

Welcome to Your New Home!

This Resident Guide has been designed to familiarize you with all the facilities and services available within housing the community for Portsmouth Naval Shipyard (PNSY).

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 addressed in this guide, please do not hesitate to contact the Balfour Beatty Communities Management Office. Our management personnel are trained professionals who are committed to your satisfaction.

Sincerely,

Balfour Beatty Communities

[www.nsyportsmouthhomes.com](http://www.nsyportsmouthhomes.com)

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## GENERAL INFORMATION

### PRIVATIZATION

Portsmouth Naval Shipyard (PNSY) is one of numerous Navy installations to begin privatizing their family housing communities. As such, Balfour Beatty Communities, a private partner with the Navy, is proud to assume responsibility for Resident's housing needs. The Balfour Beatty Communities Management Office stands ready to assist Residents in every possible way to offer superior quality housing services while at PNSY and make their stay, a pleasant and memorable one.

### MANAGEMENT OFFICE

The Community Management Office is located at:

67 Philbrick Avenue  
Kittery, Maine

Telephone: 207-439-5052

[www.nsyportsmouthhomes.com](http://www.nsyportsmouthhomes.com)

## COMMUNITY POLICIES

### ABSENCE FROM HOMES

Any family that expects to be absent from their homes for more than 72 hours is required to complete a Leave Information Form at the Balfour Beatty Communities Management Office. The information includes the period you will be absent, the name of a friend or neighbor who will check the home daily, and if appropriate, the name of the person responsible for the home and yard care during your absence.

If you are going to be away for several days, stop deliveries of newspapers and any other items that you have delivered. Notify the Post Office to place a stoppage on your mail while you are gone. Do not completely close your shades or blinds. A home that looks empty invites intruders. It is your responsibility to have your lawn mowed or snow removed from your walkways and driveways, make the appropriate arrangement to ensure this maintenance is kept up

Do not turn off the heat during the cool season while you are away from your home.

Residents may be held responsible for damage occurring to their homes in their absence. Contact the Balfour Beatty Communities Management Office before family members leave for any extended absences out of the area. If the resident does not notify the office of an extended leave and follow the delineated procedures, the resident will be held liable and responsible for all damage and subsequent repairs. It should be noted that the damages will not be covered by the personal property insurance of the service member, due to their negligence.

### ADDRESSES

If you are assigned to one of the two, three or four bedroom homes at Admiralty Village, your mailing address will be Kittery, ME 03904.

If you are assigned to one of the Married Officers Quarters (MOQ's), your mailing address will be PO Box \_\_\_\_\_ (Quarters/Letter), Portsmouth, NH 03804-2146.

In either case, you are considered to be living in Maine. Your children will attend Kittery schools.

### AIR CONDITIONERS

In order to install an air conditioner in your home you must submit a written request. You must receive the approval of the Community Management Office before installing the air conditioner.

Only 110-volt air conditioners are authorized. Air conditioners are to be installed no earlier than June 1st, and removed or covered up by October 1st of each year. Air conditioners may remain in the windows if they are properly covered during the cold weather period. Filler inserts between the air conditioner and the window frame should be either acrylic or plywood painted white. Units with central air conditioning are not permitted window 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 unless approved by the Community Manager. The standard appliances listed above may NOT be moved in any way that alters 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.

Chimneys and outdoor fireplaces are prohibited.

### **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 obtain authorization 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.

***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**

Door-to-door solicitation is prohibited. Residents should notify the Community Management Office when peddlers or uninvited salespeople are encountered during business hours.

### **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 our 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:

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the heating season, turn thermostat back to the lowest setting but not lower than 68 degrees to prevent water lines from freezing
- If the home will be vacant for during the air conditioning season, turn the air conditioning off
- 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
- Run dishwasher when fully loaded
- Take short showers instead of baths
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads
- Do full loads of laundry and make sure the water level is right for the size of the load
- Turn off lights when not needed in unoccupied areas such as garages and outdoor areas during the daylight hours
- To prevent freezing in the winter please allow the faucet to drip

### **FLAMMABLE LIQUID, HAZARDOUS AND DANGEROUS MATERIALS STORAGE**

Residents may not store hazardous materials (flammable, combustible, toxic or corrosive), including but not limited to prohibited chemicals, compounds, asbestos, explosive agents or materials, car batteries, tires or oil-based paint, on the premises or elsewhere in the housing areas. 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.

Commercially available compounds and chemicals such as fertilizer, acid, lime, weed killer, and pesticides used for yard and home entryway maintenance may be stored in limited quantities in covered areas outside of the dwellings. Please see Weapons and Explosive Policy.

In no event shall any of the above-named or other hazardous materials be disposed of by Residents in trashcans, dumpsters, or down storm water drains located in the housing areas.

Any spills of hazardous materials on the premises or elsewhere in the housing areas shall be immediately reported by Residents to the Community Management Office.

### **FIREPLACES**

Many of the Officer's Homes have working fireplaces. They are inspected and cleaned periodically. You are responsible for obtaining and storing your own wood supply. Do not stack the wood against the house.

### **GUESTS**

Visitors and guests are welcome, but are subject to all rules contained in the Lease and this Guide. Social visits of a temporary nature by Residents or their family members are authorized. Residents are allowed a guest for only 14 continuous days 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.

A visit is bona fide only if the guest is present at the invitation of the host. 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 / MECHANICAL ROOMS**

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited. Space heaters are prohibited.

Do not use the electric stove or oven for heat.

Do not block access to the mechanical room. Use of the mechanical room for storage is prohibited.

Admiralty Village has 195 units that have oil fired furnaces located in the Utility Room. Five units have forced hot water heat. At move-in you will receive information about your heating system. If you have oil heat, it is your responsibility to replace the furnace filter on a monthly basis. Filters are available, free of charge, in the management office. Your heat is controlled by a thermostat in your living room. Air intake registers must be kept dust-free and unobstructed. Furniture must not block the airflow to the furnace.

Heat in the majority of the Officer Homes is provided by the Shipyard Steam Plant. It is either steam or forced hot water. The heat is usually turned on in October and shut off in April, depending on the weather. You can control the heat in your home by the thermostat and the control on the radiators. The steam system may cause the radiators to “knock and bang” from time to time. Continuous banging indicates air in the system. You will need to “bleed” your radiators. Your system will be explained at move-in.

Utility Rooms in Admiralty Village are not to be used for storage, other than laundry products. Due to the proximity of the furnace, it is a fire hazard to store clothing laundry, newspapers, or trash in this area. The Utility Room is not a safe place for a family pet, they are prohibited from that area. The Utility Room is equipped with a self-closing safety door, which is to be kept closed at all times. There is a floor drain just in case your washer overflows.

## **HOLIDAY DECORATIONS**

Holiday decorations can be displayed 30 days prior to the holiday and removed within two weeks 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**

Residents are responsible for the safeguarding and control of all family members.

- Supervision is necessary for the protection, care, and management of children and youth. Their safety and well-being is a priority.
- Parents are held accountable for their decisions regarding their child's/children's supervision and any misconduct by juveniles/adolescents.

- Parents are expected to consider carefully the amount of responsibility their child can successfully assume before leaving them alone. Before leaving any child alone, special consideration should be given to circumstances that place the child at an increased risk for harm such as the child's medications, physical disabilities, substance abuse issues, or a previous pattern of behavioral difficulties or misconduct. The following provides general guidelines for the supervision of children and youth--
- Children from birth – eleven (11) years of age should not be left alone for any length of time
- Children twelve (12) and older should not be left overnight or for an extended period of time (defined as 9 consecutive hours am/pm without a responsible adult supervisor who is 18 or older. Parents should insure that any unattended child over age eleven has the proper support system, including phone numbers of parents, other family members or neighbors, information about personal safety, and what to do in an emergency
- Family Child Care (FCC) is defined as care provided by private individuals in their home. Contact the Community Management Office for guidelines
- Adolescent baby sitters should not watch more than two children at one time -- with no more than one of these children being under the age of two years
- All potentially dangerous items, such as matches, drugs, poisonous materials, flammable materials, etc. should be kept out of the reach of children at all times
- Residents should ensure that their children respect private property and do not engage in activities that may injure others. Fireworks, air rifles, pellet guns, paint guns and all firearms will not be discharged anywhere within the community
- Child abuse or negligence should be reported first to the appropriate authorities

## 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, and carbon monoxide detectors. Residents will be notified via newsletter, fliers and postings on their housing website at [www.nsyportsmouthhomes.com](http://www.nsyportsmouthhomes.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 the attempt to perform the work and asking the Resident to call to reschedule. All homes must have their fire and safety systems inspected at a minimum of two times per year.

Inspection of Resident homes in relation to ground maintenance and general appearance will be unscheduled. If required, a notice will be issued to Residents advising which conditions need to be corrected. A re-inspection will occur in two (2) days to confirm that corrective action was taken to correct all deficiencies.

## HOT TUBS, WHIRLPOOLS, SPAS

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

## HOUSEHOLD HAZARDOUS WASTE

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

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

**Motor Oil and Vehicle Batteries:** No vehicle maintenance is allowed in the community area. The MWR Auto Hobby Shop does accept vehicle batteries, rents bay lifts for a small fee for vehicle maintenance and disposal of motor oil.

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

**Lamps:** Light bulbs can be disposed of with regular trash.

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

## **Disposal Guide**

Residents should purchase amounts of products that can be used up readily, read and follow label safety directions. If the product cannot be used up, you should follow label safety and storage instructions and/or the disposal guide for proper disposal.

The U.S. Environmental Protection Agency recommends non-hazardous alternatives for common household products. Please consider these guidelines for any household cleaner or pesticide.

If you suspect a waste item may be hazardous waste, it may be taken to the Hazardous Waste Storage Facility (Building 357 on the Shipyard) for proper disposal. Following are some of the items that will be accepted for disposal:

|                                    |              |
|------------------------------------|--------------|
| Antifreeze                         | Grease       |
| Batteries (all types)              | Oil          |
| Cleaning Supplies                  | Oven Cleaner |
| Computer Monitors (non-functional) | Paint        |

Fingernail polis/remover  
Fluorescent Lights (lamps & bulbs)  
Gasoline

Solvent  
Thinners  
Clean-up material from oil or gas spills

The list is not all-inclusive. There may be items not listed that can be accepted. Wastes not accepted by the HWSF include: regular garbage, medical wastes, and explosives. Please feel free to call the Shipyard points of contact for hazardous waste management should you require further information. Contact the facility prior to taking the items over for disposal. Items will be accepted Monday through Thursday from 0600-1430 hours. For further information, please contact the Community Management Office.

| Household Cleaner             | Alternative  |
|-------------------------------|--|
| <b>Drain cleaner</b>          | Use a plunger or plumber's snake.  |
| <b>Oven cleaner</b>           | Clean spills as soon as the oven cools using steel wool and baking soda; for tough stains, add salt (do not use this method in self-cleaning or continuous-cleaning ovens).  |
| <b>Glass cleaner</b>          | Mix 1 tablespoon of vinegar or lemon juice in 1 quart of water. Spray on and use newspaper to wipe dry.  |
| <b>Toilet bowl cleaner</b>    | Use a toilet brush and baking soda or vinegar. (This will clean but not disinfect.)  |
| <b>Furniture polish</b>       | Mix 1 teaspoon of lemon juice in 1 pint of mineral or vegetable oil, and wipe furniture.   |
| <b>Rug deodorizer</b>         | Deodorize dry carpets by sprinkling liberally with baking soda. Wait at least 15 minutes and vacuum. Repeat if necessary.  |
| <b>Silver polish</b>          | Boil 2 to 3 inches of water in a shallow pan with 1 teaspoon of salt, 1 teaspoon of baking soda, and a sheet of aluminum foil. Totally submerge silver and boil for 2 to 3 more minutes. Wipe away tarnish. Repeat if necessary. (Do not use this method on antique silver knives. The blade will separate from the handle.) Another alternative is to use nonabrasive toothpaste. |
| <b>Plant sprays</b>           | Wipe leaves with mild soap and water; rinse.   |
| <b>Mothballs</b>              | Use cedar chips, lavender flowers, rosemary, mint, or white peppercorns.   |
| <b>Flea and tick products</b> | Put brewer's yeast or garlic in your pet's food; sprinkle fennel, rue, rosemary, or eucalyptus seeds or leaves around animal sleeping areas.   |

**DO NOT** mix anything with a commercial cleaning agent.

If you do store a homemade mixture, make sure it is properly labeled and do not store it in a container that could be mistaken for food or beverage.

When preparing alternatives, mix only what is needed for the job at hand and mix them in clean, reusable containers. This avoids waste and the need to store any cleaning mixture.

### **ILLEGAL OR UNAUTHORIZED ACTIVITY**

All Residents, whether tenants or others residing/visiting them on installation housing, are required by the Lease to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Lease and/or limitation or denial of access to housing.

### **LANDSCAPING**

Lawn care including mowing, edging, raking and leaf clean-up, is the responsibility of the Resident. Your yard is defined as extending to the edge of adjacent streets, parking lots or halfway points between other buildings. In most areas, if your home borders on the backside of one of the common grounds, the area extending 25 feet back and/or 25 feet on the side is your responsibility. Damages to lawns caused by swings, pools, decorations, etc. will be repaired and billed to the Resident.

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

- 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 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
- Decorative water features such as decorative ponds are prohibited
- No fences or decorative fencing may be installed without permission from the Balfour Beatty Community Management Office
- The Resident, at their expense, will return any 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

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 besides a small flowerbed 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. You should help keep your community clean and beautiful by:

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

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.

**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 Lease must be present at the time that the door is unlocked and show proper identification.

**NOISE**

Be considerate of neighbors. Residents should 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 disturbs the peace and quiet enjoyment of other residents, is prohibited. Car stereos should 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 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 should be parked in the garage, under the carport, in the driveway or in authorized parking areas, in that priority. At no time should motor vehicles be parked or driven on the grass or curb. Any car violating this regulation may be subjected to towing at the Resident's expense.

### ***On Street Parking Is Prohibited During A Snowstorm.***

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

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

Repairs of any nature to vehicles are prohibited in the community. An Auto Hobby Shop is located in Building 320 to perform repairs.

Personally owned vehicles may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc. are not left to accumulate.

Washing vehicles on grass areas is prohibited.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the communities.

Inoperable, unlicensed, or abandoned vehicles may be towed at the Resident's expense. Vehicles on jacks or jack stands are prohibited.

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.

Utilizing a vehicle as a storage bin is prohibited. Keeping flammables, chemicals and other fluids, (such as gasoline, motor oil, transmission fluid and radiator fluid) in garages is prohibited.

Carports should remain clean, neat and free of debris at all times. The carport should only be used for an operational, registered and licensed vehicle. Repairs to vehicles are prohibited. Utilizing a carport as a storage bin is prohibited. Flammables, chemicals and other fluids, (such

as gasoline, motor oil, transmission fluid and radiator fluid), are prohibited from being kept in carports. Tires that are not in use should be recycled.

## **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 to 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. 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 properly maintain your home by taking the actions as described above may result in charges for pest service or the termination of the Lease.***

A licensed pest control vendor will perform control treatments in every residence on a requested basis. A schedule of the vendor's days will be made available through the community newsletter and posting on the website. Requests for treatment may be made by contacting the Community Management Office.

- 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, persons who are aged, pregnant, have heart, liver or respiratory problems or 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 these types of problems may be made by contacting the Community Management Office.

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

## **PLAYGROUNDS**

There are playgrounds located throughout the community. The streets and neighbors' yards are not to be used as 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.

Pets are restricted from playground areas.

## **PLUMBING FIXTURES/EQUIPMENT**

The plumbing fixtures/equipment in the bathrooms and kitchens is not to be used for any purpose other than that for which they were constructed. Rubbish, rags, disposable diapers, tampons, sanitary napkins, or other obstructive substance should not be thrown in to 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. Introduction into the plumbing system may result in sewer line back-ups that present unsanitary conditions that could overflow into the yards. Furthermore, such back-ups could 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, and Residents charged for replacement of missing devices.

### **REFUSE COLLECTION**

Please see the Balfour Beatty Community Management Office for scheduled routine recyclable and refuse pickup.

Trash may be placed out for pickup no earlier than 1900 (7:00 p.m.) the day before pickup is scheduled and all receptacles will be removed by 1900 (7:00 p.m.) the day trash is picked up. All bulk trash must be removed prior to the final inspection.

### **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 for the system and installation must be given by the Community Manager.

Television and radio antennas are prohibited. Ham radios and CB's are prohibited.

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

### **SELF-HELP SUPPLIES**

The Community Management Office will stock self-help items for the use of Residents in maintaining their home, including shovels, rakes, furnace filters and seed.

### **SIDEWALKS, DRIVEWAYS, CARPORTS, PARKING, YARDS, PORCHES, PATIOS, BALCONIES**

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

- Bicycles, toys, patio furniture and lawn equipment, when not in use, should be placed inside your home, storage room or back yard
- Carports should be kept clean and free of oil, clutter, leaves, ice, snow, and other personal belongings. Vehicles (cars, bicycles, strollers, recreational equipment, boats, motorcycles, snowmobiles) may be parked here. The carport is not to be used for storage of personal items (garden tools, car parts, tires, work benches, furniture, lumber, toys or boxes)
- Patio furniture, used daily, properly maintained may remain on the patio/balcony or in the yard area
- Couches, chairs or other furniture not built or intended for outdoor use should not be left outdoors
- Back yards should be well-maintained and neat in appearance
- Balconies should be well-maintained and neat in appearance
- Baseball, field hockey, lacrosse, soccer or other such games, and practicing golf in areas that are not designated for such are 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 should not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance. When not in use, such items should not be left 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. Resident must submit a Request for Alterations Form to the Community Management Office. Equipment must be whole and without defects so that it does not present a health and safety risk. Resident is responsible for the safety, supervision, and upkeep of equipment, and restoration of damaged areas of turf or landscape caused by use of said equipment
- Portable barbecues are prohibited except in designated areas and must be used at least 10 feet from any structures
- Residents should not attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized; but should not be located in a position that encourages children to play in the street
- Clotheslines of any kind are prohibited

***Failure to comply with these provisions may result in the termination of the Lease.***

### **SMOKE AND CARBON MONOXIDE DETECTORS**

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

### **SNOW AND ICE**

During the winter, Residents should clear the snow and ice off their driveway and any sidewalks between your unit and the street within 12 hours of completion of the storm. Mail will not be delivered unless snow and ice are removed from your area. Resident may be liable for any injuries incurred due to failure to keep your areas of responsibility clear of snow and ice.

***On Street Parking is Prohibited During a Snowstorm.***

School cancellation notifications due to severe weather will be broadcast on local radio stations WTSN AM 1270 and WOKQ 97.5 FM. The Kittery fire siren will signal with 1 LONG BLAST at approximately 0600. Channel 6 (Portland) and Channel 8 (Poland Springs) will also broadcast school cancellations.

### **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.

The presence of so many children and the risk that accompanies driving faster than conditions dictate means that the speed limit will be ***STRICTLY ENFORCED.***

***Do NOT speed.***

### **STORAGE BUILDINGS**

Storage sheds are permitted in the backyards only and must be kept within your area of responsibility. Storage of flammable items is prohibited. Please see Flammable Liquid, Hazardous and Dangerous Materials Storage in this Resident Guide.

### **SWIMMING AND WADING POOLS**

Swimming pools are prohibited. Small wading pools up to six (6) feet in diameter and one (1) 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, you will prevent them from becoming a breeding ground for mosquitoes as well as a safety hazard.

### **TRAMPOLINES**

Trampolines are prohibited.

### **WATERBEDS**

Waterbeds are permitted as long as the resident provides proof of Renter's Insurance that includes liability coverage for waterbed damages. Waterbeds are permitted in first floor bedrooms only in MOQ's. Due to structural circumstances, waterbeds cannot be filled with water and used in second floor bedrooms in the MOQ's.

### **WEAPONS AND EXPLOSIVES POLICY**

The term "Weapon" includes any firearm (including BB guns, paint guns, air guns and blank cartridge guns), bow and arrow, a knife blade longer than 3", and any instrument of a like nature or purpose.

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 Weapons Officer prior to moving in or within three (3) days after obtaining the weapon. The Weapons Officer can be reached at 207-438-1488.

All Base, state, and local laws regarding firearms must be met as also described in the Resident Rules and Regulations.

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

All weapons must have a trigger-locking device in place when not in use.

The term "Explosives" shall include nitroglycerin, dynamite, live grenades, rockets, fireworks, or other compounds or items of a like nature or purpose. Explosives of any nature are prohibited in the housing areas.

Fireworks, air rifles, pellet guns, paint guns and all firearms will not be discharged anywhere within the community.

***Violations of this Policy may be grounds for termination of the Lease.***

### **WINDOW COVERINGS**

All blinds that have been provided must remain in place. Resident will be responsible for damaged window coverings.

### **WINTERIZATION**

Resident should remove hoses from outside spigots.

If the homes have interior water shut-off valves, they are to be turned to the "off" position prior to draining the outside spigots. The outside spigots should be kept in the open position throughout the winter.

**PHONE NUMBERS**

|  |                  |
|--|------------------|
| Emergency (Fire/Police/Ambulance).....   | 911              |
| • Kittery Police/Fire Department (non-emergency) .....   | 207-439-2771     |
| • Dog Officer .....  | 207-439-1638     |
| <br>Residents of Officer’s Homes   |                  |
| • DOD Police Emergency .....   | 207-438-2444     |
| • Non-Emergency .....  | 207-438-2230     |
| • PNSY Fire Emergency .....  | 207-438-2333     |
| • PNSY Fire Non-Emergency .....  | 207-438-1896     |
| • Ambulance .....  | 207-438-2555     |
| <br>Base Security (non-emergency) .....  | <br>207-438-2230 |
| <br>Medical Appointments .....   | <br>207-438-4940 |
| <br>NH Poison Information Center (inside NH).....  | <br>800-222-1222 |
| • Outside NH .....   | 603-650-8000     |
| <br>Poison Control Center (Maine) .....  | <br>800-442-6305 |
| <br>State Police (NH).....   | <br>800-525-5555 |
| <br>Community Management Office .....  | <br>207-439-5052 |
| <br>Central Maine Power Company.....   | <br>800-750-4000 |
| <br>Cable TV Company   |                  |
| • Comcast.....   | 888-633-4266     |
| <br>Phone Company  |                  |
| • Verizon.....   | 800-474-9999     |
| <br>(When requesting new service, if they cannot find your street listed, ask them to look under<br>Portsmouth, NH for your Kittery, ME address as we share a phone book.) |                  |

~ NOTES ~