

Welcome to Your New Home

This Resident Guide has been designed to familiarize you with all the facilities and services available within the White Sands Missile Range family housing community.

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

Sincerely,

Balfour Beatty Communities

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GENERAL INFORMATION

PRIVATIZATION

Balfour Beatty Communities (Landlord), a private partner with the Army, is proud to take care of the White Sands Missile Range (WSMR) resident's family housing needs.

RENTAL PAYMENT

Military Rental Rate: Residents living in Balfour Beatty Communities housing on WSMR will release their BAH to Balfour Beatty Communities. In the event that both husband and wife in one home/dwelling are active duty residents, only the senior member or the member drawing BAH with dependent rate will release the BAH to Landlord, whichever is higher. Residents will not make monthly rental payments; instead they will sign a Resident Responsibility Agreement that will contain a provision authorizing the Army's allotment management vendor to process the BAH allotment from the resident's account to a lockbox account, managed by a trustee. The residents will sign only one set of start-up paperwork for the full tenure of residency. No additional updates will be required. Should the Resident Responsibility Agreement term begin other than the first day of the month, residents will be required to make the partial month's rent payment via a check, debit card, cashiers check, certified check, money order or credit card at the time of signing the Resident Responsibility Agreement.

Pursuant to the Resident Responsibility Agreement, residents agree to execute the necessary documents to authorize the Defense Finance and Accounting Service (DFAS) to make monthly payments equal to the BAH rate to Landlord, and also agree to take no action to terminate such automatic payments without making arrangements with Landlord. By paying through the automatic payment system, no security deposit will be required. Rent will continue to equal BAH as adjustments are made to Residents' BAH for periodic increase or promotions/demotions.

When a home is occupied by two eligible residents for over 30 days (excluding a service member married to a service member), it is considered double occupancy and both residents must transfer their BAH to Landlord.

Civilian Rental Rate: These residents will lease housing units for rental rates that are comparable to the local surrounding area and not lower than the lowest BAH rate (less the applicable allowance for gas and electric where the home is not metered) for the unit occupied. Rental rates for these residents will be subject to change at time of lease renewal only.

Payment will be made by credit card, debit card, money order, cashiers check, or certified check payable directly to Landlord. Payment is due on the first day of the month (payment in advance).

MOVE-IN

Once a home has been assigned, the resident will be given a confirmation letter showing the house number and the move-in date so this information can be provided to the Transportation Office and the move can be scheduled.

On Move-In date, the resident will be given a housing orientation. This will consist of an explanation of the terms of the Resident Responsibility Agreement, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the Property Condition Report.

The resident will be given the option of signing an "Authorization to Enter" which will authorize service requests to be performed without the resident or a designated representative being at their home for the requested work and further agreeing to isolate any pets to a room in the home that will not be accessed by the maintenance personnel. Otherwise, a time to perform the work will be scheduled by the Community Management Office.

A Community Management person may accompany the residents to their home, complete the Property Condition Report, provide instructions on the operation of appliances, and point out the location of thermostats, circuit breakers/fuse boxes, and water shut-off valves.

USE AND RESIDENCY

Only the listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The resident agrees that the number of residents will not exceed the number and names shown on the Resident Responsibility Agreement. Residents must notify the Community Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a grandparent. Community Management will update their records to reflect the correct family size.

In the event that any person using the premises or visiting the same suffers any fall or other injury, such person shall report to Community Manager the date, time, place and conditions of such occurrence and the names of all persons who witnessed the same. Such report shall be given no later than the next business day after the event has occurred.

COMMUNITY POLICIES ENFORCEMENT

By signing the Resident Responsibility Agreement, residents have agreed to abide by its terms, including the provisions in the Resident Guide. Residents are also required to comply with all applicable laws, regulations, policy letters and orders. Civilian residents who reside with residents are also subject to both terms of the Resident Responsibility Agreement, the Resident Guide, and applicable laws and regulations while in WSMR family housing. Residents are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, WSMR command authorities may also deny or limit access to the installation. These violations may also be considered a breach of the Resident Responsibility Agreement, resulting in its termination.

Notice of Violations

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

Community Management may likewise choose to issue citations and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

Community policies enforcement is as follows:

- A Discrepancy Notice will be issued for minor violations. These types of violations require correction within two (2) days of receipt of the notice. Failure to do so will result in a formal Letter of Caution.
- A Letter of Caution will be issued for a resident's first major violation. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Warning will be issued.
- A Letter of Warning will be issued for a resident's second violation of any nature. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Termination may be issued to the resident.
- A Letter of Termination of residency will be issued for a resident's third offense of any nature. Resident will have thirty (30) days in which to vacate the home.

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

Blatant disregard for the rules and regulations of White Sands Missile Range or on-post housing by any resident, regardless of the number of warnings previously received, is grounds for the termination of the Resident Responsibility Agreement.

Conflict Resolution

In the event of a dispute over community policy enforcement, resident may submit a letter requesting an appeal to the Community Manager. Should no resolution be reached, the Community Manager will review the dispute with the Project Director. The Project Director will render a decision. If the resident is not satisfied with the outcome of this decision, he may request a review by the RCI Asset Manager. The RCI Asset Manager and Project Director will render a decision. Should the resident not be satisfied with that decision, he may request arbitration. Both parties agree to abide by the decision that is rendered.

MOVE-OUT

Move-out will occur under the following conditions:

- a. At retirement or separation of the resident.
- b. At Permanent Change of Station (PCS) of the resident.
- c. As directed by the Garrison Commander.
- d. If the resident becomes ineligible to remain in housing, the home will be vacated immediately.
- e. Resident requests to vacate housing and move, provided their initial Resident Responsibility Agreement term has been fulfilled and they have given 30 days written notice to Community Management Office.
- f. If prior to the expiration of their initial Resident Responsibility Agreement term, the resident will provide thirty (30) days notice, remit BAH through that period and pay a fee equal to four days of BAH to cover the landlord's costs to re-let the home unless due to no fault of the Service Member or Civilian such as orders, etc.
- g. Resident qualifies for a change in housing due to a change in their military status or in the size of their family. In those cases, the resident may submit a new application for appropriate housing in accordance with assignment policies.

Move-Out Inspections

A minimum of thirty (30) days written notice must be provided to the Community Management Office. In addition to the notice, if the Resident Responsibility Agreement is being terminated prior to the expiration, a copy of orders must accompany the notice.

Upon receipt of the above information, Community Management will provide the resident with written instructions on minimum standards of cleanliness and conditions that are required when returning the home.

The resident may schedule a pre move-out inspection. The purpose of this inspection is to make the resident aware of any items that will not meet standards prior to moving. The Property Condition Report that was completed at move-in will be referenced when performing this inspection. Charges will be assessed for any items that are not as a result of normal wear and tear. The resident will be made aware of the amount of charges that will be assessed if the damages are not repaired.

In the event the resident elects to have the home cleaned by another source, the resident may contract with Community Management to do so. The resident will give a money order, check, debit card, cashiers check or certified check for the cost of cleaning to the Community Manager at the time of the move-out inspection.

An appointment for a move-out inspection must be scheduled no later than ten (10) working days prior to date of move-out. If there are damages to the home, the resident may elect to pay for the damages by credit card check, debit card, cashiers check, certified check or correct the deficiencies within 24 hours. A final inspection will be performed 24 hours after the move-out inspection. If damages are not corrected at that time, payment will be due immediately.

Any damage charges in excess of \$300 will be documented with photographs.

Abandonment

If the Community Manager is informed of or discovers a home that has been abandoned by the resident for more than fourteen (14) days, the Community Manager will notify the Unit Command and request a determination of status of the resident. If it is determined that the home is indeed abandoned, the Community Manager will assist the Unit Command with completing an inventory of the personal property. The Unit Command will then be responsible to box and store the personal property. The Community Manager will contract for cleaning and arrange for change of occupancy maintenance for the home in order to return it to service. The abandoning resident will be charged for this service, any unpaid rent, and a termination fee. Reimbursement of these charges will be sought through normal collection procedures.

TERMINATION OF THE RESIDENT RESPONSIBILITY AGREEMENT BY MANAGEMENT

In severe cases, the Community Manager will recommend that Termination of the Resident Responsibility Agreement be mandated immediately and issue a notice to the Resident.

In egregious cases, or due to serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, resident's actions may result in a termination of the Resident Responsibility Agreement.

If the violation is of a severe nature that constitutes a threat to the safety and/or welfare of the resident or the community, then no Letter of Caution will be necessary and the Community Manager will issue a Letter of Warning.

Examples of severe violations, which are contrary to the safety, and welfare of other residents, include but are not limited to: domestic disturbances, felony convictions, spouse or child abuse, and destruction of property. In the event of a second violation related to the warning, the Community Manager will issue a Letter of Termination of the Resident Responsibility Agreement.

In the event the Garrison Commander bars a resident from WSMR, the Landlord may initiate eviction proceedings.

EXCEPTIONS TO OCCUPANCY POLICY

Under the following circumstances, Residents may request an exception to the occupancy policy for family members to remain in housing:

- Residents in receipt of Unaccompanied Permanent Change of Station (PCS) orders.
- Residents in receipt of Overseas Accompanied Permanent Change of Station Orders.
- Residents in receipt of PCS orders with Temporary Additional Duty (TDY).
- Death of Active Duty Residents

Requests must be made by submitting a Request for Exception to Policy Form to the Community Manager, no less than thirty (30) days prior to the detachment. Any approvals will be contingent upon the resident signing a Resident Responsibility Agreement Addendum detailing the conditions of the policy exception and providing the name of the designated family sponsor for this period.

Normally requests from residents who have had incidents involving misconduct either by themselves or their family members or have received notices for violations will not be approved. However, Balfour Beatty Communities will consider exceptions on a case by case basis.

At any time during the resident's absence the family wishes to leave the housing, the Community Management Office must be notified.

At any time the home is going to be vacant for a period of two (2) weeks or longer, resident must provide Community Management Office with the name(s) and phone number(s) of the responsible party that the resident assigned to look after the home.

RIGHT OF ENTRY

The Community Management Office has immediate right of entry to homes if emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. Management may also enter, with reasonable notice, to make inspections and/or repairs. See section under Maintenance for details.

UTILITIES

All utilities are currently included in the BAH housing allowance with the exception of TV cable service, Internet access and telephone service. It is the resident's responsibility to make arrangements for TV cable, Internet access and telephone services. Phone numbers for such service providers are located in the reference section at the end of this guide.

MAINTENANCE

OFFICE HOURS

The Community Management Office is open Monday through Friday from 8:00 am to 5:00 pm.

DAMAGES

There is a charge for the cost of repairs, labor and material for any damage caused to the home, lawn, garage, carport and/or driveway by negligence of the resident and/or resident's family or guests. All payments are due within thirty (30) days of the date the repair is completed.

ENERGY AND CONSERVATION

The goal of energy and water conservation is to ensure that the essential needs of all residents are provided without waste. Energy conservation is a key element in WSMR's effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

- Limit thermostat settings to no higher than 68 degrees for heating and no lower than 78 degrees for cooling.
- Turn off or restrict the use of lighting for porches, carports, patios, and entrances, except when required for safety or security.
- Turn off or curtail the use of decorative lighting inside and outside.
- Do not operate portable electric heaters.
- Adjust thermostat settings of hot water heaters to reduce temperature to 105 degrees, except where dishwashers are in use.
- Use drapes, blinds and shades to allow entry of sunlight in the heating season and provide shade during hot weather.
- Close doors and registers to unused rooms.
- Turn off air-conditioning systems, reduce heating to 50 degrees, and close windows when away for an extended period of time (weekends, holidays or vacations).
- Operate dishwashers, clothes washers, and dryers only when fully loaded.
- Delay operation of heat-producing appliances to cooler periods of the day during the summer months.
- Use the lowest wattage lamp consistent with needs and turn off lights in unoccupied rooms.

- Operate kitchen exhaust fans to reduce cooling loads imposed by cooking appliances during the summer months.
- Change filters regularly. Do not obstruct duct outlet registers.
- Lower heating thermostats 5-10 degrees at bedtime.
- Use the shower in lieu of the tub for bathing.
- Self-cleaning ovens use large amounts of energy; consequently this feature should be used sparingly.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads.

HOME INSPECTIONS

Periodic inspections of homes will be conducted, as there is a preventative maintenance program to maintain and assess HVAC systems, appliances, smoke detectors, safety systems, and carbon monoxide detectors. Residents will be notified via newsletter, fliers and postings on their housing website at www.whitesandshousing.com as to which days maintenance personnel are scheduled to be at the resident's home to perform preventative maintenance. If the resident has a "Release to Enter" on file, it will not be necessary for the resident to be home in order to have the work performed. If the resident does not have this "Release" on file, the technician will leave a door hanger note indicating their attempt to perform the work and asking that they call to reschedule. All homes must be inspected at a minimum of two times per year to ensure that the fire and safety systems are operating properly.

LOCKS & KEYS

Only the residents listed on the Resident Responsibility Agreement will be issued keys to the home.

Residents are permitted to alter existing locks or install any additional locks with written permission of the Landlord. Permission is to be obtained by submission of a Request for Alterations Form. The permission will stipulate that the replacement lock must be of the same manufacturer of the existing lock and that the Community Management Office must be given a copy of the new key.

Should keys become lost, immediately notify the Community Management Office. The lock will be changed, and the resident will be assessed a \$50 replacement fee.

LOCK-OUTS

If a resident requests the Community Office to unlock the door of a home, the following charges will be incurred:

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

A resident listed on the Resident Responsibility Agreement must be present at the time that the door is unlocked and show proper identification.

MAINTENANCE EMERGENCY

Emergencies will be handled immediately.

Emergency situations consist of:

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

Contact the Community Management Office immediately for assistance when any of these situations occur.

MAINTENANCE SERVICE REQUEST

If a Resident requires routine maintenance, contact the Community Management Office or complete the service request on-line via the website at www.whitesandshousing.com

PEST CONTROL

Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices. For professional pest control treatments, residents should contact the Community Management Office.

Residents are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests
- Ensure windows and doors are screened and fit properly
- Repair holes or cracks that permit access the home, or request Maintenance to perform these tasks
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed
- Regularly remove excessive clutter in and around the home; debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods
- Promptly clean up spilled foods, crumbs, drinks, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and cat litter box daily and clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly

Failure to maintain a home as described above may result in charges for pest service or the termination of the Resident Responsibility Agreement.

A licensed pest control vendor will visit on a regular basis. A schedule will be made available through the community newsletter and posted on the Community website at

www.whitesandshousing.com. Requests for treatment may be made by contacting the Community Management Office. Depending on the type of pest problem, the resident may be charged for the service.

- If a resident is allergic to common pesticides or has any reaction at all, notify the Community Management Office.
- Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

Control of pests around the outside of homes includes those in trees and shrubs. Pest control services for such problems may be made by contacting the Community Management Office.

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

HOUSEHOLD REFUSE

All refuse must be on the curb before 7:00 a.m. on the day of pickup and empty garbage cans must be removed from the curb no later than 7:00 p.m. The pickup schedule is:

- Regular Refuse: Wednesday
- Bulk Refuse: Thursday

Household Hazardous Waste Disposal Guidelines

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

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

MOTOR OIL: No vehicle maintenance is allowed in the WSMR housing area. However, you should appreciate that the Auto-Craft shop located on post and off-post maintenance shops have collection points for motor oil.

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

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

BATTERIES: Small flashlight or calculator-type batteries can be disposed of with the regular trash.

Hazardous Material Minimization Center

The Hazardous Material Minimization Center (HMMC) has a Household Hazardous Material Conservation Program.

Most of the common household products everyone uses daily, such as cleaning products, are hazardous household materials.

You are encouraged to purchase amounts of products that can be used up easily; read and follow label safety directions, and, if you can't use it up, follow storage and/or the disposal guide for proper disposal. If you have unused portions of household hazardous materials, you may donate them to the HMMO.

Residents interested in obtaining one of the donated products may call the HMMO for a listing of available materials.

SELF-HELP SUPPLIES

The Community Management Office will stock complimentary self-help items for resident's use in maintaining their home. Such items will consist of shovels, rakes, HVAC filters, and seed.

COMMUNITY POLICIES

AIR CONDITIONERS

Resident owned air conditioners are prohibited. All homes have centrally installed heating and air conditioning units.

APPLIANCES

All homes are fully equipped with a stove, hood vent, refrigerator and dishwasher. The above listed appliances may not be removed or replaced with privately owned appliances. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes without written permission from the Community Management Office.

BOARDERS

Boarders or paying guests are prohibited.

BURNING AND BONFIRES

Burning rubbish or bonfires is prohibited.

CHILDCARE PROVIDERS

Childcare Providers are permitted within the WSMR family housing community in accordance with the Family Child Care (FCC) Program and authorization by Army Regulation 608-10. The provision of Family Child Care in government owned or privately owned family-housing units located on the installation, is a privilege extended to family members. Only qualified applicants who meet the standards will be certified. The Family Child Care Coordinator will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to provide a copy of proof of the Army insurance, which will be kept in the resident File in the Community Management Office.

Family Child Care is regulated, home-based childcare provided by certified military family members operating as independent contractors from government-owned or privately owned

housing. FCC is a subsidized program, through Appropriated Funds, providing an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC homes usually require minor modifications and equipment, which are handled through the FCC Coordinators. The Community Management Office must approve modifications that require permanent installation. Also, to assure proper installation, Community Management will arrange to install or supervise the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Landlord will repair any health, safety and maintenance concerns discovered during the FCC pre-certification, through the regular maintenance and repair program. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. The Army Risk Management Program (RIMP), a self-funded insurance program, provides liability coverage for FCC providers up to \$500K. RIMP will continue to provide liability coverage even in privatized military family housing. To request to become a FCC provider, residents need to contact the FCC Coordinator.

The TEN CHILD CARE HOUR LIMIT POLICY is in effect in your community. Adults may watch other people's children for up to ten childcare hours per week on a regular basis without being certified FCC providers. Children from the same family count as one child. The rule is intended to differentiate those who wish only to help out friends from those providing childcare services in their homes.

COMMERCIAL BUSINESSES

Requests for permission to conduct a home enterprise such as tailoring, tax preparation, dressmaking, cake decorating, hobby/crafts, manicures, and selling products such as Avon, Tupperware, Longaberger Baskets, etc. on White Sands Missile Range should be made in writing via the Community Manager. All Local, State, and Federal laws, regulations, and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through the command's officially sanctioned commerce (the PX). Utility payment requirements will be determined during the approval process. The Resident will pay for excessive utility consumption used in operation of the business.

To operate home businesses, other than in home childcare, the following conditions apply:

- Residents must have permission from Community Management and the RCI Asset Manager.
- Approval for home-based businesses is valid for one year.

- To renew, submit a letter to Community Management.
- The following paperwork must be provided with an application:
 - Business registration tax identification number (if applicable).
 - Any documentation of family housing solicitation privileges presently or previously extended on any military installation and/or the firm he/she represents. If privileges have previously been withdrawn, a statement regarding how and why they were withdrawn will be furnished (to include those allowed to expire though the passage of time).

DECORATING AND ALTERATIONS

Residents may wish to add customized accents to make their house feel more like home. While Community Management supports such projects, it requires Residents to secure authorization for alterations from the Community Manager prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, borders, ceiling fans, structural changes and remodeling. Also, attaching or removing fixtures requires management approval. Authorization may include a requirement to restore the alteration to its original condition.

- Only small nails or “J” hooks should be used for hanging items on walls.
- No nails, screws or hooks should be used on doors or cabinets.
- Adhesive wall mirrors, corkboards, paneling, etc. are prohibited on the walls.
- Only removable shelf paper should be used in cabinets.
- Tub decals are prohibited.
- Removal of window blinds is prohibited.
- Awnings, signs, window tinting or screen doors are prohibited.
- Alterations to fences, carports, garages, patios or balconies are prohibited.

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

DOOR-TO-DOOR SOLICITING

A few fund-raising programs approved first by the Community Manager and then by the Garrison Commander and announced in official bulletins will authorize door-to-door soliciting. Vendors or person distributing flyers will be asked to show their permit. Any other door-to-door solicitation is prohibited. Residents should notify the Security Directorate when peddlers or uninvited salespeople are encountered.

GASOLINE STORAGE

Petroleum or petroleum by-products necessary to operate lawn mowers or other small-motor home maintenance equipment and recreational conveyances may be maintained by Residents in quantities of 3 gallons or less provided that they are kept in approved Underwriter Laboratory (UL) containers and stored in covered areas outside of the dwellings. In the event of a leak from a vehicle or a spill of oil, gasoline, other petroleum or hazardous product, the resident will be responsible to clean up the area immediately and replace any contaminated soil with clean fill material.

GUESTS

Visitors and guests are welcome, but are subject to all rules contained in the Resident Responsibility Agreement and this Guide. Social visits of a temporary nature by residents or their family members are authorized. Residents are allowed a guest for 14 continuous days only and not more than 30 calendar days in a year without notifying the Community Manager. If at any time a guest is to remain in housing for more than 30 days, a Guest Request Form containing the name of the guest, age, date of arrival, and expected date of departure must be completed and submitted to the Community Management Office. The Community Manager has approval/disapproval authority for all requests.

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

House sitting is not authorized without permission of the Community Management Office.

HEATERS

The use of kerosene heaters or other heaters using combustible materials or fluids and open coil heaters is prohibited.

HOLIDAY DECORATIONS

Holiday decorations can be displayed 30 days prior to the holiday and removed within 14 days after the holiday. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.

HOME ALONE & JUVENILE CURFEW

Home Alone

Residents are responsible for the safeguard and control of all family members. In accordance with CG-05-01, of The Commander's Guidance Supervision of Children and Curfew:

- Supervision is necessary for the protection, care, and management of children and youth. The safety and well-being of children and youth is a priority.
- Parents are held accountable for their decisions regarding their child's/children's supervision and any misconduct by juveniles/adolescents. The following provide the standards for the supervision of children and youth on WSMR:
 - Children 5 years and younger will be attended at all times. This age group requires close supervision and must be under direct contact of a supervisor at all times.
 - Children, 6-10 years old, should be afforded protection provided through indirect contact, close enough to see and hear the child(ren).
 - Kindergarten and elementary school children in grades K-6 (generally 5-10 years of age) will not be in self-care or home alone on a *regular basis* during weekday, school-out, vacation and/or summer out of school time.
 - Direct supervision requirement is based on the local school configuration, *not the age of the child*.
 - Middle School youth in grades 6-8 (11-13 years old), may be in self-care or home alone. However, the time frame should not exceed four hours without verified arrangements with friends or relatives to check on their behavior or whereabouts; via either the telephone and/or in person.
- We recommend that all childcare providers, whether attending younger children in their own home or another resident's home, be at least thirteen (13) years of age and have completed the Red Cross Babysitting Course or similar course whose curriculum has been approved by Child Youth Services (CYS).
- Additionally, we recommend that adolescent baby sitters not watch more than two children at one time with no more than one of these children being under the age of two years.
- Residents will ensure that their children respect and do not damage private property. Fireworks, air rifles, pellet guns and all firearms will not be discharged anywhere within the community.

Juvenile Curfew

- Any child twelve (12) years and younger will not be in a public place on WSMR from 2200 to 0600 Sunday through Thursday and between 2300 to 0600 Friday, Saturday and holidays.
- Any child between the ages of thirteen (13) and seventeen (17) years will not be in a public place on WSMR from 2300 to 0600 Sunday through Thursday and between 2400 to 0600 Friday, Saturday and holidays.

For the purpose of this policy, a public place is defined as any location other than a child's own home and yard or the home and yard where child is an invited guest.

There is no curfew violation if the child was in a public place during the established curfew hours and was:

- Accompanied by a parent or legal guardian.
- Accompanied by an adult at least twenty-one (21) years old and with parental or legal guardian permission.
- Attending a school, religious, community, government-sponsored or work activity. This includes the travel to and from the activity and travel during the activity (i.e. newspaper carriers).
- In a public place as a result of parental direction or to make an emergency errand (i.e. seeking medical assistance)

HOT TUBS/WHIRLPOOLS/SPAS

Hot tubs, whirlpools and spas in any home are prohibited.

ILLEGAL OR UNAUTHORIZED ACTIVITY

All residents, whether tenants or others residing/visiting them at WSMR, are required by the Resident Responsibility Agreement to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Resident Responsibility Agreement and/or limitation or denial of access to WSMR.

LANDSCAPING

Residents are responsible for maintenance of the fenced in area of their backyards. Shrubs must be trimmed to the proper height. Damages to lawns caused by swings, pools, trampolines, decorations, etc. will be repaired and billed to the resident.

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

Flower Gardens

Residents may plant annual and/or perennial flower gardens in beds in front, rear and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office

along with the Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. The resident, at their expense, will return the altered area to its original condition prior to vacating housing. Residents in newly constructed areas that remove landscaping plants will be charged for those plants.

Vegetable Gardens

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

Watering of Lawns

Even numbered addresses may only water on even numbered calendar days. Odd numbered addresses may only water on odd numbered days. Watering during weekdays will only be accomplished from 0500 to 1000 and from 1700 to 2200. On weekends and holidays all lawns can be watered from 0500 to 1000 and from 1700 to 2200 regardless of whether it is an even or odd calendar day. Residents will ensure that water does not run off onto the street or sidewalks or any other paved areas.

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

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

LITTER CONTROL

Residents are responsible for picking up trash in their yards. In addition to keeping your community clean and beautiful by:

- Using tightly covered trashcans. Bag and tie all garbage and trash bags. Do not leave trash sitting out for pets, wild animals, or the wind to ravage.
- Placing litterbags in cars and being sure to utilize them.
- Picking up trash when seen.
- Coordinating and supporting the cleanup projects.

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his/her part to keep his or her community litter-free.

NOISE

Be considerate of neighbors. Residents must refrain from making or permitting any disturbing noises by their family members or guests. Any noisy or boisterous conduct, including the loud playing of stereos, televisions or musical instruments, which would disturb the peace and quiet enjoyment of other residents, is absolutely prohibited. Car stereos must be turned down when driving within the community.

PACKAGES

Residents may authorize the Community Management Office to accept mail/UPS/Federal Express, etc. packages on a resident's behalf. This service is provided as a convenience. Packages are to be picked up within 48 hours of notice of arrival. Failure to do so will result in Community Management returning the package to the delivery service.

PARKING, VEHICLES, MOTOR VEHICLES, GARAGES AND CARPORTS

Motor vehicles are to be parked in the garage, under the carport, in the driveway or in authorized parking areas, in that priority. At no time will motor vehicles be allowed to be parked/driven on the grass or curb. Any violation of this regulation will result in the vehicle being towed at the resident's expense.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks.

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

Repairs of any nature to vehicles are prohibited in the community. The Auto Hobby Shop is located in Building 1431 and may be utilized to perform these tasks.

Parking in excess of 24 hours for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community.

Vehicles must be registered with the Community Management Office and display a WSMR parking decal. Inoperable, unlicensed, or abandoned vehicles will be towed away at the resident's expense. At no time will vehicles be permitted to be on jacks.

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

PETS

Resident Responsibilities

All pets must be registered with the Community Management Office by completing the Pet Addendum when signing the Resident Responsibility Agreement. If additional pet(s) are acquired after move-in, then the resident must update the Pet Addendum within ten (10) days.

All pets are required to be registered at the WSMR VTF within 10 days of arrival or after taking ownership of the animal. Veterinary records, including Rabies vaccination, will be required for this registration. If there is not a vaccination history, a new record will be started after the pet has received the appropriate treatment/vaccination history, a new record will be started after the pet has received the appropriate treatment/vaccination for the pet's age and history.

All pets *must* be kept current with vaccinations, testing, and/or treatments. All dogs and cats must wear their current rabies vaccination tag on their collar or harness.

The term "pet owner" will include any person owning, keeping, or harboring an animal. The service member residing in WSMR shall be deemed the pet owner of any pet owned, kept, or harbored within their home. Two domestic pets are allowed per home. Dogs and cats are permitted in the home provided they do not become a nuisance to the community or the Community Management Team.

Owners will be held responsible for compliance with current directives and for any damage caused by their pets.

Residents are responsible for removing their pets' solid wastes throughout all areas.

Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are moving out will not abandon any animal. Unwanted pets should be placed up for adoption.

The privilege of keeping a pet in homes may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. For example, an animal may be deemed a nuisance if it:

- Habitually or repeated barking in such a manner or to such an extent that it disturbs others.
- Interferes or obstructs persons engaging in exercise or physical activity.
- Defecates on the lawn of a home not occupied by its owner.
- Habitually violates the leash law.

Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

Owners of pets are encouraged to maintain additional liability insurance in the event that their animal bites another person or animal.

Control of Pets

Pets will not be permitted to run loose. A Letter of Caution may be issued or the privilege of having a pet may be revoked if a resident or guest routinely violates the leash law. When pets are not penned, they will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time. Pets may be left in fenced-in-yards for short periods of time with proper food, water, and shelter.

All dogs may not be unattended unless confined indoors, or outdoors in a securely enclosed and locked pen, or other approved structure designed to completely restrain the animal. The Community Manager, or a representative of the Community Manager, will determine if the structure used to restrain the animal is sufficient. Anytime a dog is outside the above confined secured areas, it must, at all times, be securely leashed and under the control of the owner or his representative.

Doghouses are allowed in homes with yards with authorization from the Community Manager. A Request for Alteration Form must be submitted to the Community Management Office. Doghouses shall conform to the size of the dog, standards of good taste, and shall not detract from the appearance of the property. It must be painted to match the color of the home or painted white and kept to the rear at all times. Residents are required to remove the doghouse and return the area to original condition with grass seeding at resident's expense.

Prohibited Animals

The following breeds are not permitted at White Sands Missile Range: Akita, Chow, Doberman, Pit Bull, Rotweiller, American Staffordshire Terriers, English Staffordshire Bull Terriers, wolf hybrids or any other breed with dominant traits geared toward aggression.

Breeding or raising animals in housing is prohibited.

Farm, exotic and wild animals are not allowed in family housing. These animals include all animals normally used as work animals and those kept for the production of food, or opossums, raccoons, and any other species of animal not usually considered to be domestic.

Animal Bites

All humans scratched or bitten by an animal are considered to be potentially exposed to rabies and should report to a medical facility for treatment. The animal must be transported to the nearest Veterinary Facility for examination. The Community Manager must also be notified.

A Letter of Caution may be issued or the privilege of having a pet in family housing may be revoked as a result of a pet biting a person or another animal.

Pet Violations

Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office.

PLAYGROUNDS

Playgrounds are located throughout WSMR neighborhoods. The streets and neighbors' yards are not to be used as children's playgrounds.

Children under the age of six (6) years are not permitted on playgrounds without adult supervision.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed or altered. No personal equipment will be installed in the playgrounds.

SKATE PARK

The skate park is to be used at Resident's own risk.

PLUMBING FIXTURES/EQUIPMENT

The plumbing fixtures/equipment in the bathrooms and kitchens are not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diapers, tampons, sanitary napkins, or other obstructive substance shall be thrown into the toilets.

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or non-food in disposal or sink. Residents will be responsible for all damages resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and once hardened, thrown in the trash. Misuse may result in sewer line back-ups that present unsanitary conditions that could overflow in to the yards. Furthermore, such back-ups could potentially result in damage to your household goods and the inconvenience of water outages while repairs are undertaken. Your assistance in keeping our sewer lines healthy is appreciated.

Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Upon move-out, the final inspection will confirm the presence of aspirators and low-flow showerheads. Residents will be charged for the replacement of missing devices.

SATELLITE SYSTEMS (TV)

Satellite systems are permitted. Satellite dishes no larger than one meter in width may be approved for installation. In order to ensure installation does not damage homes or detract from the appearance of the homes or the community, written approval of the system and installation must be given by the Community Manager.

Television and radio antennas are prohibited.

All requests for satellite installation must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

SIDEWALKS, DRIVEWAYS, PARKING, YARDS, PORCHES, PATIOS & BALCONIES

To preserve a crisp, clean appearance in your housing communities:

Bikes, toys, patio furniture and lawn equipment, when not in use, should moved to the back yard or garage.

Patio furniture, used daily, properly maintained and in good taste may remain on the patio/balcony or in the yard area when not in use.

Couches, chairs or other furniture not built or intended for outdoor use is prohibited.

Back yards are expected to be well-maintained and neat in appearance.

The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is not in the best interest of all residents and is prohibited.

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

Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited.

Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance. When not in use, these items may not be stored in the driveway.

Skateboard ramps are prohibited.

Storage on patios, balconies, or in carports is prohibited.

Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from the Community Manager prior to installation. The resident must submit a Request for Alterations Form to the Community Management Office. Equipment must be whole and without defect so that it does not present a health and safety risk. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by use of said equipment.

Portable barbecues are permitted to be used as long as they are 5 feet away from any building or structure.

Residents are not allowed to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized; however, they should not be located in a position that encourages children to play in the street.

Umbrella type clotheslines may be used in the backyard. Clotheslines of any kind are not permitted on patios or balconies.

Failure to comply with these provisions may result in the termination of the Resident Responsibility Agreement.

SMOKE & CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Community Management Office. Residents agree to immediately report a malfunctioning device to the Community Management Office.

SNOW REMOVAL

Residents are responsible for snow and ice removal on their sidewalks and driveways.

SPEED LIMIT

The speed limit is 15 MPH. If children are in or around the street or poor weather conditions exist, 15 MPH may be too fast and you are expected to drive accordingly. There are too many children and the risk is too high for the speed limit not to be **STRICTLY ENFORCED. DO NOT SPEED.**

STORAGE BUILDINGS

Storage sheds are permitted with the permission of the Community Management Office. Please contact the Community Management Office for the specifications and requirements.

All requests for Storage Buildings must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.

SWIMMING & WADING POOLS

The use of swimming pools is prohibited. Small wading pools up to 6 feet in diameter and one foot in depth are permitted in the backyards only. When wading pools are in use by children, adult supervision is required. When wading pools are not in use, they must be emptied and stored. By ensuring these wading pools are emptied and stored when not in use, this will help to prevent them from becoming a breeding ground for mosquitoes.

TRAMPOLINES

Trampolines are prohibited.

WATERBEDS

Use of waterbeds is authorized on first floor bedrooms only. Residents will be held liable for any damages caused by the use of a waterbed.

WEAPONS POLICY

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

All privately owned permitted weapons must be registered with the Provost Marshal's Office prior to moving in or within three (3) days after obtaining the weapon. All Post and local laws regarding firearms must be met.

All firearms should be kept in an unloaded condition. All firearms and other potentially dangerous weapons must be stored kept out of children's reach and access.

Violations of the Weapons Policy may be grounds for termination of the Resident Responsibility Agreement.

WINDOW COVERING

All blinds that have been provided must remain in place.

PHONE NUMBERS

Emergency	911
White Sands Missile Range Military Police Non-emergency	505-678-1234
Fire Department Non-emergency	505-678-1234
Ambulance	911
White Sands Missile Range Clinic	
• Treatment Room	505-678-1403
• Appointment	505-678-0300
Poison Control Center	800-222-1222 800-492-2414
Dona Ana County Humane Society	505-382-0018
WSMR VTF	505-678-2683
Balfour Beatty Communities Management Office	505-678-4463
Balfour Beatty Communities Work Order Desk	505-678-4692
Phone Company	
• Information Operations Directorate	505-678-1111
ComcastCable TV Company	
• Customer Service	505-523-2531