-quarter to one-half of an inch of rain has fallen' delay watering until necessary. Direct downspouts and other run off toward shrubs and trees. (See paragraph 3.1.10.)

2.11.2. **ELECTRICITY.** An organized effort is required to conserve electricity by eliminating unnecessary use. You can help by minimizing the use of electrical appliances and lights' especially during peak demand periods of 0600 to 0800 and 1700 to 1800. Interior lights should always be turned off when not in use. Please assure outside lights are never left on during daylight hours. Use air conditioners only when really necessary and turn air conditioners off when windows or doors are left open. Limit the use of clothes dryers to full loads.

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

2.13. **SAFETY.** Immediately report any safety hazards to the TVC Service Desk at (719) 597-7200 and any fire hazards to the Fire Prevention Element of the Fire Department at (719) 556-73 54. Do your part to correct any hazards if possible. Do not overload multiple outlet adapters' extension cords' or power strips.

## **RESIDENT GUIDE and Community Standards**

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

2.15. **RECREATIONAL VEHICLES.** Boats' campers' trailers' motor homes' and other recreational vehicles are permitted in TVC areas only for the purposes of loading and unloading before or after a trip. This should take no more than 24 hours on each end of the trip. The 21st Services Squadron provides on-base storage for recreational vehicles and may be reached at (719) 56-4867. However, if no space is available in their respective lots' residents are responsible for obtaining off-base storage.

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

2.17. **INSECT/PEST CONTROL.** Each housing unit is treated prior to occupancy. Each resident is expected to take immediate action upon first noticing insects so infestation can be prevented.

2.18. **CARE OF INTERIOR.** Care of your home should be an on-going effort from the time you move in until the time the unit is turned back to TVC.

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

2.18.2. **BATHROOMS.** Ceramic tile and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels' feminine products' or disposable diapers. If plumbing stop-ups occur' first try using a plunger. If this fails to clear the system' then call the TVC Housing Office.

2.18.3. **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.

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

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

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

## **RESIDENT GUIDE and Community Standards**

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

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

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

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

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

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

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

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

### **Section 3 - INSPECTION STANDARDS**

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

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

3.1.1.1. **FENCED BACK YARD EDGING/TRIMMING.** Grass growth should be edged back 0" to 1" from patios and sidewalks. Trim grass around foundation of buildings' base of trees and bushes' and around flower gardens and play equipment or other yard structures.

3.1.1.2. **REMOVAL OF GRASS AND WEEDS.** All grass and weeds must be removed from cracks in sidewalks or patios within fenced yards.

3.1.2. **FENCED BACK YARD SHRUBS/BUSHES.** Trim shrubs/bushes to below 7' height and to present a neat appearance. For security purposes' bushes or shrubs by windows should be trimmed to below window ledge height. To deter insect

## **RESIDENT GUIDE and Community Standards**

infestation' all foliage should be kept trimmed away from buildings. Vines and climbing plants must be removed from walls. Trim all dried leaves and branches promptly and place in green waste dumpsters.

3.1.3. TREES. Planting of trees by residents is not allowed. Residents may do minor trimming of trees in their area of responsibility.  
3.1.4 FLOWER BEDS. Flower beds should be kept free of grass' weeds' dead plants' and trash. Separate trash from grass and plant debris before disposing of grass and plant debris in green waste dumpsters.

3.1.5 PET DROPPINGS. Pet droppings must be removed immediately from all neighboring areas' common areas' sidewalks' roads' carports' your front yard' or parking areas. Be prepared and carry plastic bags or other means of removal every time your pet is out of your yard. In your own fenced yard' pet droppings must be collected and properly disposed on a weekly basis or more frequently if you have more than one dog or a large dog. (See paragraph 4.6.)

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

3.1.7. SUN SHELTERS' TENTS' ETC. Temporary shelters are for short-term use only and must be removed when not in use. With the exception of tents' these cannot be left up overnight.

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

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

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

3.1.11. PARKING. No vehicles may be parked on grass or seeded areas at any time. Tandem parking is not allowed. (See paragraph 7.5.) Residents should request visitors to park in designated parking areas.

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

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

3.4. TERMINATION OF OCCUPANCY. (See Section 12.)

### **Section 4 - PETS**

4.1. RESPONSIBILITY. Sponsors are responsible for the behavior of their pets and must assure their pets do not become a nuisance or menace to other pets' persons' or property. Owners must ensure pets are immunized and must maintain clean surroundings and provide proper humane care for their pets. Owners displaying lack of responsibility jeopardize their privilege of having pets in TVC. Due to a documented history of aggressive and dangerous behavior' TVC does not allow pit bulls, Rottweilers, or mixed breeds with pit bull or Rottweiler lineage. Any animal demonstrating aggressive behavior must be immediately and permanently removed from the housing community. To report pet neglect' abuse' biting' nuisance and destruction of property' notify the TVC Office. TVC reserves the right to require removal of any animal when such reporting results in confirmation of neglect' abuse' biting' nuisance' and/or destruction of property.

## RESIDENT GUIDE and Community Standards

4.2. AUTHORIZED PETS. Authorized animals are limited to most breeds of dogs' cats' guinea pigs' domestic rabbits' white mice and white rats (from the USA)' and caged birds or fish in bowls or aquariums. No more than 2 pets (besides those in cages or aquariums) per household are allowed' with the exception of puppies and kittens up to 8 weeks of age.

Unauthorized animals include any animal that is banned by state and federal laws. In addition, the following animals are unauthorized:

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

Residents who were assigned to family housing prior to publication of this Resident Guide must be in compliance with the base housing policy as it relates to pets.

### 4.3. LICENSE/REGISTRATION/IDENTIFICATION.

4.3.1. LICENSE AND REGISTRATION. All dogs over 3 months of age must be licensed and must wear a collar with an attached city and/or county dog tag. Licenses must be renewed on or before expiration date. Applications for licenses may be obtained from the Humane Society of the Pikes Peak Region' (719) 473-1741.

4.3.1.2. All animals residing in housing on Peterson AFB installation are required to follow the requirements of the Colorado Springs City Ordinance. All residents are required to license their cats or dogs within 30 days of arriving in Colorado or the purchase of an animal.

4.3.2. CAT AND DOG IDENTIFICATION MICROCHIP. Owners of dogs and cats on base are strongly encouraged to have an American Veterinary Identification Device (AVID) microchip implanted under the skin of their pets. This device will assist in returning lost animals to their proper owners. The implant serves as a worldwide identification system and is especially beneficial for military personnel who relocate often.

4.4. CONTROL OF PETS. Dogs must be confined to the home or in a fenced yard. Pets must be properly restrained if the back yard is not fenced. Positive restraint shall include leashing or chaining the animal in such a manner so as to preclude the animal from running free or interfering with pedestrians or the normal flow of traffic. In no case will the restraining line be longer than 8 feet or allow the animal to move outside the owner's back yard. At no time may pets be chained or otherwise attached to trees' bushes' or any building' structure' or appurtenance. When dogs are outside the owner's yard for any purpose' they must be leashed and at all times under control of the owner or another person capable of controlling the animal. Animals other than dogs and cats must be kept in cages or tanks at all times.

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

4.6. ANIMAL FECES/HEALTH HAZARD. All animal owners or their representative (if the owner is away from Peterson AFB) are responsible for the weekly removal and sanitary disposal of pet feces from yards and/or common areas and neighboring yards. All animal feces within the interior of the quarters shall be picked up immediately and litter boxes cleaned regularly. Animal feces in owner's front yards must be removed on a daily basis. Violations of this requirement constitute a health hazard and will be dealt with accordingly. (See paragraphs 3.1 and 3.1.5.)

## **RESIDENT GUIDE and Community Standards**

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

4.8. STRAY/LOST ANIMALS. Contact the Security Forces Control Center' (719) 556-4000 to pick up stray or lost animals. The Security Forces Control Center will then contact the Pikes Peak Humane Society to have the animal removed.

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

4.10. ANIMAL BITES. All incidents of animal bites must be reported immediately to Security Forces at (719) 6-4000.

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

### **Section 5 - SPECIAL INTEREST ITEMS**

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

5.2. SATELLITE DISHES/ANTENNAS/CABLE TV. Individually owned satellite dishes' HAM radio antennas' and external TV or radio antennas are not permitted unless approved by the TVC Office in writing. During the approval process, specific locations where the dishes or antennas can be installed will be identified. In no case will satellite dishes or antennas be attached to the home' fence' or roof.

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

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

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

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

5.7. FIREWORKS. All types of fireworks are prohibited on Peterson AFB.

## RESIDENT GUIDE and Community Standards

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

5.9 CURFEW. Curfew hours for the housing area are the same as those in the Colorado Springs area. Curfew hours begin Sunday through Thursday at 2200 and Friday and Saturday at 2400. Rules apply to individuals who are 17 years of age and younger. The only exceptions are when returning from work when with parents or when returning from a school function.

### Section 6 - FIRE PROTECTION

6.1. RESPONSIBILITY. The sponsor in each housing unit is responsible for ensuring compliance with all applicable fire and life safety standards. Training aids and materials can be obtained through the base Fire Department located at 218 Duluth Ave or by calling the Training Section at (719) 556-3407.

6.2. ORIENTATION. Prior to assignment to family housing fire prevention training is mandatory. Fire prevention training will include but not be limited to: fire extinguisher training, smoke/carbon dioxide units, cutoff valves. Fire Prevention Training occurs every Tuesday at 0900. Please contact the Fire Department at (719) 556-3407 for details and to register.

6.3. FIRE SAFETY CONSULTANTS. For additional information or any assistance regarding fire prevention and fire safety please contact the Fire Prevention Element of the Fire Department at (719) 556-5474/4242.

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

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

6.4.2. SMOKE DETECTORS. The sponsor of each home is responsible for a monthly test and examination of all household warning devices installed within the home. The test and examination of these devices shall include: Inspecting the physical appearance of the devices for evidence of damage, abuse, tampering, or other indications that may render it inoperative. Smoke detectors must be securely mounted with the sponsor conducting an operational test according to the manufacturer's guidance to ensure the audible alarm is working. Vacant units will not be reoccupied if the household fire warning system is not functioning properly. The occupant will be provided a brochure detailing detector testing and maintenance procedures by TVC. At change of occupancy, smoke detector maintenance will be conducted in accordance with UFC 3-600-02. Deficient operation or faulty equipment shall be reported to the agency responsible for maintenance. Replacement and inspection of smoke detectors is performed during maintenance prior to your move in. During occupancy, inspection is the sponsor's responsibility and must be performed once per month. Do not tamper with detectors or attempt repairs. Any non-working smoke detectors should be reported immediately to TVC Service Center at (719) 597-7204.

## **RESIDENT GUIDE and Community Standards**

6.4.3. FIRE EXTINGUISHERS. Fire extinguishers are provided for each housing unit. If your home does not have one' please contact TVC to have one installed. Please ensure all family members know the location of the fire extinguisher and understand how to operate it. Family members are not to tamper with fire extinguishers. For fire extinguisher training' contact the Fire Department at (719) 556-3407 If the extinguisher is utilized; please notify the TVC Management Office (719-597-7200) immediately for a replacement.

6.5. TO REPORT AN EMERGENCY (FIRE' AMBULANCE OR POLICE) - DIAL 911. IF A FIRE OCCURS IN YOUR HOME' VACATE THE BUILDING' AND IMMEDIATELY NOTIFY THE FIRE DEPARTMENT BYDIALING 911. GIVE THE OPERATOR YOUR NAME' TELEPHONE CALL BACK NUMBER' ADDRESS AND LOCATION OF FIRE. DO NOT HANG UP UNTIL THE OPERATOR ACKNOWLEDGES CORRECT RECEIPT OF ALL INFORMATION. IF SAFE TO DO SO' NOTIFY ALL RESIDENTS OF THE BUILDING AND ENSURE EVERYONE HAS EVACUATED THE BUILDING AND ALL ARE ACCOUNTED FOR. ONCE THE FIRE DEPARTMENT ARRIVES ON THE SCENE' MAKE CONTACT' PROVIDE DIRECTIONS AND ANSWER ANY QUESTIONS. ALL FIRES' REGARDLESS OF SIZE' EVEN FIRES THAT HAVE BEEN EXTINGUISHED' MUST BE REPORTED TO THE FIRE DEPARTMENT

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

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

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

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

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

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

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

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

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



## RESIDENT GUIDE and Community Standards

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

### Section 7 - SECURITY

7.1. SECURITY CONTROLS. The installation commander is responsible for the control and safeguarding of all base property. Routine patrolling of housing areas is accomplished on a regular basis by the Security Forces. Incidents, complaints and inquiries concerning law enforcement should be directed to the Security Forces Control Center at (719) 556-4000.

7.2. VISITOR PASSES. For long-term or short-term visitors' residents should contact the Pass and Registration Section located at the Visitor Control Center or by phone 719-556-6406 during normal business hours. After normal business hours' residents should report to the 24-Hour Gate for sign-on procedures. Requests for large groups of visitors for parties' weddings' etc.' should be arranged at least 3 duty days in advance. For information call Pass and Registration at (719) 556-6406.

7.3 CRIME STOP. Operation Crime Stop is a cooperative installation community effort to reduce the potential for criminal activities on the base and to report criminal acts as they occur. If you observe a crime in progress or suspicious activities anywhere on base' call Crime Stop at 911. You may remain anonymous; however, it is usually beneficial to have your name and phone number in case re-contact is necessary. Security incidents should be directed to the Security Forces Control Center at (719) 556-4000. TVC residents may also call 911. Calls originating on Peterson AFB requiring law enforcement response will be routed back to the Security Forces Control Center for response.

7.4 FIREARMS. In accordance with Air Force Instruction 31 — 101' and related base instruction' all personnel residing on Air Force installations will register their privately owned weapons using the AF Form 1314. Contact Security Forces Operations section at (719) 556-7167 during normal duty hours.

7.5. PARKING. Vehicles in the housing area must be operable with current license and registration. Park privately owned vehicles in driveways or authorized parking areas only. Park any additional vehicles in unassigned available spaces. While on-street parking is permitted' you should park your vehicle in the direction of traffic and you should not hamper the ability of the Fire Department or Emergency vehicles to respond to a call.

7.5.1. Park privately owned vehicles in driveways or authorized parking areas only. Park any additional vehicles in unassigned available spaces. Where on-street parking is permitted' park your vehicle in authorized areas only. Do not park within 15 feet of intersections' on top of curbsides or sidewalks' or where your vehicle blocks access to assigned garages' carports' or prevents fire-fighting or emergency operations. Do not park in front of bus stops' fire hydrants' mailboxes' on lawns or common areas' off any hard-surfaced roadway' in entrances to multi-plex carport/garage areas' or blocking sidewalks or carport/garage entrances. Do not block driveways.

7.5.2. You are not permitted to park recreational vehicles' house trailers' utility trailers' campers' or boats within the housing area — except for a maximum of 24 hours when you are getting them ready for use or storage. You can park these vehicles in the base storage area for a small fee. Call the 21st Services Squadron Outdoor Recreation RV storage Lot at (719) 556-4867 for rental space information.

## RESIDENT GUIDE and Community Standards

7.6. BICYCLE/MOTORCYCLE. All persons who ride a bicycle' including motor drive bicycles' on an AF installation shall wear a properly fastened and approved (e.g.' Consumer Product Safety Commission (CPSC)' American National Standards Institute (ANSI) or Snell Memorial Foundation) bicycle helmet. Workers riding bicycles in areas that require the use of ANSI approved helmets (hard hats) for protection from falling and flying objects are allowed to use those helmets if properly fastened under the chin.

7.6.1. Non-Motorized Transportation Devices. These devices' including skateboards' kick-scooters' and roller-skates' are prohibited on installation roadways except for incidental road access associated with pedestrians and will comply with all pedestrian related traffic laws. These devices' unless determined to be a hazard to pedestrians' will use designated pedestrian walkways and paths. Commanders may authorize the use of certain types of these devices in the traffic environment. Helmet wear (see 3.5.4.) is required on AF installations. Additions to minimum required personal protective equipment' such as knee pads' wrist guards' elbow pads' etc. will be determined by commander endorsed ORM analysis.

7.6.2.. Enforcement. Failure to use occupant protective devices' i.e. safety belts' child safety seats' and personal protective equipment (PPE) shall be enforced as a primary traffic violation on AF installations. Each installation shall establish procedures to ensure compliance; to include administrative or disciplinary action. All levels of supervision and management shall participate actively in the enforcement of the program and become involved by personal example.

7.7. EMERGENCY VEHICLES. All motorists must yield to emergency vehicles.

### Section 8 - GOOD NEIGHBORS

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

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

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

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

8.5. CHILDREN. Parents' divert your children's activities away from other homes so their noise does not cause disturbance to the neighborhood. Instruct your children to be considerate of others. All questions or concerns regarding child supervision' babysitting criteria or suspected child abuse should be directed to Family Advocacy at (719) 556-8943.

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

## RESIDENT GUIDE and Community Standards

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

### Section 9 - COMMUNITY/RESIDENTIAL ACTIVITIES

9.1. GARAGE SALES. For safety and security reasons' individual garage sales are not authorized on Peterson AFB. The Peterson AFB Thrift Shop is also available for sale of personal belongings. TVC will sponsor semi-annual garage sales. TVC will coordinate the advertising' location' tables' etc.

9.2. AUTOMOBILES FOR SALE. Automobiles displaying "For Sale" signs may be parked in housing areas if they are being used on a consistent basis for transportation' but may not be parked at quarters indefinitely if not in use. Vehicles for sale and not being used for transportation must be registered and placed on the Peterson AFB Auto Resale Lot. For information' call the Auto Skills Center at Auto Hobby Shop at (719) 556-4481.

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

### Section 10 - SELF-HELP/LAWN AND GARDEN SERVICE

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

10.2. SELF-HELP/LAWN & GARDEN SERVICE. TVC operates an enhanced "Self-Help Service." Since the majority of housing maintenance is taken care of by TVC' there is a reduced role for the traditional Air Force "Self-Help Store". Therefore, any resident needing home improvement items' grass seed' fertilizer' and the use of lawn/garden equipment simply needs to make the request on line at [www.tierra-vista.com](http://www.tierra-vista.com) or contact our Maintenance Service line (719) 597-7204 and the requested items will be delivered to your home. Requests can be made 24 hours a day/7 days a week. The hours of operation/delivery are 0800 to 1700 Monday through Friday and 1000 to 1600 on Saturday. If you have questions, you may contact the Maintenance Service at (719) 597-7204.

10.3. LIMITATIONS. Each household has a limitation on the amount of materials allowed per month. For more information, contact the Self-Help/Lawn & Garden Service. All residents may check out lawn and garden equipment and must check the equipment back in within the required time limitations.

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

## RESIDENT GUIDE and Community Standards

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

10.6. BASKETBALL HOOPS. Placement in streets is prohibited. No basketball hoops are to be affixed to TVC housing without prior written approval. Please also see paragraph 5.6.

10.7. PROHIBITED ITEMS IN HOUSING AREAS. Fishponds' hot tubs' swimming pools' wooden lattice' tree swings' and other items affixed to trees or buildings are prohibited.

### Section 11 - ENVIRONMENTAL CONCERNS

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

11.2. DISPOSAL OF HOUSEHOLD HAZARDOUS WASTE. Households should not dispose of hazardous waste in their general refuse dumpsters. Residents should contact TVC Housing Office for instructions on the best method for disposing of hazardous waste. The Maintenance Office will work to ensure that household hazardous waste is disposed of in accordance with local HHW Programs.

11.2.1. RECYCLE. If you have leftover household cleaners, you may contact the TVC Maintenance Service Desk (719) 597-7204 for assistance.

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

11.2.3. PLACE IN THE 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

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

## RESIDENT GUIDE and Community Standards

11.2.4.1. CAR BATTERIES. Car batteries should be recycled. Check with the Auto Hobby Shop at (719) 556-4481 or AAFES Car Care Center at (719) 596-0202. Car batteries should never be left outside the disposal location but should be turned in during business hours when a representative is present to accept them.

- Auto Hobby Shop: Tue — Fri 9:00 — 7:00; Sat 8:00 — 7:00 and Sun 11:30 — 7:00
- AAFES Car Care Center: Mon — Fri 6:00 - 6:00 and Sat 8:00 — 5:00

11.2.4.2. TIRES. Tires are not accepted at the Recycling Center. When purchasing tires' some vendors will accept old ones.

11.2.4.3. USED ENGINE OIL. Changing oil in the housing area is not allowed under any circumstances. There are facilities available at the Auto Hobby Shop to change and dispose of used oil.

11.2.4.4. OTHER MATERIALS. If you are unsure on the proper disposal of some materials, please contact the Environmental Office at (719) 556-7091/7305' or consult the "Disposal of Household Hazardous Waste" fact sheet available at the TVC Office or Environmental Office.

11.2.4.5 PROPANE TANK: Household propane tanks may be turned in to The Base Shoppette (719) 597-041' free of charge. Never put your empty propane tanks in the trash.

11.3. LEAD-BASED PAINT. Residents should be aware that many of the homes on Peterson AFB were constructed before the harmful effects of lead- based paint were known. As a result, many of our homes may still contain lead- based paint under the many subsequent coats of non-lead-based paint. Should you encounter any peeling or chalking paint that you believe presents a hazardous situation' call TVC Housing Office at (719) 597-7204 for repairs. To avoid creating dust that could contain particles of old lead- based paint' do not disturb or sand painted surfaces. Clean with non-abrasives such as dishwashing detergent. Please refer to pamphlets provided upon assignment in the TVC Housing Office. If you have misplaced your pamphlet' contact the TVC Housing Office for a replacement. Additional information is available from Military Public Health at Peterson Clinic' or by calling (719) 556-1206. You can speak to an information specialist by contacting The National Lead Information Center (NLIC) at 1-800-424-LEAD ( 5323).

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

- Sweep sidewalks and driveways and do not hose debris into storm drains
- Clean antifreeze or oil drips with kitty litter or other absorbent material and place in the trash
- Immediately report large spills to the Peterson AFB Fire Department at 911 from a land line or (719) 556-73 54 from a cellular.
- Repair vehicle leaks
- Avoid overuse of fertilizers and pesticides
- Flush dirty mop water in household drains with plenty of running water
- Pick up animal waste and either flush it in the toilet or place it in the trash
- Pick up litter and debris from yards and assure that lids are secured on garbage cans
- Use only biodegradable' ammonia-free and phosphate-free soaps such as Ivory Liquid or Simple Green when washing your car
- Do not over-water lawns or other landscaping
- Do not use chlorinated cleaning agents to clean drive ways and sidewalks; use a scrub brush or high-pressure water
- Report illegal dumping to Security Forces at (719) 556-4000
- Report blocked storm inlets to the TVC Service Desk at (719) 597-7204.

## RESIDENT GUIDE and Community Standards

### Section 12 - TERMINATION OF FAMILY HOUSING

12.1. GIVING NOTICE. Service members who receive PCS orders or are otherwise reassigned to another installation are required to terminate occupancy of TVC housing prior to departure. Personnel who are separating or retiring must accomplish a successful termination inspection prior to the separation or retirement date. The sponsor will provide the TVC Housing Office with at least a 30-day written notice with exceptions allowed for short notice PCS or separations. Contact the TVC Housing Office in person or by calling (719) 597-7200 to schedule an appointment. Residents should schedule their household goods pick-up date and departure flight date prior to arriving for their appointment with the TVC Housing Office. Three copies of orders and amendments are required for processing your termination. During your visit to the TVC Housing Office' ask about submitting an advance application for housing at your gaining base.

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

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

In the event that TVC finds cause to update the Resident Guide and Community Standards the residents will be provided at least 30 days' written notice before any policy changes are effective