

# **NEW ORLEANS NAVY HOUSING, LLC RULES & REGULATIONS**

**NEW ORLEANS NAVAL COMPLEX**

**The following Rules & Regulations are an addendum to the lease to units in The Village at Federal City, and, Naval Air Station Belle Chasse. As such, the Rules & Regulations constitute a legally binding document between Resident and Landlord. Further, Resident is responsible for knowing and complying with Base Policies and Regulations.**

**Rules and Regulations are subject to change without any notice.**

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1. Late Fee/Returned Check Policy

- a. For Residents not paying rent by Allotment or EFT, a late fee of \$50.00 will be charged if rental payment is not received by the time Landlord's Management Office opens on the sixth (6<sup>th</sup>) day of the month. Payment for rent will be considered delinquent on the tenth (10<sup>th</sup>) day of the month, and eviction proceedings may be initiated.
- b. Residents will be charged a fee of \$50.00 for any check returned for any reason. Returned checks must be made good by the time the Management Office opens on the sixth (6<sup>th</sup>) calendar day following notification by Landlord's Management Office. Payment for a returned check will be considered delinquent on the sixth (6<sup>th</sup>) day following notification, and eviction proceedings may be initiated.
- c. Notwithstanding the foregoing, no late fees shall be due in the event Resident fails to timely pay his/her rent as a result of the failure of Resident to receive his/her BAH due to actions not caused by or contributed to by the Resident.

2. Rental Standards for Civilian Residents

See Attachment B.

3. Eviction Procedures

a. Nonpayment of Rent

On the eleventh (11<sup>th</sup>) of the month, any Resident delinquent on the rental payment will be posted with a five (5) day late notice. A Resident shall automatically be in default of the lease should the Resident fail to pay the rent or any other charges arising under this lease within that time. Landlord may elect any remedy allowed under Louisiana and federal law, including, but not limited to, declaring the rent for the whole unexpired term of the lease, together with the attorney's fees immediately due and payable, or to proceed one or more times for past due installments without prejudicing its rights to proceed later for rent for the remaining term of the lease. Should Landlord elect to terminate this lease and to evict the Resident, the eviction shall be in accordance with the eviction procedures set forth below.

b. Imminent Danger to Persons or Property

Should a Resident or other residents of the Resident's unit take actions which: (i) affect or threaten to affect the health or safety of other Residents or their guests in the Community; (ii) result in significant damage to the Resident's unit, other units or the common area; or (iii) substantially interfere with the right to quiet enjoyment of other Residents of the Community, Landlord may immediately evict the Resident and take such other action as allowed under federal and state law.

Should a Resident be convicted of possessing drugs or the commission of a felony, Landlord may immediately evict the Resident and take such other action as allowed under federal and state law.

c. Other Lease Violations

Except in situations identified in paragraphs (a) and (b) above, Landlord will provide prompt written notice to the Resident of any other violation of the lease. Landlord will afford the Resident five (5) days within which to cure the lease violation. In the event Resident has not cured the default to the satisfaction of the Landlord within this five (5) day period, Landlord shall provide written notice to the Base Commanding Officer that the offending conduct has not been cured and may commence eviction proceedings. Further, Landlord may take all remedies allowed under federal and state law, including collection of damages.

4. Work Orders

Work Orders can be e-mailed to [www.patricianmilitary.com](http://www.patricianmilitary.com) via the Resident Portal.

The Landlord has the right to access the Leased Premises in accordance with Section 18 of the lease and under these Rules and Regulations to complete Work Orders. Work Orders are requests for repairs made by a Resident to Landlord's management office. Maintenance requests will be taken during normal working hours: Monday – Friday 0730 to 1700 hours, Saturday 1000 to 1600 and Sunday 1300 to 1700. For after hour's emergencies, please call our office number at 866-677-0531 and you will be given the number of the maintenance tech on call. Work Orders are categorized as follows:

- a. Routine - Any damage or discrepancy that does not pose a threat to life, property, health, safety, security, or mission. We allow 5 business days for routine work orders.
- b. Urgent - Failures in services or facilities that do not immediately endanger the Resident or threaten damage to property, but would soon inconvenience and affect the health and well-being of the Resident. An example of an urgent work order would be that one commode is stopped up but the unit has two commodes. We allow 2 hours to respond, and 1 business day to complete for urgent work orders.
- c. Emergency - Failures in services or facilities that endanger the Resident or property. We allow 1 hour to respond, and 24 hours to complete.

The following is a list of emergency items:

- 1. Overflowing drains/broken water pipes
- 2. Electrical service outage
- 3. Broken electrical components which may cause fire or shock to persons
- 4. Gas leaks
- 5. Complete failure of an appliance (a/c, heater, hot water heater, etc.)
- 6. Problems which would render the unit uninhabitable
- 7. Inability to lock an exterior door or window
- 8. Complete failures in heating or air conditioning
- 9. Malfunctioning water heaters
- 10. Units with only one bathroom and it becomes inoperable

The maintenance person on call will respond to emergency work orders within one hour after receipt of the call, twenty-four (24) hours per day, seven days per week. Repairs will

be completed as soon as possible, not to exceed twenty-four (24) hours whenever possible.

Calls from Residents who have a medical requirement for maintaining stable temperature levels of heating and air conditioning shall be classified as emergency calls. The Landlord will identify for the maintenance staff those Residents with special medical requirements.

- d. Landlord- initiated work orders - Repairs, replacements, inspections, and maintenance that the maintenance staff is required to perform under the Maintenance Plan will be handled as Work Orders. The office staff will contact the Resident, explain the work to be done, and establish a time for the work to be accomplished. Examples of work orders initiated by management are as follows:
  - 1. Scheduled replacement of carpets or appliances
  - 2. Interior repairs
- e. Work will be scheduled to cause a minimum of inconvenience to Resident whenever possible. However, Residents may not refuse entrance into their unit by Landlord, its maintenance employees, or maintenance contractors scheduled to do work in accordance with section 18 of the lease and to complete Work Orders except in the case of an extreme emergency. Landlord, its maintenance employees or maintenance contractors may enter Resident's unit when Resident is not at home to perform such work.
- f. Major Repairs - It is Landlord's responsibility to maintain all units in a habitable condition at all times, and to correct all failures regardless of cause. In the event of damage or failures caused by a Resident's neglect or misuse (beyond normal decay, wear and tear), Landlord shall require reimbursement by the Resident for repairs or replacements made in accordance with the terms of the lease. Repairs or replacements made due to normal wear and tear, or which cannot be directly attributed to the Resident will be made at the expense of the Landlord with no additional cost to the Resident.
- g. After-Hours Procedures - On-call maintenance personnel will be available twenty-four (24) hours per day, seven (7) days per week, holidays included, for after-hours urgent and emergency calls except in cases of national emergencies, natural disaster, or other circumstances beyond the control of Landlord. An answering service will respond to after-hours calls placed to Management Office. On-call maintenance personnel will be contacted by the answering service for any call that involves an urgent or emergency condition. Resident calls for other than an urgent or emergency condition will be forwarded to the Management Office for processing at the beginning of the next business day.
- h. Exterminating Service - Exterminating service is provided to all units. However, Residents with pets are responsible for the extermination of ticks and fleas at any time during the lease term when any infestation is discovered, and upon move-out, if necessary. The exterminators may use a combination of spray, bait and traps. Any Resident allergic to the sprays may submit a request to Landlord's Management Office that his or her housing unit be treated only with baits or traps. A Resident may not refuse monthly extermination treatment.

Residents should take preventive steps to control pests and avoid infestations. Garbage should not be allowed to accumulate; food should be stored in closed containers; and tables, countertops, stoves and floors should be kept free for grease and food crumbs. Residents should also perform cleaning underneath sinks and underneath stove tops on a regular basis.

5. Energy Conservation

Utility costs and consumption continue to increase. Conservation becomes more and more important, not only to save costs, but also to keep the impact on the environment to a minimum. Some conservation measures are obvious, such as not running air-conditioning or heat with windows and doors open. Residents may find guidance regarding conservation measures in Landlord's Management Office or the Base Housing Office.

Residents who abuse utility usage during the period Landlord is paying for utilities (gas and electric) will be responsible for charges in excess of normal utility costs for their unit, and shall be in violation of the lease. The determination of whether a Resident is abusing utility usage shall be based on energy consumption guidelines available in the Management Office.

6. Recreational Equipment and Other Articles, Implements and Items

The following items are not permitted at any time in public areas, including the streets of the property of which the leased premises forms a part:

BB guns and/or pellet guns  
Rifles and/or handguns  
Bows and arrows  
Fishing spear guns  
One- or two-cylinder "toy" cars  
Any other dangerous piece of equipment, article, implement or apparatus

Fireworks are not permitted at any time on base.

The following items, and other pieces of play equipment, are allowed on property of which the leased premises form a part:

Adults and children MUST wear helmets at all times.

Skateboards  
Scooters  
Roller blades  
Bicycles  
Tricycles

7. Firearms/Weapons

Residents shall maintain weapons consistent with base policy. Check them with base security. Keep under lock and key at all times.

8. Structures

Large semi-permanent swimming pools or other large structures, such as trampolines and child size or walk-in playhouses are not authorized.

9. Parking

NAS

1. Residents are authorized two parking spaces. Additional vehicles must park in the overflow lot. Boats, watercrafts, motor homes, camper shells, recreational vehicles, utility trailers, and storage units will not be permitted in the carport. Parking of inoperable, unsightly, junk vehicles is not allowed in assigned parking spaces or the overflow parking lots. Determination of what is “unsightly” will be at the joint discretion of Landlord and New Orleans Naval Complex Housing Office for the Community. Parking on both sides of the street is prohibited by the Fire Department. Under no circumstances will any vehicle, boat, or trailer be allowed to park or drive on to lawn areas or any other public area.

Repair of automobiles and trucks in the housing area is prohibited. NAS provides an auto hobby shop for Qualified Military Residents.

Additional parking facilities to accommodate vehicles are located at the corner of Enterprise Drive, Valley Forge Street, and Yorktown Lane.

Additional parking for motor homes and other recreational vehicles, utility trailers, boats and other watercraft will be provided on a first come basis. Landlord’s Management Office will manage and assign parking in this area.

THE VILLAGE AT FEDERAL CITY

1. On-Base Family Housing – All units are provided with a garage or carport. All Resident vehicles must be parked in garages, carports or driveways. Any overflow vehicles must be parked in the overflow lot.

Under no circumstances will any vehicle, boat or trailer be allowed to park or be driven on to the lawn areas or any other public area.

Parking of Boats, Campers, and Trailers – These vehicles are not to be parked in the housing area. A parking lot for this purpose is provided by MWR for Qualified Military Residents. Civilian Residents are not allowed to have boats, trailers, or campers on base.

Repair of automobiles and trucks in the housing area is prohibited. NSA provides an auto hobby shop for Qualified Military Residents.

Parking of inoperable, unsightly, or junk vehicles is not allowed in assigned parking spaces or the overflow parking lots. Determination of what is “unsightly” will be at the joint discretion of Landlord, Base Commanding Officer and New Orleans Naval Complex Housing Office for the Community. Vehicles of this nature owned by civilian Residents will not be allowed to remain on base.

10. Exterior Appearance

The Community has been planned and developed within a clear architectural theme which all families are entitled to enjoy. Residents are allowed to install seasonal decorations that do not penetrate the doors or buildings. All additional landscape must be in pots, and placed on porches.

All window coverings visible from the outside must be those provided by the Landlord. Residents may install their own drapes on the inside of the window coverings that are furnished. No foil or polarized film is allowed.

Exterior attachments, such as planters and lights must be maintained. Exterior attachments must not penetrate the building or otherwise damage the building. Any wiring used in relation to any of the items referenced herein must not be run through a partially open window or door. Any balcony or visible patio furniture must be outdoor type furniture, no other items will be allowed.

11. Citizen Band Radios

Residents meeting Federal Communications Commission (FCC) requirements may request written authorization to operate an amateur radio/citizen band station in their housing unit. Requests should be directed to Landlord's Management Office who will, in turn, forward these to the appropriate government personnel.

12. Telephone & Cable TV

Telephone and cable services are not provided by Landlord. Telephone service to housing units may be obtained by contacting the local telephone company. Telephone and cable outlets have been provided in all housing units. No additional outlets are allowed to be installed.

Wiring must not be attached to the exterior side of the structure. No penetration of the building is allowed for any reason.

Television antennas are not provided. However, privately owned indoor antennas are approved for use in the housing units. Cable television service to housing units may be obtained by contacting the local cable company directly.

Cable television dishes are allowed only under very restrictive Federal Communications Commission (FCC) regulations. A Resident must contact Landlord's management office prior to



installing any television satellite dish to make sure the installation is in conformity to FCC guidelines.

13. Commercial Enterprise

The use of a unit or the common areas to conduct “commercial enterprises” must have prior approval of Landlord, such decision being based upon a standard of behavior consistent with the consideration necessary to provide reasonable safety, peace and quiet to the other residents in the housing unit complex, and provide evidence that all Base, local and state requirements, filings, certifications and the like have been met, secured or obtained.

Door-to-door solicitation of business is prohibited. Residents are requested to notify the Management Office and Base Security when peddlers or uninvited salespeople are encountered.

GARAGE SALES ARE NOT PERMITTED.

14. Guests

When guests are expected to remain for more than seventy-two (72) hours, Landlord’s Management Office must be notified. Base Policies and Regulations require notification of Base Security. Except with special permission, which shall be exercised in a reasonable manner, when extenuating circumstances arise, the maximum stay for visitors is two (2) weeks.

15. Change of Status

Landlord’s management office and New Orleans Naval Complex Housing Office for the Community should be notified of any changes in rank, grade, duty station, status of residence, number in family, telephone number (even if unlisted – unlisted numbers are kept confidential) or other people living in family housing. Family housing units may not be subleased or joint-residency established.

16. Household Appliances, Equipment and Fixtures

Household appliance maintenance recommendations are contained in the New Orleans Military Community Housing Guidelines and Standards. However, if a garbage disposal has stopped because of foreign objects or materials, including grease, wire, toys, rags, or cigarette filters, the Resident will pay a service charge. The Resident is also responsible for a service charge if the unit’s commode has been stopped up because of the presence of foreign objects or materials. Resident is responsible for replacing light bulbs. Florescent light bulbs and a/c filters will be provided by Landlord.

17. Move-Out Procedure

- a. Notice requirements – Vacating Residents are required to provide thirty (30) days written notice of intent to vacate either at the end of the initial lease term, or at the end of any extension, renewal or holdover period. In turn, Landlord will notify the Navy Complex New Orleans Family Housing Office of projected available units.

- b. Inspection – Landlord will conduct a pre-termination inspection within five (5) days of receipt of notice to vacate or the first business day following receipt of such notice from Resident in the event of a short fuse order. The unit will be checked for preventive maintenance items and/or items the Resident must complete prior to the final inspection. The Resident will be given a Moving-Out Checklist detailing those items that need to be corrected or completed prior to the final inspection, including items that may be chargeable to Resident. If the vacating Resident complies with the terms of the lease and there are no damages to the unit beyond normal decay, wear and tear, and Resident has given a security deposit, the security deposit will be returned within thirty (30) days.

If the Resident failed to give proper notice, or otherwise did not comply with the terms of the lease, the following will apply:

1. For Qualified Military Residents with no rental deposits, the Base Commanding Officer will be notified for appropriate action, including counseling the Resident regarding the proper handling of his/her debts and obligations. If Resident is no longer in the military, appropriate collection action will commence through civilian means to the extent permitted by law.
  2. For Residents with security deposits, the security deposit will be applied to damages incurred by Landlord due to Resident's failure to give notice. Collection actions will be commenced for any further balance due as set forth in the lease.
- c. Cleaning performed by Landlord in addition to normal change of occupancy that should have been accomplished by the Resident to correct or complete items identified during pre-termination inspection or to correct items occurring prior to actual move-out but after such inspection shall be chargeable to the Resident. Additional examples of chargeable items are missing light bulbs, missing appliance components, such as drip pans, crisper, racks, burners, etc., or accessories, such as light fixtures, globes and sink drain stoppers.

All keys issued to Resident must be surrendered to Landlord in order to legally vacate the unit.

Charges will not be assessed for minor damages such as wall holes (small nail) or dents of less than one inch diameter, torn screens or holes of less than two inches in diameter, scratches, caulking, fingerprints on walls, or the securing of door knobs, drawer pulls, or shower rods.

Removal of exterior graffiti shall be chargeable if Resident can be identified as the responsible party.

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I have read the above Rules & Regulations and understand that they are a part of my lease.

_____	WITNESSED BY: _____
RESIDENT	LANDORD OR
_____	REPRESENTATIVE
RESIDENT	
_____	
RESIDENT	

EXECUTED IN DUPLICATE AT **THE VILLAGE AT FEDERAL CITY**, LOUISIANA,

THE \_\_\_\_\_ DAY OF \_\_\_\_\_

# **NEW ORLEANS NAVY HOUSING, L.L.C. RESIDENT GUIDELINES**

NEW ORLEANS NAVAL COMPLEX

## **FAMILY HOUSING OFFICES**

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### **NAVAL AIR STATION JOINT RESERVE BASE**

303 RUSSELL AVE.

BELLE CHASSE, LA 70037

PHONE (866) 677-0531

FAX (504) 392-7772

AFTER HOURS EMERGENCY (866) 677-0531

MAINTENANCE E-MAIL: [WWW.PATRICIANMILITARY.COM](http://WWW.PATRICIANMILITARY.COM)

### **THE VILLAGE AT FEDERAL CITY**

2300 GENERAL MEYER BLVD., BLDG. 23

NEW ORLEANS, LA 70142

PHONE (866) 677-0532

FAX (504) 364-9350

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#### **OFFICE HOURS BOTH SITES:**

**MONDAY – FRIDAY 0730 - 1700**

**SATURDAY –1000-1600**

**This Manual will be updated annually, or as required, by the Business Manager and the Partnership.**

## GUIDELINES

### 18. Move-In Procedure

- a. For civilian applicants who are not on the Navy's Housing Referral List, an application for housing must first be completed, and any applicant will be required to submit to a credit check, salary and employment verification, prior rental reference checks, and a criminal background investigation. If an applicant is not accepted, he or she will be notified of this decision.
- b. If an applicant is accepted, he or she will be required to complete the lease, security deposit agreement (all civilian applicants, plus any military applicant not electing to pay by EFT or Allotment), Rules & Regulations, and other required documents.
- c. On the day of move-in, the Resident and Landlord will perform a joint inspection of the unit, and each will sign off on the move-in section of the Move-In/Move-Out Checklist (attached). Prior to physically moving into the unit, all charges and applicable deposits must be paid in full. For Residents in residence on October 1, 2001, Landlord will rely on the inspection report prepared by New Orleans Naval Complex Housing Office for the Community at the time of occupancy by the Resident or, on a list from the Resident himself or herself.

### 2. Rental Payment

- a. Rental payments not made by Allotment or EFT must be made by personal check, cashier's check, credit card, or money order. No cash will be accepted.
- b. Rental payments paid by personal check must be on the Resident's and/or their spouse's accounts, and the Resident must be the signatory. Payment must be made with one check. No multiple checks or two party checks will be accepted.

### 19. 3. Transfers to Other Family Housing

Transfers will be done during our transfer season; January through April ONLY! Residents may transfer as long as their lease is up and at least thirty (30) days notice of intent to vacate is given. The transferring Resident will be subject to the same move-in and inspection procedures applied to any new Resident.

Resident must qualify for transfer. If fees apply they must be paid prior to transfer. Additionally, the transferring Resident will be required to execute a new lease, all applicable attachments, and participate in a move-in inspection.

***ALL TRANSFERS MUST HAVE MANAGEMENT APPROVAL.***

### 20. 4. Lockouts

- (a) During office hours - There will be no charge for issuing keys to Residents locked out of their housing units during normal office hours as long as the keys are returned to the office the same day. If not, a lockout charge of \$5.00 will be assessed. **A \$5.00 fee will be charged for replacement keys for lost house or mail box keys. If locks have to be changed because replacement keys are not available, a \$25.00 fee will be charged.**
- (b) After Office Hours - The first three (3) times in any given twelve (12) month lease period a Resident is locked out of his/her unit and a Landlord employee has to let the Resident in will be at no charge to the Resident. If any reoccurrence exceeds three (3) times in a twelve (12) month period the Resident will be charged \$25.00 per lockout.

## 5. Energy Conservation

As utility costs and consumption continue to increase, conservation becomes more and more important – not only to save costs, but also to keep the impact on the environment to a minimum. Some conservation measures are obvious, such as not running air-conditioning or heat with windows and doors open. Residents who flagrantly abuse utility usage in such cases will be responsible for paying the additional charges in excess of normal utility costs for the unit they are residing in.

## 21. 6. Energy Management

- (a) Central Air Conditioning – All housing units are equipped with central air conditioning. The thermostat has two switches. One switch controls both the heating and cooling cycle. The other switch controls the blower fan. To cool the housing unit set the heating and cooling switch to “cool” and the fan switch to “automatic.” The temperature should be set at 78 degrees in keeping with the government’s energy conservation program. Do not mistakenly think you can conserve energy by turning your air conditioning either to the off position or turning it up to 80 degrees or above during the day while you are gone from your housing unit. When you return home it will take the AC unit approximately two hours to cool your housing unit down to 78 degrees. This will actually cause you to use more energy than if you were to leave your unit at 78 degrees continuously.

Air conditioning units are designed to keep the inside temperature approximately 15 degrees lower than the outside temperature. Do not expect the temperature in your housing unit to go down to 70 degrees when the outside temperature is 90 degrees or over. When there is a dimming of overhead lights or complete power failure turn off the AC at the thermostat. Do not turn the AC back on until electricity has been restored for at least 5 – 10 minutes. All AC and heating units are checked by Landlord’s maintenance personnel for proper operation twice yearly. Landlord’s maintenance personnel will also change filters every other month and during the off months will leave filters at housing unit doors for you to change yourself. If you need to change your filter more often, these may be picked up from Landlord’s management office.

Water backing up into the AC drains results in unnecessary water damage to the floor of your housing unit. Part of Landlord’s preventive maintenance program is to add algaecide tablets to the AC drain pans which will minimize this problem. However, if this problem does occur please call Landlord’s office and a maintenance man will be sent to your housing unit to correct the problem.

Do not operate the AC when doors and windows are opened. Frequent disregard of this rule may result in eviction.

If the AC is not working properly:

- Make sure the thermostat is set properly. If you have any questions call Landlord’s office.

- Make sure the filter is clean.
- Make sure all vents are opened and that the return air grill is not blocked.
- Make sure the breaker labeled “furnace” or “AC fan” in the breaker box is in the “on” position.
- Make sure the handle on the disconnect box located on the outside of the housing unit is in the “on” position.

Do not attempt to make any repairs or adjustments yourself after you check the above. If you suspect mechanical problems, call Landlord’s management office.

- (b) Central Heating – Set the heating and cooling switch to “heating” and the fan switch to “automatic.” The thermostat should be set at 68 degrees per the government’s energy conservation program. Never try pushing the thermostat to a higher temperature to make the furnace come on. When the dimming of overhead lights occurs or an electrical power failure happens turn the furnace off at the thermostat. Do not turn the furnace back on until full electrical power has been restored for 5 – 10 minutes.

When the furnace is not working properly, please follow the same guidelines as shown above for central air conditioning.

- (c) Gas Operated Equipment – The central heating system, hot water heater and cooking range in some housing units are gas operated. To relight the water heater please see the instruction plate located on the heater itself.

The faint odor of gas is a signal to relight the pilot of your hot water heater or oven. As a safety measure, open a window or door to ventilate the room for at least 5 – 10 minutes and call Landlord’s office. After working hours call Landlord’s answering service. Gas odors are considered an emergency.

- (d) Clothes Washers and Dryers – Connections for laundry equipment are provided. Electric dryers which operate on 110 or 220 volts, or gas dryers may be installed. Care must be taken to prevent overloading of electrical circuits while the dryer is operating. Should the operation of the equipment result in repeated overloads or other similar difficulties, advise Landlord’s management office in order that the installation may be inspected. Residents are responsible for correcting defects found in their laundry equipment. If the standard connections provided in the quarters do not meet the requirement for connecting privately owned equipment, Residents must provide necessary equipment at their own expense. Both hot and cold water faucets should be turned off when the housing unit is vacated for any extended period of time. When the gas dryer is disconnected, the gas outlet must be shut off and secured with a cap.
- (e) Energy Conservation – The demand for energy in the United States and elsewhere in the world is out-weighting the means to produce energy. Adequate energy is still available to maintain our standard of living, provided we use it wisely. Everyone’s cooperation is needed to reduce energy consumption. A little effort on the part of many people saves tremendous amounts of energy. The following hints will save the nation valuable energy, produce year round energy savings, and not cause an inconvenience.

1. Heating, Cooling and Hot Water Tips – Keep drapes or blinds closed to cut down window heat gain in summer and heat loss in winter. Keep the room temperature at 68 degrees in winter and 78 degrees in summer. Keep vents and radiators clean and free of obstructions, such as furniture. Keep vents in unused rooms closed off. Report leaky water faucets. One drop per second adds up to about 200 gallons per month, which for

hot water includes a substantial energy waste. Take showers instead of tub baths; showers consume less than one-half the hot water required for a tub bath.

2. Kitchen Energy Savers – The kitchen is a prime candidate for energy savings. The oven, range, refrigerator and dozens of other appliances used are large energy consumers. Following a few simple tips can substantially reduce energy consumption.
  - a. Refrigerator – Avoid frequent door openings and close door immediately after removing food. Do not over cool. Milk is a good test. When cold enough for drinking, the refrigerator setting is proper. If ice-cream stays firm, the freezer temperature is proper. Cool hot foods to room temperature before placing in refrigerator. Check door gaskets; if you place a dollar bill between the door and cabinet and pull straight out and there is a slight drag, the gasket is fitting properly. If the dollar slips through easily, notify the Landlord's office. Keep the freezer full to retain lower temperatures. Keep refrigerator at least three inches away from the wall.
  - b. Dishwasher – Use dishwasher only for full loads.
  - c. Oven and Range – Plan oven meals. A complete meal can be cooked in an oven as economically as one food item. Turn off gas oven as soon as meal is cooked. The oven will retain the heat if the door is kept shut. Do not open oven door unnecessarily; as much as 20% of the heat could escape. When cooking in glass or ceramic utensils, oven setting should be lowered by 25 degrees. On the range top, use covered pots and pans and lower settings. Flat bottom utensils heat better. Use the right size pan. Bring to boil only the amount of water needed. Do not use the oven as a heater; the heat will not circulate efficiently or economically.
3. Lighting – Do not leave lights on unnecessarily. Use higher wattage bulbs only where required for reading, sewing or other close work. Avoid using excessive decorative lighting inside and eliminate all exterior decorative lighting. Keep lamps and light fixtures clean. Dirt absorbs light.
4. Washer/Dryer and Other Appliances – Wash full loads of clothes. Use cold water detergents and cold water whenever possible. Remove collected lint frequently. Dry full loads of clothes. Take advantage of different types of heat for different types of loads. Use warm temperatures for permanent press. Dry clothes outside when weather permits. Turn off all small appliances, such as TVs, radios, etc., when not in use. If TV has "instant on," unplug it when not in use, as when going away for a weekend or vacation. When ironing clothes do them in large batches rather than only a few items at a time. Each time an iron is warmed up, energy is wasted. Electric blankets permit lower bedroom temperatures to be maintained. Whenever possible, use major appliances in the off-peak hours (before 9 a.m., after 6 p.m.) to reduce demand charges for electrical consumption. Improper or wasteful use of water, electricity, and natural gas considerably reduces the funds available for the proper maintenance of family housing.



Landlord shall employ a contractor to maintain all common area lawns and grounds. This includes all yards and patios, but only if these areas are accessible to the contractor. Gates on yards and patios must be kept unlocked on service dates. If not left unlocked, Residents are responsible for maintaining these areas.

**Lawn care does have a set mowing schedule, however when weather is not permitting they will mow the following day. They will not cut if toys, dog "poop" etc. is in yard.**

23. 8. Refuse Collection

*Refuse collection is provided on Tuesday at Naval Air Station and Tuesday at Naval Support Activity each week.* Cooperation and maintaining a neat appearance in refuse collection areas is required. All refuse must be in tied garbage bags and in the container provided by the contractor or, if not provided by the contractor, a plastic or metal container with a lid. Please keep lids on your containers and keep them in the designated areas. Residents are required to carry their containers to the curb for pickup and return them to their proper place the day after pickup. Residents should not place their containers at the curb before 1600 the day prior to pickup. If containers are not returned to their proper place by 1200 the day after pickup, the rental office will collect the containers. Missing containers may be reclaimed at the rental office. It is suggested that the lids of garbage cans be secured to the handles of the container if possible to avoid loss of lids. It is also suggested that the containers be marked with the housing unit number.

24. 9. Recycling

Recycling is up to the resident to maintain. They do have a drop off on base located behind the PSD building.

25. 10. Child Care in The Housing Area

Family Child Care Provider ("FCCP") is defined as care provided by private individuals in their family housing unit. Care may be full or part time, and includes anyone offering regularly scheduled child care for more than ten hours a week. This excludes occasional babysitting co-ops. "Regular" child care is any child care which enables parents to be on duty, to be employed, or to attend school/training. FCCP must meet and maintain extremely rigid certification standards, including background screening, orientation, CPR and First Aid certification, and on-going monthly training in child development practices. Providers are subject to routine and unannounced housing inspections by the Family Child Care staff. FCCPs are required to adhere to OPNAVINST 1700.9D and NAVSUPACTINST 1710.2A rules and regulations, including the purchase of their own liability insurance. These strict standards are for the safety and well-being of the children. Unauthorized child care is sometimes offered by non-FCCP certified Residents on a full or part-time regular basis for more than ten hours a week. Unauthorized care bypasses the FCCP standards, placing the children in potential jeopardy. Navy regulations state that only officially certified FCCP providers are authorized to provide care in government housing. Individuals identified for the first time as providing unauthorized care will receive an official warning from the Commanding Officer with information regarding the process to attain certification. Continued unauthorized care may result in eviction. For more information on becoming a FCCP, please call the NSA Family Child Care Coordinator at 678-2450/2451; and at NAS 678-3654.

26. 11. Child Neglect

Louisiana Revised Statute 14:403 says “Neglect is the failure by a person responsible for the child’s care to provide the proper or necessary support, education required by law, or medical, physical or other care necessary for his well being.” Louisiana courts have held that leaving minor children unattended for long periods of time constitutes lack of necessary support and could be considered child neglect. Ensure your children are well taken care of and under the supervision of responsible persons.

12. Supervision of Minor Children

Residents are the responsible for providing safe, appropriate, and adequate care and supervision of their children. Children who are not properly supervised are at increased risk of harm to themselves and may impose an unwarranted burden upon the Community from inappropriate behavior.

Children should not be allowed to wander about the common areas. After 2000 (2300 on Friday & Saturday, and summer/holiday breaks,) dependent children unaccompanied by an adult Resident should proceed directly to their units quietly and expeditiously. Residents should know where their children are at all times. Do not allow children to play with dangerous toys or weapons. Playing baseball, football, basketball, etc. in the housing area is prohibited except in areas designated for such purposes. Basketball courts and ball fields within or adjacent to the Community are provided for this purpose.

Curfew – Curfew hours for juveniles (under age 18) are as follows:

Sunday through Thursday:	2000 - 0600
Friday and Saturday:	2300 - 0600
Summer and Holiday Break:	2300 - 0600

27. 13. Care & Supervision Age Requirements

Parents, guardians and sponsors will ensure the following when determining the care and supervision to be provided for their minor children (younger than 18 years of age):

- b. Children younger than 10 years of age will not be left alone or unsupervised at home.
- c. Children between the ages of 10 – 12 may be left alone in the unit unsupervised for no more than one and one-half hours.
- d. Under no circumstances shall a child under the age of 18 remain alone and unsupervised overnight in a unit.
- e. Children, ages six and older, may play in a designated play area or park located closest to their unit until 1800 without close supervision. In addition, these children may go to and from local schools without close supervision.
- f. Baby-sitters must be at least 13 years of age to baby-sit children, including siblings, without adult supervision. They should complete the American Red Cross Baby-Sitting Course, sponsored by the Family Service Center.

Residents are responsible for ensuring that arrangements have been made for proper supervision and care in their absence. Although threshold ages have been established, individual circumstances regarding the mental or physical capabilities and maturity level of the child may dictate a higher age limit for the requirement for constant supervision.

28. 14. Absence From Quarters

All residents must notify the leasing office if leaving for more than seventy two(72) hours.

15. Firearms/Weapons

Military Residents of the Community may retain firearms or weapons in their units provided the weapons are properly safeguarded (under lock and key) and are registered with Base Security. Military members and/or their dependents with an unregistered weapon or a weapon not properly safeguarded could result in eviction.

29. 16. Name Signs

Name signs for individual housing units are prohibited except: (i) for those provided by the government itself; or (ii) designation of units occupied by the Commanding Officers, Captains, and other parties allowed to designate their units under military rules.

30. 17. Communicable Diseases

All Residents, both civilian and military, must notify both Landlord's office and Base Housing of any communicable diseases infecting Residents or their dependents.

31. 18. Storage

Storage is allowed only in family housing provided storage units. Storage is not permitted in the attic space. Appliances provided in units are not to be removed.

Additional storage buildings in family housing are not allowed except for those in place and having had prior approval from base housing before Landlord Management assumed management of the property.

32. 19. Bicycles

Bicycles may not be stored in common entrances, front patios, or hallways of family housing units. All bicycle riders must wear safety helmets. Bicycles must not be ridden after sunset unless adequately lighted (white light forward and red aft, as a minimum.)

33. 20. Exterior Appearance

A clean and uniform exterior appearance enhances the quality of life of all Residents. The following rules must be followed to maintain a neat, orderly and pleasant environment at the complex:

- a. All window coverings visible from the outside must be those provided by the Landlord. Residents may install their own drapes, but these must be installed on the housing unit side of the window coverings that are furnished. No foil or polarized film is allowed.
- b. Seasonal decorations are acceptable as long as they are not attached with anything that penetrates the door. Decorations must be removed 2 weeks after the holiday.
- c. Exterior attachments, such as planters and lights must have prior management approval and must be maintained. Exterior attachments can not penetrate the building or otherwise damage the building.
  1. They are not attached with any penetrating holders.
  2. The wiring is not run through a partially open window or door.
- d. Balcony or visible patio furniture must be outdoor type furniture only. No other items are allowed.

- e. Flower gardens are not permitted.

34. 21. Exterminating Service

Exterminating service is provided to all family housing. The exterminator comes every Thursday upon residents request. However, Residents with pets will be responsible for the extermination of ticks and fleas at any time during the lease term when this infestation is discovered, and upon move-out if necessary. Landlord's contracted exterminators can use a combination of spray, bait and traps. Any Resident allergic to the sprays, for example, may request through Landlord's office that his/her housing unit be treated with baits or traps. Therefore, a Resident may not refuse monthly extermination treatment.

Residents are responsible for taking certain preventive steps to control pests. Do not let garbage accumulate; keep food stored in closed containers; and keep tables, countertops, stoves and floors free of grease and food crumbs. Cleaning underneath sinks and underneath stove tops on a regular basis is required.

35. 22. Household Appliances

- (a) Refrigerators – Refrigerators are provided for all quarters. A clean, well maintained, and properly used refrigerator saves electricity, decreases maintenance, reduces pest infestation, and lessens food spoilage. Listed below are a few hints for refrigerator care and use:

1. The surface of the refrigerator should not be subjected to chipping by hard blows from pans or other heavy objects.
2. The outside of the refrigerator should be cleaned frequently with a damp cloth and washed periodically with mild soap and water, rinsed, and dried. Abrasive cleansing powders or abrasive pads such as Brillo, should never be used for cleaning.
3. A crowded, dirty refrigerator wastes utilities, spoils food, and shortens the life of the appliance.
4. Spilled foods should be wiped up at once with warm soapy water.
5. Hands and grease should be kept off the rubber door gasket, as grease deteriorates the rubber.

- (b) Cooking Ranges – Cooking ranges are provided for all quarters. Select utensils large enough to avoid spill-overs and boil-overs. Never leave pots or food on the range unattended, especially on the high setting.

1. Oven Operation – Each oven has the type of thermostat which accurately controls baking, roasting, and broiling temperatures and provides temperatures ranging as low as 140 degrees and up to broiling temperatures. The low temperature ranges are excellent for keeping foods warm, warming serving dishes and plates, and for thawing frozen foods rapidly.

The normal time for a gas oven burner to ignite is about 30 seconds after the dial is turned to the temperature setting.

Note: The gas oven thermostat controls the temperature. When the oven temperature reaches the temperature set on the thermostat dial, the thermostat will turn off the oven

burner. Only the standby pilot will remain lit. As soon as the temperature in the oven cools below the set temperature, the thermostat automatically relights the oven burner. This cycle of oven burner off and on is normal and will continue for the entire time you are using the oven.

2. Ranges With Clocks – The clock is not part of the oven control system and is used only as a time-of-day clock. Not all ranges have clocks. An unrepairable clock does not warrant replacement of the range.
3. Baking Tips – Always preheat the oven before placing food in the oven. Preheat time will vary from 10 – 15 minutes depending on the temperature desired. Failure to preheat sufficiently may result in uneven baking. If your range is equipped with a glass panel in the oven door, be sure to clean the glass after each baking or roasting operation to prevent grease film from accumulating, clouding the glass, and possibly causing a fire.

DO NOT COVER THE BROILER GRID WITH FOIL. Foil prevents fat from draining away and may cause smoking when fat gets too hot. Foil also prevents the fat from dripping away from the meat, and the food dries rather than broils. The bottom part of the broiler pan (where the drippings collect) may be lined with aluminum foil for easier clean up.

DO NOT USE DISPOSABLE BROILER PANS. They do not allow fat to escape. Disposable foil pans present the same problems as lining the grid with aluminum foil. Always remove the broiler pan as soon as the meat is done. Grease left in the pan may catch fire if the oven is used without removing and cleaning the pan. This is considered Resident negligence. Residents will be held responsible for any charges incurred by such damage.

4. Gas Range Safety – Accidents can be tragic, especially since many can be prevented with just a little care and judgment in the use of this important appliance. Sound practices to follow are:
  - a. Select correct flame height.
  - b. Adjust the burner flame so that it is not larger than the bottom of the pan. Any higher flame is inefficient and unsafe.
  - c. Never use the range as a kitchen heater. Prolonged use for heating without adequate ventilation can be dangerous. Ovens and top burners are not designed for heating use and can fail with such abuse.
  - d. Do not permit the top burner section or oven broiler section to become a storage area for flammable or plastic items which may ignite or melt.
  - e. Do not leave children alone or unwatched near the range when the range is in use or while surfaces are still hot from use. Let burner grates and other surfaces cool before touching. Turn all pan handles away from the front edge of the stove. Children must be taught that the range and the pans may be hot; they are not to play with range controls and are not to use the range as a step stool to the cabinet area. Avoid storing items attractive to children in cabinets over or near the range.
5. Range Cleaning Suggestions – Ranges will be easier to clean if given daily care. Some suggestions for easy cleaning are:
  - a. Clean only when range is cool.

- b. Chrome or aluminum parts can be cleaned best with warm soapy water. Dry with soft cloth.
- c. Clean the tops of burners daily by wiping them with a damp cloth. Be sure burner is dry and all holes are open.
- d. Remove all dirt, grease and spill-overs promptly. If allowed to remain on parts of the range subject to high heat, grease or spill-overs will turn to hard carbon and will be difficult to remove.
- e. If grease or spill-overs become burned, do not use abrasive material to remove. Soak in soapy water or use a non-scratch cleaner. Do not use commercial oven cleaners on chrome or aluminum metal parts.
- f. Use of a plastic sponge containing soap may be necessary to remove burned grease or protein.
- g. If range has one-piece "lift-off" top, only removable pans will need to be cleaned. Remove the top for more thorough cleaning of spill-overs. To remove the top, take off grates and drip pans, then pull forward and up on the main top. The top must be replaced correctly or it will not fit over the burners. WIDER border goes toward the back, NARROWER border toward the front.
- h. Oven Cleaning – wash porcelain parts of ovens with detergent and warm water. If necessary, use soap filled plastic pads to remove stubborn stains. Rinse well, wipe dry, and replace. Oven windows are not removable and may be washed in place with detergent and warm water, or a solution of baking soda and water. Strong commercial cleaners may be used on porcelain-lined ovens. Follow manufacturer's instructions and use rubber gloves to protect hands. Rinse oven parts with a solution of 1 tablespoon vinegar to 1 cup water. Oven cleaners (particularly the spray type) may coat the thermostat sensing device and affect accuracy. Be sure any residue left on thermostat bulb (metal tube at top of oven) is carefully removed.

(c) Dishwashers – Dishwashers are provided in all housing units. To operate your dishwasher, follow these steps:

- Move latch all the way to the left to open the door.
- Roll out lower rack and load pre-rinsed dishes, silverware, and larger utensils. You must pre-rinse the dishes, silverware, and utensils to clear away all excess food particles before loading the dishwasher. This will aid cleaning and avoid clogging the drain. The dishwasher is designed to flush away only normal food soils from dishes.
- Load silverware basket.
- Pull out upper rack. Load glasses, cups, and small utensils upside down.
- Fill detergent cups.
- Close door and move latch all the way to the right.
- Turn cycle indicator knob slowly to the right until "ON" light glows.

IMPORTANT: Cycle indicator knob must be turned only in a clock-wise direction. The rest is automatic. Your dishwasher will need no further attention. The dishwasher will complete the normal dish washing cycle. The dishwasher will then shut off.

(d) GARBAGE DISPOSAL – Listed below are instructions for the use and care of garbage disposals:

- Never force a large amount of food waste into the unit. Put food waste down the drain while cold water is running and the unit is operating; insert a small amount of waste at a time. Feeding waste into the unit while the unit is running is particularly important when garbage includes fibrous material such as celery or pea pods. Allow the unit plenty of cold water, and to run at least one full minute after unit has disposed of the fibrous material.
- Never oil the unit.
- Do not insert any of the following into the unit:
  - Bones, heavy food wastes, string, or cloth
  - Metal (thumb tacks, wire, eating utensils, etc.)
  - Glass or crockery (broken glass does not float and will remain in the household plumbing)
  - Lye, strong drain cleaning materials, or chemicals.
- Should the unit fail to operate:
  - Turn off the unit at the wall switch
  - Check electrical circuit breakers in service panel; reset breaker if necessary
  - Push in on the reset button (located on the bottom of the unit)
  - Call Landlord's office if after all the above steps are taken and the unit still fails to operate.

NOTE: If garbage disposal has stopped because of foreign objects such as grease, wire, toys, rags, or cigarette filters, the Resident will pay a service charge.

36. 23. Resident Maintenance Responsibilities & General Household Information

- a. Smoke Detectors – Smoke detectors are installed in all units. All units have electrical detectors with battery backup. All detectors are checked annually by qualified personnel and at change of occupancy. Residents shall test their detector monthly. Testing procedures require that you depress the small button on the detector. If the detector sounds, the detector is operating properly. Residents should notify Landlord's office immediately if the detector is not operating properly. If the battery begins to emit an intermittent beeping sound this is an indication that the battery needs replacing. Landlord shall be immediately notified if any battery should be replaced. Removal of smoke detector batteries could result in eviction.
- b. Carbon Monoxide Detectors – Carbon Monoxide monitors are installed in all units. Should the carbon monoxide detector sound an alarm, contact Landlord and base housing immediately.
- c. Garages/Carports – Garages and carports will be utilized only for the purpose for which they were specifically designed, i.e., nominal storage and automobile protection.

37. 24. General Safety

- a. NAS
  1. Fire Information – To report a fire, call the station alarm telephone number **678-3333 or 911**. Speak slowly, plainly, and say: My name is \_\_\_\_\_. I want to report a fire at \_\_\_\_\_. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the house. If Resident's telephone is out of reach, use a neighbor's phone.

Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Prearrange for an outside meeting place to quickly check Resident safety. Once out of the house – STAY OUT.

b. THE VILLAGE AT FEDERAL CITY

1. Report A Fire – Fire protection is provided to both the on and off station units by the New Orleans Fire Department. To report a fire on station and at Gilmore Park, first call 911, then Security Department 678-2333. Speak slowly, plainly, and say, “My name is \_\_\_\_\_ I want to report a fire at \_\_\_\_\_”. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the unit. If your telephone is out of reach or the wires have burned, use a neighbor’s phone or street alarm box. Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Pre-arrange for an outside meeting place to quickly check that Residents and other occupants are safe. Once out of the house, stay out.

Residents are financially responsible for fire damage caused through negligence.

2. Fire Prevention safety – In the interests of safety, all Residents are required to take particular care in eliminating fire hazards. Oily rags, paints and other flammable should be stored only in proper metal type containers. Do not store flammables near the hot water heater or furnace. Do not store clothing or trash in the utility room of units. Overloading of electrical circuits by the operation of too many appliances is prohibited. If circuit breakers repeatedly trip, circuits are overloaded and/or equipment is faulty. Advise Landlord’s office if the system equipment is faulty, so the system equipment may be inspected for possible hazardous deficiencies. Under no condition are Residents allowed to attempt to alter the electrical wiring.
3. Police Protection – The Commanding Officer, Naval Support Activity, has military jurisdiction over all Navy families living on base and in Gilmore Park. Accordingly, station security forces exercise normal police protection and security duties. Additionally, the Commanding Officer has an agreement with the New Orleans Police Department which allows them to respond to calls from all Residents of military family housing.
4. Driving safety – Drive carefully! Everyone in the vehicle must use seat belts at all times on base. Observe the speed limits and be alert to avoid children who may dart into the street. Especially watch for children and toys when backing out of driveways. Because of the serious traffic hazard in the housing area, children must not play in the streets. Encourage small children to play in the tot lots provided and emphasize that the streets are extremely dangerous and are not to be used as playgrounds. Residents are required to supervise the play of children and to keep them out of the streets and from neighbors’ property. Violators will be warned, and a record of names and offenses maintained by the Security Department. Repeat violators jeopardize their privilege to remain in family housing. When driving in the housing area, strictly observe the posted speed limit. Do not park in the street. Safety is up to the driver. The child you save could be your own.

If you have any questions concerning fire safety or a condition which exists in your units which you consider hazardous, you may call the Fire chief’s office at 678-3104.

Residents are financially responsible for fire damage caused through negligence.

2. Fire Prevention – An authorized inspector of the Fire Department will conduct a fire prevention inspection on all new Residents shortly after move-in. Subsequent inspections are made periodically on a random basis. Residents will be notified of the approximate date and time of inspections. A written notice of discrepancies will be made of any hazard in units. Failure to correct Resident caused fire hazards may be considered



sufficient cause for termination of units assignment. Each unit is provided with a smoke alarm and CO detector and it is the responsibility of the Resident to periodically test the smoke alarm and CO detector batteries. Replacement batteries are available at Landlord's office.

Following are the fire prevention rules and regulations for public units:

- b. Safety matches shall be the only types used in Navy units.
- c. Non-combustible ashtrays shall be used for disposal of matches and smoking material.
- d. Clothing or other combustibles shall not be placed on water heaters, furnaces, or furnace outlets.
- e. Non-combustible receptacles shall be used for the disposal of waste, paper, and rubbish.
- f. Newspaper and other combustibles shall not be used on electric light bulbs or placed on or over light shades.
- g. Landlord shall make no changes in the electrical wiring, fittings, fuses, or attachment of any electrical appliance.
- h. Flammable liquids, such as naphtha, benzene, etc., shall not be used in or around the units. (This includes toys, airplanes, etc., using the same items).
- i. Storage of any flammable liquids, such as gasoline for boats, camping equipment, lawn mowers, etc., shall be in an approved safety type container.
- j. Open fires and burning of leaves, paper, and trash are strictly prohibited.
- k. Cooking or barbecuing on upstairs porches, in common hallways, and under covered patios and carports is prohibited.
- l. The Fire Department shall be notified of any small fires that are extinguished in units.
- m. Stairs and passageways used as fire exits shall not be obstructed at any time.
- n. Christmas trees shall be installed in a container so that water can be added to keep the tree in a fresh condition. The butt of the tree shall be cut at an angle at least one inch above the original cut. The tree shall be located away from the source of heat, such as television sets and furnace outlets. Keep the tree clear of exits. Only electric lights approved by the Underwriters' Laboratories, Inc. shall be used on trees and for decorations. Only flame-retardant materials shall be used for decorations and ornaments. Christmas trees should be disposed of as soon as the holiday is over or the tree becomes dry.

## **25. *Move-Out Procedure***

- a. Cleaning Prior to Check-Out – The following items must be accomplished by the Resident in order to pass the final inspection:
  1. All light bulbs must be taken down, washed, dried and replaced.
  2. Windows must be washed and cleaned thoroughly inside and out on first the floor and inside on the second floor. Clean all window frames and sills. Rehang screens.
  3. Blinds must be removed from windows, washed thoroughly and replaced.
  4. All visible marks, grease stains, and handprints must be removed from walls and walls wiped clean. Spic and Span is recommended. DO NOT use a harsh detergent.

5. Remove all existing shelf/drawer paper and coat hangers from cabinets, closets, and drawers. Wash thoroughly all shelves and hanger rods. Clean all cabinets, doors, and drawers. Closet floors must be stripped of wax and cleaned.
6. All existing wax from floors must be removed and floors cleaned. Do not rewax (this pertains to all vinyl tile). At the time of the pre-final inspection, the inspector will determine if carpet cleaning other than stain removal is required.
7. Clean all dust from top of heater furnace and water heater. Wall and ceiling registers must be removed, cleaned and re-installed. Change air filter, if necessary. Air filters are furnished by Landlord.
8. All charred food and grease must be removed from the drip pans under the burners on the stove, the grill burners, broiler, and oven. Clean grease from under the stovetop.
9. All oven cleaner residue (streaks) must be removed.
10. Range burner knobs must be pulled off and cleaned of grease.
11. Clean grease and lint from pipe leading from pilot light to burner in range.
12. Range sides, walls, and floor under and behind range must be clean. The range must be pulled forward at time of inspection. Be careful not to scratch or gouge floors.
13. The vent hood above the range must be thoroughly cleaned of grease. The screen filter should be removed and cleaned, which can be done in the dishwasher. The exterior of the vent must be washed and polished. The bulb should be replaced, if needed.
14. The refrigerator must be completely defrosted, washed inside and out, including the back and all accessories in place. Refrigerator must be pulled forward and the floor beneath and the wall behind the refrigerator cleaned; coils vacuum cleaned and drip pan in bottom of refrigerator cleaned and replaced. Be careful not to scratch or gouge floors.
15. The exterior of the dishwasher should be cleaned by wiping with mild detergent and water. Rinse and dry. Clean the interior. The white porcelain interior is self-cleaning with normal use. Repeated use of hard water may cause lime deposits to accumulate. To clean: Pour two (2) cups of vinegar into empty dishwasher, omit detergent and operate on normal cycle.

16. The sink fixtures must be cleaned and polished.
17. Gas dryer: If a gas dryer has been installed in the units, make sure the individual shut-off valve is turned off before disconnecting the dryer and that the gas outlet pipe is secured with the proper cap or plug.
18. The bathroom must have all contents removed from the medicine cabinets. The shelves and mirrors must be cleaned and polished. Clean tub, lavatory and commodes. Polish soap dish, toothbrush holder and all metal fixtures.

Issued To: \_\_\_\_\_

Unit#: \_\_\_\_\_ Date: \_\_\_\_\_

Witnessed By: \_\_\_\_\_

# **NEW ORLEANS NAVY HOUSING, LLC RULES & REGULATIONS**

**NEW ORLEANS NAVAL COMPLEX**

**The following Rules & Regulations are an addendum to the lease to units in The Village at Federal City, and, Naval Air Station Belle Chasse. As such, the Rules & Regulations constitute a legally binding document between Resident and Landlord. Further, Resident is responsible for knowing and complying with Base Policies and Regulations.**

**Rules and Regulations are subject to change without any notice.**

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38. Late Fee/Returned Check Policy

- d. For Residents not paying rent by Allotment or EFT, a late fee of \$50.00 will be charged if rental payment is not received by the time Landlord's Management Office opens on the sixth (6<sup>th</sup>) day of the month. Payment for rent will be considered delinquent on the tenth (10<sup>th</sup>) day of the month, and eviction proceedings may be initiated.
- e. Residents will be charged a fee of \$50.00 for any check returned for any reason. Returned checks must be made good by the time the Management Office opens on the sixth (6<sup>th</sup>) calendar day following notification by Landlord's Management Office. Payment for a returned check will be considered delinquent on the sixth (6<sup>th</sup>) day following notification, and eviction proceedings may be initiated.
- f. Notwithstanding the foregoing, no late fees shall be due in the event Resident fails to timely pay his/her rent as a result of the failure of Resident to receive his/her BAH due to actions not caused by or contributed to by the Resident.

39. Rental Standards for Civilian Residents

See Attachment B.

40. Eviction Procedures

a. Nonpayment of Rent

On the eleventh (11<sup>th</sup>) of the month, any Resident delinquent on the rental payment will be posted with a five (5) day late notice. A Resident shall automatically be in default of the lease should the Resident fail to pay the rent or any other charges arising under this lease within that time. Landlord may elect any remedy allowed under Louisiana and federal law, including, but not limited to, declaring the rent for the whole unexpired term of the lease, together with the attorney's fees immediately due and payable, or to proceed one or more times for past due installments without prejudicing its rights to proceed later for rent for the remaining term of the lease. Should Landlord elect to terminate this lease and to evict the Resident, the eviction shall be in accordance with the eviction procedures set forth below.

b. Imminent Danger to Persons or Property

Should a Resident or other residents of the Resident's unit take actions which: (i) affect or threaten to affect the health or safety of other Residents or their guests in the Community; (ii) result in significant damage to the Resident's unit, other units or the common area; or (iii) substantially interfere with the right to quiet enjoyment of other Residents of the Community, Landlord may immediately evict the Resident and take such other action as allowed under federal and state law.

Should a Resident be convicted of possessing drugs or the commission of a felony, Landlord may immediately evict the Resident and take such other action as allowed under federal and state law.

c. Other Lease Violations

Except in situations identified in paragraphs (a) and (b) above, Landlord will provide prompt written notice to the Resident of any other violation of the lease. Landlord will afford the Resident five (5) days within which to cure the lease violation. In the event Resident has not cured the default to the satisfaction of the Landlord within this five (5) day period, Landlord shall provide written notice to the Base Commanding Officer that the offending conduct has not been cured and may commence eviction proceedings. Further, Landlord may take all remedies allowed under federal and state law, including collection of damages.

41. Work Orders

Work Orders can be e-mailed to [www.patricianmilitary.com](http://www.patricianmilitary.com) via the Resident Portal.

The Landlord has the right to access the Leased Premises in accordance with Section 18 of the lease and under these Rules and Regulations to complete Work Orders. Work Orders are requests for repairs made by a Resident to Landlord's management office. Maintenance requests will be taken during normal working hours: Monday – Friday 0730 to 1700 hours, Saturday 1000 to 1600 and Sunday 1300 to 1700. For after hour's emergencies, please call our office number at 866-677-0531 and you will be given the number of the maintenance tech on call. Work Orders are categorized as follows:

- i. Routine - Any damage or discrepancy that does not pose a threat to life, property, health, safety, security, or mission. We allow 3 - 5 business days for routine work orders.
- j. Urgent - Failures in services or facilities that do not immediately endanger the Resident or threaten damage to property, but would soon inconvenience and affect the health and well-being of the Resident. An example of an urgent work order would be that one commode is stopped up but the unit has two commodes. We allow 2 hours to respond, and 1 business day to complete for urgent work orders.
- k. Emergency - Failures in services or facilities that endanger the Resident or property. We allow 1 hour to respond, and 24 hours to complete.

The following is a list of emergency items:

- 11. Overflowing drains/broken water pipes
- 12. Electrical service outage
- 13. Broken electrical components which may cause fire or shock to persons
- 14. Gas leaks
- 15. Complete failure of an appliance (a/c, heater, hot water heater, etc.)
- 16. Problems which would render the unit uninhabitable
- 17. Inability to lock an exterior door or window
- 18. Complete failures in heating or air conditioning
- 19. Malfunctioning water heaters
- 20. Units with only one bathroom and it becomes inoperable

The maintenance person on call will respond to emergency work orders within one hour after receipt of the call, twenty-four (24) hours per day, seven days per week. Repairs will

be completed as soon as possible, not to exceed twenty-four (24) hours whenever possible.

Calls from Residents who have a medical requirement for maintaining stable temperature levels of heating and air conditioning shall be classified as emergency calls. The Landlord will identify for the maintenance staff those Residents with special medical requirements.

- l. Landlord- initiated work orders - Repairs, replacements, inspections, and maintenance that the maintenance staff is required to perform under the Maintenance Plan will be handled as Work Orders. The office staff will contact the Resident, explain the work to be done, and establish a time for the work to be accomplished. Examples of work orders initiated by management are as follows:
  3. Scheduled replacement of carpets or appliances
  4. Interior repairs
- m. Work will be scheduled to cause a minimum of inconvenience to Resident whenever possible. However, Residents may not refuse entrance into their unit by Landlord, its maintenance employees, or maintenance contractors scheduled to do work in accordance with section 18 of the lease and to complete Work Orders except in the case of an extreme emergency. Landlord, its maintenance employees or maintenance contractors may enter Resident's unit when Resident is not at home to perform such work.
- n. Major Repairs - It is Landlord's responsibility to maintain all units in a habitable condition at all times, and to correct all failures regardless of cause. In the event of damage or failures caused by a Resident's neglect or misuse (beyond normal decay, wear and tear), Landlord shall require reimbursement by the Resident for repairs or replacements made in accordance with the terms of the lease. Repairs or replacements made due to normal wear and tear, or which cannot be directly attributed to the Resident will be made at the expense of the Landlord with no additional cost to the Resident.
- o. After-Hours Procedures - On-call maintenance personnel will be available twenty-four (24) hours per day, seven (7) days per week, holidays included, for after-hours urgent and emergency calls except in cases of national emergencies, natural disaster, or other circumstances beyond the control of Landlord. An answering service will respond to after-hours calls placed to Management Office. On-call maintenance personnel will be contacted by the answering service for any call that involves an urgent or emergency condition. Resident calls for other than an urgent or emergency condition will be forwarded to the Management Office for processing at the beginning of the next business day.
- p. Exterminating Service - Exterminating service is provided to all units. However, Residents with pets are responsible for the extermination of ticks and fleas at any time during the lease term when any infestation is discovered, and upon move-out, if necessary. The exterminators may use a combination of spray, bait and traps. Any Resident allergic to the sprays may submit a request to Landlord's Management Office that his or her housing unit be treated only with baits or traps. A Resident may not refuse monthly extermination treatment.



Residents should take preventive steps to control pests and avoid infestations. Garbage should not be allowed to accumulate; food should be stored in closed containers; and tables, countertops, stoves and floors should be kept free for grease and food crumbs. Residents should also perform cleaning underneath sinks and underneath stove tops on a regular basis.

42. Energy Conservation

Utility costs and consumption continue to increase. Conservation becomes more and more important, not only to save costs, but also to keep the impact on the environment to a minimum. Some conservation measures are obvious, such as not running air-conditioning or heat with windows and doors open. Residents may find guidance regarding conservation measures in Landlord's Management Office or the Base Housing Office.

Residents who abuse utility usage during the period Landlord is paying for utilities (gas and electric) will be responsible for charges in excess of normal utility costs for their unit, and shall be in violation of the lease. The determination of whether a Resident is abusing utility usage shall be based on energy consumption guidelines available in the Management Office.

43. Recreational Equipment and Other Articles, Implements and Items

The following items are not permitted at any time in public areas, including the streets of the property of which the leased premises forms a part:

- BB guns and/or pellet guns
- Rifles and/or handguns
- Bows and arrows
- Fishing spear guns
- One- or two-cylinder "toy" cars
- Any other dangerous piece of equipment, article, implement or apparatus

Fireworks are not permitted at any time on base.

The following items, and other pieces of play equipment, are allowed on property of which the leased premises form a part:

Adults and children MUST wear helmets at all times.

- Skateboards
- Scooters
- Roller blades
- Bicycles
- Tricycles

44. Firearms/Weapons

Residents shall maintain weapons consistent with base policy. Check them with base security. Keep under lock and key at all times.

45. Structures

Large semi-permanent swimming pools or other large structures, such as trampolines and child size or walk-in playhouses are not authorized.

46. Parking

NAS

1. Residents are authorized two parking spaces. Additional vehicles must park in the overflow lot. Boats, watercrafts, motor homes, camper shells, recreational vehicles, utility trailers, and storage units will not be permitted in the carport. Parking of inoperable, unsightly, junk vehicles is not allowed in assigned parking spaces or the overflow parking lots. Determination of what is “unsightly” will be at the joint discretion of Landlord and New Orleans Naval Complex Housing Office for the Community. Parking on both sides of the street is prohibited by the Fire Department. Under no circumstances will any vehicle, boat, or trailer be allowed to park or drive on to lawn areas or any other public area.

Repair of automobiles and trucks in the housing area is prohibited. NAS provides an auto hobby shop for Qualified Military Residents.

Additional parking facilities to accommodate vehicles are located at the corner of Enterprise Drive, Valley Forge Street, and Yorktown Lane.

Additional parking for motor homes and other recreational vehicles, utility trailers, boats and other watercraft will be provided on a first come basis. Landlord’s Management Office will manage and assign parking in this area.

THE VILLAGE AT FEDERAL CITY

1. On-Base Family Housing – All units are provided with a garage or carport. All Resident vehicles must be parked in garages, carports or driveways. Any overflow vehicles must be parked in the overflow lot.

Under no circumstances will any vehicle, boat or trailer be allowed to park or be driven on to the lawn areas or any other public area.

Parking of Boats, Campers, and Trailers – These vehicles are not to be parked in the housing area. A parking lot for this purpose is provided by MWR for Qualified Military Residents. Civilian Residents are not allowed to have boats, trailers, or campers on base.

Repair of automobiles and trucks in the housing area is prohibited. NSA provides an auto hobby shop for Qualified Military Residents.

Parking of inoperable, unsightly, or junk vehicles is not allowed in assigned parking spaces or the overflow parking lots. Determination of what is “unsightly” will be at the joint discretion of Landlord, Base Commanding Officer and New Orleans Naval Complex Housing Office for the Community. Vehicles of this nature owned by civilian Residents will not be allowed to remain on base.

47. Exterior Appearance

The Community has been planned and developed within a clear architectural theme which all families are entitled to enjoy. Residents are allowed to install seasonal decorations that do not penetrate the doors or buildings. All additional landscape must be in pots, and placed on porches.

All window coverings visible from the outside must be those provided by the Landlord. Residents may install their own drapes on the inside of the window coverings that are furnished. No foil or polarized film is allowed.

Exterior attachments, such as planters and lights must be maintained. Exterior attachments must not penetrate the building or otherwise damage the building. Any wiring used in relation to any of the items referenced herein must not be run through a partially open window or door. Any balcony or visible patio furniture must be outdoor type furniture, no other items will be allowed.

48. Citizen Band Radios

Residents meeting Federal Communications Commission (FCC) requirements may request written authorization to operate an amateur radio/citizen band station in their housing unit. Requests should be directed to Landlord’s Management Office who will, in turn, forward these to the appropriate government personnel.

49. Telephone & Cable TV

Telephone and cable services are not provided by Landlord. Telephone service to housing units may be obtained by contacting the local telephone company. Telephone and cable outlets have been provided in all housing units. No additional outlets are allowed to be installed.

Wiring must not be attached to the exterior side of the structure. No penetration of the building is allowed for any reason.

Television antennas are not provided. However, privately owned indoor antennas are approved for use in the housing units. Cable television service to housing units may be obtained by contacting the local cable company directly.

Cable television dishes are allowed only under very restrictive Federal Communications Commission (FCC) regulations. A Resident must contact Landlord’s management office prior to

installing any television satellite dish to make sure the installation is in conformity to FCC guidelines.

50. Commercial Enterprise

The use of a unit or the common areas to conduct “commercial enterprises” must have prior approval of Landlord, such decision being based upon a standard of behavior consistent with the consideration necessary to provide reasonable safety, peace and quiet to the other residents in the housing unit complex, and provide evidence that all Base, local and state requirements, filings, certifications and the like have been met, secured or obtained.

Door-to-door solicitation of business is prohibited. Residents are requested to notify the Management Office and Base Security when peddlers or uninvited salespeople are encountered.

GARAGE SALES ARE NOT PERMITTED.

51. Guests

When guests are expected to remain for more than seventy-two (72) hours, Landlord’s Management Office must be notified. Base Policies and Regulations require notification of Base Security. Except with special permission, which shall be exercised in a reasonable manner, when extenuating circumstances arise, the maximum stay for visitors is two (2) weeks.

52. Change of Status

Landlord’s management office and New Orleans Naval Complex Housing Office for the Community should be notified of any changes in rank, grade, duty station, status of residence, number in family, telephone number (even if unlisted – unlisted numbers are kept confidential) or other people living in family housing. Family housing units may not be subleased or joint-residency established.

53. Household Appliances, Equipment and Fixtures

Household appliance maintenance recommendations are contained in the New Orleans Military Community Housing Guidelines and Standards. However, if a garbage disposal has stopped because of foreign objects or materials, including grease, wire, toys, rags, or cigarette filters, the Resident will pay a service charge. The Resident is also responsible for a service charge if the unit’s commode has been stopped up because of the presence of foreign objects or materials. Resident is responsible for replacing light bulbs. Florescent light bulbs and a/c filters will be provided by Landlord.

54. Move-Out Procedure

- a. Notice requirements – Vacating Residents are required to provide thirty (30) days written notice of intent to vacate either at the end of the initial lease term, or at the end of any extension, renewal or holdover period. In turn, Landlord will notify the Navy Complex New Orleans Family Housing Office of projected available units.

- b. Inspection – Landlord will conduct a pre-termination inspection within five (5) days of receipt of notice to vacate or the first business day following receipt of such notice from Resident in the event of a short fuse order. The unit will be checked for preventive maintenance items and/or items the Resident must complete prior to the final inspection. The Resident will be given a Moving-Out Checklist detailing those items that need to be corrected or completed prior to the final inspection, including items that may be chargeable to Resident. If the vacating Resident complies with the terms of the lease and there are no damages to the unit beyond normal decay, wear and tear, and Resident has given a security deposit, the security deposit will be returned within thirty (30) days.

If the Resident failed to give proper notice, or otherwise did not comply with the terms of the lease, the following will apply:

1. For Qualified Military Residents with no rental deposits, the Base Commanding Officer will be notified for appropriate action, including counseling the Resident regarding the proper handling of his/her debts and obligations. If Resident is no longer in the military, appropriate collection action will commence through civilian means to the extent permitted by law.
  2. For Residents with security deposits, the security deposit will be applied to damages incurred by Landlord due to Resident's failure to give notice. Collection actions will be commenced for any further balance due as set forth in the lease.
- c. Cleaning performed by Landlord in addition to normal change of occupancy that should have been accomplished by the Resident to correct or complete items identified during pre-termination inspection or to correct items occurring prior to actual move-out but after such inspection shall be chargeable to the Resident. Additional examples of chargeable items are missing light bulbs, missing appliance components, such as drip pans, crisper, racks, burners, etc., or accessories, such as light fixtures, globes and sink drain stoppers.

All keys issued to Resident must be surrendered to Landlord in order to legally vacate the unit.

Charges will be not be assessed for minor damages such as wall holes or dents of less than one inch in diameter, torn screens or holes of less than two inches in diameter, scratches, caulking, fingerprints on walls, or the securing of door knobs, drawer pulls, or shower rods.

Removal of exterior graffiti shall be chargeable if Resident can be identified as the responsible party.

.....

I have read the above Rules & Regulations and understand that they are a part of my lease.

_____	WITNESSED BY: _____
RESIDENT	LANDORD OR
_____	REPRESENTATIVE
RESIDENT	
_____	
RESIDENT	

EXECUTED IN DUPLICATE AT **THE VILLAGE AT FEDERAL CITY**, LOUISIANA,

THE \_\_\_\_\_ DAY OF \_\_\_\_\_

# **NEW ORLEANS NAVY HOUSING, L.L.C. RESIDENT GUIDELINES**

NEW ORLEANS NAVAL COMPLEX

## **FAMILY HOUSING OFFICES**

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### **NAVAL AIR STATION JOINT RESERVE BASE**

303 RUSSELL AVE.

BELLE CHASSE, LA 70037

PHONE (866) 677-0531

FAX (504) 392-7772

AFTER HOURS EMERGENCY (866) 677-0531

MAINTENANCE E-MAIL: [WWW.PATRICIANMILITARY.COM](http://WWW.PATRICIANMILITARY.COM)

### **THE VILLAGE AT FEDERAL CITY**

2300 GENERAL MEYER BLVD., BLDG. 23

NEW ORLEANS, LA 70142

PHONE (866) 677-0532

FAX (504) 364-9350

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#### **OFFICE HOURS BOTH SITES:**

**MONDAY – FRIDAY 0730 - 1700**

**SATURDAY –1000-1600**

**This Manual will be updated annually, or as required, by the Business Manager and the Partnership.**

## GUIDELINES

### 55. Move-In Procedure

- d. For civilian applicants who are not on the Navy's Housing Referral List, an application for housing must first be completed, and any applicant will be required to submit to a credit check, salary and employment verification, prior rental reference checks, and a criminal background investigation. If an applicant is not accepted, he or she will be notified of this decision.
- e. If an applicant is accepted, he or she will be required to complete the lease, security deposit agreement (all civilian applicants, plus any military applicant not electing to pay by EFT or Allotment), Rules & Regulations, and other required documents.
- f. On the day of move-in, the Resident and Landlord will perform a joint inspection of the unit, and each will sign off on the move-in section of the Move-In/Move-Out Checklist (attached). Prior to physically moving into the unit, all charges and applicable deposits must be paid in full. For Residents in residence on October 1, 2001, Landlord will rely on the inspection report prepared by New Orleans Naval Complex Housing Office for the Community at the time of occupancy by the Resident or, on a list from the Resident himself or herself.

### 2. Rental Payment

- b. Rental payments not made by Allotment or EFT must be made by personal check, cashier's check, credit card, or money order. No cash will be accepted.
- b. Rental payments paid by personal check must be on the Resident's and/or their spouse's accounts, and the Resident must be the signatory. Payment must be made with one check. No multiple checks or two party checks will be accepted.

### 56. 3. Transfers to Other Family Housing

Transfers will be done during our transfer season; January through April ONLY! Residents may transfer as long as their lease is up and at least thirty (30) days notice of intent to vacate is given. The transferring Resident will be subject to the same move-in and inspection procedures applied to any new Resident.

Resident must qualify for transfer. If fees apply they must be paid prior to transfer. Additionally, the transferring Resident will be required to execute a new lease, all applicable attachments, and participate in a move-in inspection.

***ALL TRANSFERS MUST HAVE MANAGEMENT APPROVAL.***

### 57. 4. Lockouts



- (a) During office hours - There will be no charge for issuing keys to Residents locked out of their housing units during normal office hours as long as the keys are returned to the office the same day. If not, a lockout charge of \$5.00 will be assessed. **A \$5.00 fee will be charged for replacement keys for lost house or mail box keys. If locks have to be changed because replacement keys are not available, a \$25.00 fee will be charged.**
- (c) After Office Hours - The first three (3) times in any given twelve (12) month lease period a Resident is locked out of his/her unit and a Landlord employee has to let the Resident in will be at no charge to the Resident. If any reoccurrence exceeds three (3) times in a twelve (12) month period the Resident will be charged \$25.00 per lockout.

## 5. Energy Conservation

As utility costs and consumption continue to increase, conservation becomes more and more important – not only to save costs, but also to keep the impact on the environment to a minimum. Some conservation measures are obvious, such as not running air-conditioning or heat with windows and doors open. Residents who flagrantly abuse utility usage in such cases will be responsible for paying the additional charges in excess of normal utility costs for the unit they are residing in.

## 58. 6. Energy Management

- (a) Central Air Conditioning – All housing units are equipped with central air conditioning. The thermostat has two switches. One switch controls both the heating and cooling cycle. The other switch controls the blower fan. To cool the housing unit set the heating and cooling switch to “cool” and the fan switch to “automatic.” The temperature should be set at 78 degrees in keeping with the government’s energy conservation program. Do not mistakenly think you can conserve energy by turning your air conditioning either to the off position or turning it up to 80 degrees or above during the day while you are gone from your housing unit. When you return home it will take the AC unit approximately two hours to cool your housing unit down to 78 degrees. This will actually cause you to use more energy than if you were to leave your unit at 78 degrees continuously.

Air conditioning units are designed to keep the inside temperature approximately 15 degrees lower than the outside temperature. Do not expect the temperature in your housing unit to go down to 70 degrees when the outside temperature is 90 degrees or over. When there is a dimming of overhead lights or complete power failure turn off the AC at the thermostat. Do not turn the AC back on until electricity has been restored for at least 5 – 10 minutes. All AC and heating units are checked by Landlord’s maintenance personnel for proper operation twice yearly. Landlord’s maintenance personnel will also change filters every other month and during the off months will leave filters at housing unit doors for you to change yourself. If you need to change your filter more often, these may be picked up from Landlord’s management office.

Water backing up into the AC drains results in unnecessary water damage to the floor of your housing unit. Part of Landlord’s preventive maintenance program is to add algaecide tablets to the AC drain pans which will minimize this problem. However, if this problem does occur please call Landlord’s office and a maintenance man will be sent to your housing unit to correct the problem.

Do not operate the AC when doors and windows are opened. Frequent disregard of this rule may result in eviction.

If the AC is not working properly:

- Make sure the thermostat is set properly. If you have any questions call Landlord’s office.

- Make sure the filter is clean.
- Make sure all vents are opened and that the return air grill is not blocked.
- Make sure the breaker labeled “furnace” or “AC fan” in the breaker box is in the “on” position.
- Make sure the handle on the disconnect box located on the outside of the housing unit is in the “on” position.

Do not attempt to make any repairs or adjustments yourself after you check the above. If you suspect mechanical problems, call Landlord’s management office.

- (b) Central Heating – Set the heating and cooling switch to “heating” and the fan switch to “automatic.” The thermostat should be set at 68 degrees per the government’s energy conservation program. Never try pushing the thermostat to a higher temperature to make the furnace come on. When the dimming of overhead lights occurs or an electrical power failure happens turn the furnace off at the thermostat. Do not turn the furnace back on until full electrical power has been restored for 5 – 10 minutes.

When the furnace is not working properly, please follow the same guidelines as shown above for central air conditioning.

- (c) Gas Operated Equipment – The central heating system, hot water heater and cooking range in some housing units are gas operated. To relight the water heater please see the instruction plate located on the heater itself.

The faint odor of gas is a signal to relight the pilot of your hot water heater or oven. As a safety measure, open a window or door to ventilate the room for at least 5 – 10 minutes and call Landlord’s office. After working hours call Landlord’s answering service. Gas odors are considered an emergency.

- (d) Clothes Washers and Dryers – Connections for laundry equipment are provided. Electric dryers which operate on 110 or 220 volts, or gas dryers may be installed. Care must be taken to prevent overloading of electrical circuits while the dryer is operating. Should the operation of the equipment result in repeated overloads or other similar difficulties, advise Landlord’s management office in order that the installation may be inspected. Residents are responsible for correcting defects found in their laundry equipment. If the standard connections provided in the quarters do not meet the requirement for connecting privately owned equipment, Residents must provide necessary equipment at their own expense. Both hot and cold water faucets should be turned off when the housing unit is vacated for any extended period of time. When the gas dryer is disconnected, the gas outlet must be shut off and secured with a cap.
- (e) Energy Conservation – The demand for energy in the United States and elsewhere in the world is out-weighting the means to produce energy. Adequate energy is still available to maintain our standard of living, provided we use it wisely. Everyone’s cooperation is needed to reduce energy consumption. A little effort on the part of many people saves tremendous amounts of energy. The following hints will save the nation valuable energy, produce year round energy savings, and not cause an inconvenience.

1. Heating, Cooling and Hot Water Tips – Keep drapes or blinds closed to cut down window heat gain in summer and heat loss in winter. Keep the room temperature at 68 degrees in winter and 78 degrees in summer. Keep vents and radiators clean and free of obstructions, such as furniture. Keep vents in unused rooms closed off. Report leaky water faucets. One drop per second adds up to about 200 gallons per month, which for

hot water includes a substantial energy waste. Take showers instead of tub baths; showers consume less than one-half the hot water required for a tub bath.

2. Kitchen Energy Savers – The kitchen is a prime candidate for energy savings. The oven, range, refrigerator and dozens of other appliances used are large energy consumers. Following a few simple tips can substantially reduce energy consumption.
  - a. Refrigerator – Avoid frequent door openings and close door immediately after removing food. Do not over cool. Milk is a good test. When cold enough for drinking, the refrigerator setting is proper. If ice-cream stays firm, the freezer temperature is proper. Cool hot foods to room temperature before placing in refrigerator. Check door gaskets; if you place a dollar bill between the door and cabinet and pull straight out and there is a slight drag, the gasket is fitting properly. If the dollar slips through easily, notify the Landlord's office. Keep the freezer full to retain lower temperatures. Keep refrigerator at least three inches away from the wall.
  - b. Dishwasher – Use dishwasher only for full loads.
  - c. Oven and Range – Plan oven meals. A complete meal can be cooked in an oven as economically as one food item. Turn off gas oven as soon as meal is cooked. The oven will retain the heat if the door is kept shut. Do not open oven door unnecessarily; as much as 20% of the heat could escape. When cooking in glass or ceramic utensils, oven setting should be lowered by 25 degrees. On the range top, use covered pots and pans and lower settings. Flat bottom utensils heat better. Use the right size pan. Bring to boil only the amount of water needed. Do not use the oven as a heater; the heat will not circulate efficiently or economically.
3. Lighting – Do not leave lights on unnecessarily. Use higher wattage bulbs only where required for reading, sewing or other close work. Avoid using excessive decorative lighting inside and eliminate all exterior decorative lighting. Keep lamps and light fixtures clean. Dirt absorbs light.
4. Washer/Dryer and Other Appliances – Wash full loads of clothes. Use cold water detergents and cold water whenever possible. Remove collected lint frequently. Dry full loads of clothes. Take advantage of different types of heat for different types of loads. Use warm temperatures for permanent press. Dry clothes outside when weather permits. Turn off all small appliances, such as TVs, radios, etc., when not in use. If TV has "instant on," unplug it when not in use, as when going away for a weekend or vacation. When ironing clothes do them in large batches rather than only a few items at a time. Each time an iron is warmed up, energy is wasted. Electric blankets permit lower bedroom temperatures to be maintained. Whenever possible, use major appliances in the off-peak hours (before 9 a.m., after 6 p.m.) to reduce demand charges for electrical consumption. Improper or wasteful use of water, electricity, and natural gas considerably reduces the funds available for the proper maintenance of family housing.

Landlord shall employ a contractor to maintain all common area lawns and grounds. This includes all yards and patios, but only if these areas are accessible to the contractor. Gates on yards and patios must be kept unlocked on service dates. If not left unlocked, Residents are responsible for maintaining these areas.

**Lawn care does have a set mowing schedule, however when weather is not permitting they will mow the following day. They will not cut if toys, dog “poop” etc. is in yard.**

60. 8. Refuse Collection

*Refuse collection is provided on Tuesday at Naval Air Station and Tuesday at Naval Support Activity each week.* Cooperation and maintaining a neat appearance in refuse collection areas is required. All refuse must be in tied garbage bags and in the container provided by the contractor or, if not provided by the contractor, a plastic or metal container with a lid. Please keep lids on your containers and keep them in the designated areas. Residents are required to carry their containers to the curb for pickup and return them to their proper place the day after pickup. Residents should not place their containers at the curb before 1600 the day prior to pickup. If containers are not returned to their proper place by 1200 the day after pickup, the rental office will collect the containers. Missing containers may be reclaimed at the rental office. It is suggested that the lids of garbage cans be secured to the handles of the container if possible to avoid loss of lids. It is also suggested that the containers be marked with the housing unit number.

61. 9. Recycling

Recycling is up to the resident to maintain. They do have a drop off on base located behind the PSD building.

62. 10. Child Care in The Housing Area

Family Child Care Provider (“FCCP”) is defined as care provided by private individuals in their family housing unit. Care may be full or part time, and includes anyone offering regularly scheduled child care for more than ten hours a week. This excludes occasional babysitting co-ops. “Regular” child care is any child care which enables parents to be on duty, to be employed, or to attend school/training. FCCP must meet and maintain extremely rigid certification standards, including background screening, orientation, CPR and First Aid certification, and on-going monthly training in child development practices. Providers are subject to routine and unannounced housing inspections by the Family Child Care staff. FCCPs are required to adhere to OPNAVINST 1700.9D and NAVSUPACTINST 1710.2A rules and regulations, including the purchase of their own liability insurance. These strict standards are for the safety and well-being of the children. Unauthorized child care is sometimes offered by non-FCCP certified Residents on a full or part-time regular basis for more than ten hours a week. Unauthorized care bypasses the FCCP standards, placing the children in potential jeopardy. Navy regulations state that only officially certified FCCP providers are authorized to provide care in government housing. Individuals identified for the first time as providing unauthorized care will receive an official warning from the Commanding Officer with information regarding the process to attain certification. Continued unauthorized care may result in eviction. For more information on becoming a FCCP, please call the NSA Family Child Care Coordinator at 678-2450/2451; and at NAS 678-3654.

63. 11. Child Neglect

Louisiana Revised Statute 14:403 says “Neglect is the failure by a person responsible for the child’s care to provide the proper or necessary support, education required by law, or medical, physical or other care necessary for his well being.” Louisiana courts have held that leaving minor children unattended for long periods of time constitutes lack of necessary support and could be considered child neglect. Ensure your children are well taken care of and under the supervision of responsible persons.

12. Supervision of Minor Children

Residents are the responsible for providing safe, appropriate, and adequate care and supervision of their children. Children who are not properly supervised are at increased risk of harm to themselves and may impose an unwarranted burden upon the Community from inappropriate behavior.

Children should not be allowed to wander about the common areas. After 2000 (2300 on Friday & Saturday, and summer/holiday breaks,) dependent children unaccompanied by an adult Resident should proceed directly to their units quietly and expeditiously. Residents should know where their children are at all times. Do not allow children to play with dangerous toys or weapons. Playing baseball, football, basketball, etc. in the housing area is prohibited except in areas designated for such purposes. Basketball courts and ball fields within or adjacent to the Community are provided for this purpose.

Curfew – Curfew hours for juveniles (under age 18) are as follows:

Sunday through Thursday:	2000 - 0600
Friday and Saturday:	2300 - 0600
Summer and Holiday Break:	2300 - 0600

64. 13. Care & Supervision Age Requirements

Parents, guardians and sponsors will ensure the following when determining the care and supervision to be provided for their minor children (younger than 18 years of age):

- g. Children younger than 10 years of age will not be left alone or unsupervised at home.
- h. Children between the ages of 10 – 12 may be left alone in the unit unsupervised for no more than one and one-half hours.
- i. Under no circumstances shall a child under the age of 18 remain alone and unsupervised overnight in a unit.
- j. Children, ages six and older, may play in a designated play area or park located closest to their unit until 1800 without close supervision. In addition, these children may go to and from local schools without close supervision.
- k. Baby-sitters must be at least 13 years of age to baby-sit children, including siblings, without adult supervision. They should complete the American Red Cross Baby-Sitting Course, sponsored by the Family Service Center.

Residents are responsible for ensuring that arrangements have been made for proper supervision and care in their absence. Although threshold ages have been established, individual circumstances regarding the mental or physical capabilities and maturity level of the child may dictate a higher age limit for the requirement for constant supervision.

65. 14. Absence From Quarters

All residents must notify the leasing office if leaving for more than seventy two(72) hours.

15. Firearms/Weapons

Military Residents of the Community may retain firearms or weapons in their units provided the weapons are properly safeguarded (under lock and key) and are registered with Base Security. Military members and/or their dependents with an unregistered weapon or a weapon not properly safeguarded could result in eviction.

66. 16. Name Signs

Name signs for individual housing units are prohibited except: (i) for those provided by the government itself; or (ii) designation of units occupied by the Commanding Officers, Captains, and other parties allowed to designate their units under military rules.

67. 17. Communicable Diseases

All Residents, both civilian and military, must notify both Landlord's office and Base Housing of any communicable diseases infecting Residents or their dependents.

68. 18. Storage

Storage is allowed only in family housing provided storage units. Storage is not permitted in the attic space. Appliances provided in units are not to be removed.

Additional storage buildings in family housing are not allowed except for those in place and having had prior approval from base housing before Landlord Management assumed management of the property.

69. 19. Bicycles

Bicycles may not be stored in common entrances, front patios, or hallways of family housing units. All bicycle riders must wear safety helmets. Bicycles must not be ridden after sunset unless adequately lighted (white light forward and red aft, as a minimum.)

70. 20. Exterior Appearance

A clean and uniform exterior appearance enhances the quality of life of all Residents. The following rules must be followed to maintain a neat, orderly and pleasant environment at the complex:

- f. All window coverings visible from the outside must be those provided by the Landlord. Residents may install their own drapes, but these must be installed on the housing unit side of the window coverings that are furnished. No foil or polarized film is allowed.
- g. Seasonal decorations are acceptable as long as they are not attached with anything that penetrates the door. Decorations must be removed 2 weeks after the holiday.
- h. Exterior attachments, such as planters and lights must have prior management approval and must be maintained. Exterior attachments can not penetrate the building or otherwise damage the building.
  - 1. They are not attached with any penetrating holders.
  - 2. The wiring is not run through a partially open window or door.
- i. Balcony or visible patio furniture must be outdoor type furniture only. No other items are allowed.

- j. Flower gardens are not permitted.

71. 21. Exterminating Service

Exterminating service is provided to all family housing. The exterminator comes every Thursday upon residents request. However, Residents with pets will be responsible for the extermination of ticks and fleas at any time during the lease term when this infestation is discovered, and upon move-out if necessary. Landlord's contracted exterminators can use a combination of spray, bait and traps. Any Resident allergic to the sprays, for example, may request through Landlord's office that his/her housing unit be treated with baits or traps. Therefore, a Resident may not refuse monthly extermination treatment.

Residents are responsible for taking certain preventive steps to control pests. Do not let garbage accumulate; keep food stored in closed containers; and keep tables, countertops, stoves and floors free of grease and food crumbs. Cleaning underneath sinks and underneath stove tops on a regular basis is required.

72. 22. Household Appliances

- (c) Refrigerators – Refrigerators are provided for all quarters. A clean, well maintained, and properly used refrigerator saves electricity, decreases maintenance, reduces pest infestation, and lessens food spoilage. Listed below are a few hints for refrigerator care and use:

1. The surface of the refrigerator should not be subjected to chipping by hard blows from pans or other heavy objects.
2. The outside of the refrigerator should be cleaned frequently with a damp cloth and washed periodically with mild soap and water, rinsed, and dried. Abrasive cleansing powders or abrasive pads such as Brillo, should never be used for cleaning.
3. A crowded, dirty refrigerator wastes utilities, spoils food, and shortens the life of the appliance.
4. Spilled foods should be wiped up at once with warm soapy water.
5. Hands and grease should be kept off the rubber door gasket, as grease deteriorates the rubber.

- (d) Cooking Ranges – Cooking ranges are provided for all quarters. Select utensils large enough to avoid spill-overs and boil-overs. Never leave pots or food on the range unattended, especially on the high setting.

1. Oven Operation – Each oven has the type of thermostat which accurately controls baking, roasting, and broiling temperatures and provides temperatures ranging as low as 140 degrees and up to broiling temperatures. The low temperature ranges are excellent for keeping foods warm, warming serving dishes and plates, and for thawing frozen foods rapidly.

The normal time for a gas oven burner to ignite is about 30 seconds after the dial is turned to the temperature setting.

Note: The gas oven thermostat controls the temperature. When the oven temperature reaches the temperature set on the thermostat dial, the thermostat will turn off the oven

burner. Only the standby pilot will remain lit. As soon as the temperature in the oven cools below the set temperature, the thermostat automatically relights the oven burner. This cycle of oven burner off and on is normal and will continue for the entire time you are using the oven.

3. Ranges With Clocks – The clock is not part of the oven control system and is used only as a time-of-day clock. Not all ranges have clocks. An unrepairable clock does not warrant replacement of the range.
3. Baking Tips – Always preheat the oven before placing food in the oven. Preheat time will vary from 10 – 15 minutes depending on the temperature desired. Failure to preheat sufficiently may result in uneven baking. If your range is equipped with a glass panel in the oven door, be sure to clean the glass after each baking or roasting operation to prevent grease film from accumulating, clouding the glass, and possibly causing a fire.

DO NOT COVER THE BROILER GRID WITH FOIL. Foil prevents fat from draining away and may cause smoking when fat gets too hot. Foil also prevents the fat from dripping away from the meat, and the food dries rather than broils. The bottom part of the broiler pan (where the drippings collect) may be lined with aluminum foil for easier clean up.

DO NOT USE DISPOSABLE BROILER PANS. They do not allow fat to escape. Disposable foil pans present the same problems as lining the grid with aluminum foil. Always remove the broiler pan as soon as the meat is done. Grease left in the pan may catch fire if the oven is used without removing and cleaning the pan. This is considered Resident negligence. Residents will be held responsible for any charges incurred by such damage.

4. Gas Range Safety – Accidents can be tragic, especially since many can be prevented with just a little care and judgment in the use of this important appliance. Sound practices to follow are:
  - f. Select correct flame height.
  - g. Adjust the burner flame so that it is not larger than the bottom of the pan. Any higher flame is inefficient and unsafe.
  - h. Never use the range as a kitchen heater. Prolonged use for heating without adequate ventilation can be dangerous. Ovens and top burners are not designed for heating use and can fail with such abuse.
  - i. Do not permit the top burner section or oven broiler section to become a storage area for flammable or plastic items which may ignite or melt.
  - j. Do not leave children alone or unwatched near the range when the range is in use or while surfaces are still hot from use. Let burner grates and other surfaces cool before touching. Turn all pan handles away from the front edge of the stove. Children must be taught that the range and the pans may be hot; they are not to play with range controls and are not to use the range as a step stool to the cabinet area. Avoid storing items attractive to children in cabinets over or near the range.
5. Range Cleaning Suggestions – Ranges will be easier to clean if given daily care. Some suggestions for easy cleaning are:
  - i. Clean only when range is cool.



- j. Chrome or aluminum parts can be cleaned best with warm soapy water. Dry with soft cloth.
- k. Clean the tops of burners daily by wiping them with a damp cloth. Be sure burner is dry and all holes are open.
- l. Remove all dirt, grease and spill-overs promptly. If allowed to remain on parts of the range subject to high heat, grease or spill-overs will turn to hard carbon and will be difficult to remove.
- m. If grease or spill-overs become burned, do not use abrasive material to remove. Soak in soapy water or use a non-scratch cleaner. Do not use commercial oven cleaners on chrome or aluminum metal parts.
- n. Use of a plastic sponge containing soap may be necessary to remove burned grease or protein.
- o. If range has one-piece "lift-off" top, only removable pans will need to be cleaned. Remove the top for more thorough cleaning of spill-overs. To remove the top, take off grates and drip pans, then pull forward and up on the main top. The top must be replaced correctly or it will not fit over the burners. WIDER border goes toward the back, NARROWER border toward the front.
- p. Oven Cleaning – wash porcelain parts of ovens with detergent and warm water. If necessary, use soap filled plastic pads to remove stubborn stains. Rinse well, wipe dry, and replace. Oven windows are not removable and may be washed in place with detergent and warm water, or a solution of baking soda and water. Strong commercial cleaners may be used on porcelain-lined ovens. Follow manufacturer's instructions and use rubber gloves to protect hands. Rinse oven parts with a solution of 1 tablespoon vinegar to 1 cup water. Oven cleaners (particularly the spray type) may coat the thermostat sensing device and affect accuracy. Be sure any residue left on thermostat bulb (metal tube at top of oven) is carefully removed.

(c) Dishwashers – Dishwashers are provided in all housing units. To operate your dishwasher, follow these steps:

- Move latch all the way to the left to open the door.
- Roll out lower rack and load pre-rinsed dishes, silverware, and larger utensils. You must pre-rinse the dishes, silverware, and utensils to clear away all excess food particles before loading the dishwasher. This will aid cleaning and avoid clogging the drain. The dishwasher is designed to flush away only normal food soils from dishes.
- Load silverware basket.
- Pull out upper rack. Load glasses, cups, and small utensils upside down.
- Fill detergent cups.
- Close door and move latch all the way to the right.
- Turn cycle indicator knob slowly to the right until "ON" light glows.

IMPORTANT: Cycle indicator knob must be turned only in a clock-wise direction. The rest is automatic. Your dishwasher will need no further attention. The dishwasher will complete the normal dish washing cycle. The dishwasher will then shut off.

(d) GARBAGE DISPOSAL – Listed below are instructions for the use and care of garbage disposals:

- Never force a large amount of food waste into the unit. Put food waste down the drain while cold water is running and the unit is operating; insert a small amount of waste at a time. Feeding waste into the unit while the unit is running is particularly important when garbage includes fibrous material such as celery or pea pods. Allow the unit plenty of cold water, and to run at least one full minute after unit has disposed of the fibrous material.
- Never oil the unit.
- Do not insert any of the following into the unit:
  - Bones, heavy food wastes, string, or cloth
  - Metal (thumb tacks, wire, eating utensils, etc.)
  - Glass or crockery (broken glass does not float and will remain in the household plumbing)
  - Lye, strong drain cleaning materials, or chemicals.
- Should the unit fail to operate:
  - Turn off the unit at the wall switch
  - Check electrical circuit breakers in service panel; reset breaker if necessary
  - Push in on the reset button (located on the bottom of the unit)
  - Call Landlord's office if after all the above steps are taken and the unit still fails to operate.

NOTE: If garbage disposal has stopped because of foreign objects such as grease, wire, toys, rags, or cigarette filters, the Resident will pay a service charge.

73. 23. Resident Maintenance Responsibilities & General Household Information

- b. Smoke Detectors – Smoke detectors are installed in all units. All units have electrical detectors with battery backup. All detectors are checked annually by qualified personnel and at change of occupancy. Residents shall test their detector monthly. Testing procedures require that you depress the small button on the detector. If the detector sounds, the detector is operating properly. Residents should notify Landlord's office immediately if the detector is not operating properly. If the battery begins to emit an intermittent beeping sound this is an indication that the battery needs replacing. Landlord shall be immediately notified if any battery should be replaced. Removal of smoke detector batteries could result in eviction.
- d. Carbon Monoxide Detectors – Carbon Monoxide monitors are installed in all units. Should the carbon monoxide detector sound an alarm, contact Landlord and base housing immediately.
- e. Garages/Carports – Garages and carports will be utilized only for the purpose for which they were specifically designed, i.e., nominal storage and automobile protection.

74. 24. General Safety

- a. NAS
- 2. Fire Information – To report a fire, call the station alarm telephone number **678-3333 or 911**. Speak slowly, plainly, and say: My name is \_\_\_\_\_. I want to report a fire at \_\_\_\_\_. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the house. If Resident's telephone is out of reach, use a neighbor's phone.

Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Prearrange for an outside meeting place to quickly check Resident safety. Once out of the house – STAY OUT.

b. THE VILLAGE AT FEDERAL CITY

1. Report A Fire – Fire protection is provided to both the on and off station units by the New Orleans Fire Department. To report a fire on station and at Gilmore Park, first call 911, then Security Department 678-2333. Speak slowly, plainly, and say, “My name is \_\_\_\_\_ I want to report a fire at \_\_\_\_\_”. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the unit. If your telephone is out of reach or the wires have burned, use a neighbor’s phone or street alarm box. Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Pre-arrange for an outside meeting place to quickly check that Residents and other occupants are safe. Once out of the house, stay out.

Residents are financially responsible for fire damage caused through negligence.

2. Fire Prevention safety – In the interests of safety, all Residents are required to take particular care in eliminating fire hazards. Oily rags, paints and other flammable should be stored only in proper metal type containers. Do not store flammables near the hot water heater or furnace. Do not store clothing or trash in the utility room of units. Overloading of electrical circuits by the operation of too many appliances is prohibited. If circuit breakers repeatedly trip, circuits are overloaded and/or equipment is faulty. Advise Landlord’s office if the system equipment is faulty, so the system equipment may be inspected for possible hazardous deficiencies. Under no condition are Residents allowed to attempt to alter the electrical wiring.
3. Police Protection – The Commanding Officer, Naval Support Activity, has military jurisdiction over all Navy families living on base and in Gilmore Park. Accordingly, station security forces exercise normal police protection and security duties. Additionally, the Commanding Officer has an agreement with the New Orleans Police Department which allows them to respond to calls from all Residents of military family housing.
4. Driving safety – Drive carefully! Everyone in the vehicle must use seat belts at all times on base. Observe the speed limits and be alert to avoid children who may dart into the street. Especially watch for children and toys when backing out of driveways. Because of the serious traffic hazard in the housing area, children must not play in the streets. Encourage small children to play in the tot lots provided and emphasize that the streets are extremely dangerous and are not to be used as playgrounds. Residents are required to supervise the play of children and to keep them out of the streets and from neighbors’ property. Violators will be warned, and a record of names and offenses maintained by the Security Department. Repeat violators jeopardize their privilege to remain in family housing. When driving in the housing area, strictly observe the posted speed limit. Do not park in the street. Safety is up to the driver. The child you save could be your own.

If you have any questions concerning fire safety or a condition which exists in your units which you consider hazardous, you may call the Fire chief’s office at 678-3104.

Residents are financially responsible for fire damage caused through negligence.

2. Fire Prevention – An authorized inspector of the Fire Department will conduct a fire prevention inspection on all new Residents shortly after move-in. Subsequent inspections are made periodically on a random basis. Residents will be notified of the approximate date and time of inspections. A written notice of discrepancies will be made of any hazard in units. Failure to correct Resident caused fire hazards may be considered

sufficient cause for termination of units assignment. Each unit is provided with a smoke alarm and CO detector and it is the responsibility of the Resident to periodically test the smoke alarm and CO detector batteries. Replacement batteries are available at Landlord's office.

Following are the fire prevention rules and regulations for public units:

- o. Safety matches shall be the only types used in Navy units.
- p. Non-combustible ashtrays shall be used for disposal of matches and smoking material.
- q. Clothing or other combustibles shall not be placed on water heaters, furnaces, or furnace outlets.
- r. Non-combustible receptacles shall be used for the disposal of waste, paper, and rubbish.
- s. Newspaper and other combustibles shall not be used on electric light bulbs or placed on or over light shades.
- t. Landlord shall make no changes in the electrical wiring, fittings, fuses, or attachment of any electrical appliance.
- u. Flammable liquids, such as naphtha, benzene, etc., shall not be used in or around the units. (This includes toys, airplanes, etc., using the same items).
- v. Storage of any flammable liquids, such as gasoline for boats, camping equipment, lawn mowers, etc., shall be in an approved safety type container.
- w. Open fires and burning of leaves, paper, and trash are strictly prohibited.
- x. Cooking or barbecuing on upstairs porches, in common hallways, and under covered patios and carports is prohibited.
- y. The Fire Department shall be notified of any small fires that are extinguished in units.
- z. Stairs and passageways used as fire exits shall not be obstructed at any time.
- aa. Christmas trees shall be installed in a container so that water can be added to keep the tree in a fresh condition. The butt of the tree shall be cut at an angle at least one inch above the original cut. The tree shall be located away from the source of heat, such as television sets and furnace outlets. Keep the tree clear of exits. Only electric lights approved by the Underwriters' Laboratories, Inc. shall be used on trees and for decorations. Only flame-retardant materials shall be used for decorations and ornaments. Christmas trees should be disposed of as soon as the holiday is over or the tree becomes dry.

## **26. *Move-Out Procedure***

- a. Cleaning Prior to Check-Out – The following items must be accomplished by the Resident in order to pass the final inspection:
  - 19. All light bulbs must be taken down, washed, dried and replaced.
  - 20. Windows must be washed and cleaned thoroughly inside and out on first the floor and inside on the second floor. Clean all window frames and sills. Rehang screens.
  - 21. Blinds must be removed from windows, washed thoroughly and replaced.
  - 22. All visible marks, grease stains, and handprints must be removed from walls and walls wiped clean. Spic and Span is recommended. DO NOT use a harsh detergent.

23. Remove all existing shelf/drawer paper and coat hangers from cabinets, closets, and drawers. Wash thoroughly all shelves and hanger rods. Clean all cabinets, doors, and drawers. Closet floors must be stripped of wax and cleaned.
24. All existing wax from floors must be removed and floors cleaned. Do not rewax (this pertains to all vinyl tile). At the time of the pre-final inspection, the inspector will determine if carpet cleaning other than stain removal is required.
25. Clean all dust from top of heater furnace and water heater. Wall and ceiling registers must be removed, cleaned and re-installed. Change air filter, if necessary. Air filters are furnished by Landlord.
26. All charred food and grease must be removed from the drip pans under the burners on the stove, the grill burners, broiler, and oven. Clean grease from under the stovetop.
27. All oven cleaner residue (streaks) must be removed.
28. Range burner knobs must be pulled off and cleaned of grease.
29. Clean grease and lint from pipe leading from pilot light to burner in range.
30. Range sides, walls, and floor under and behind range must be clean. The range must be pulled forward at time of inspection. Be careful not to scratch or gouge floors.
31. The vent hood above the range must be thoroughly cleaned of grease. The screen filter should be removed and cleaned, which can be done in the dishwasher. The exterior of the vent must be washed and polished. The bulb should be replaced, if needed.
32. The refrigerator must be completely defrosted, washed inside and out, including the back and all accessories in place. Refrigerator must be pulled forward and the floor beneath and the wall behind the refrigerator cleaned; coils vacuum cleaned and drip pan in bottom of refrigerator cleaned and replaced. Be careful not to scratch or gouge floors.
33. The exterior of the dishwasher should be cleaned by wiping with mild detergent and water. Rinse and dry. Clean the interior. The white porcelain interior is self-cleaning with normal use. Repeated use of hard water may cause lime deposits to accumulate. To clean: Pour two (2) cups of vinegar into empty dishwasher, omit detergent and operate on normal cycle.

34. The sink fixtures must be cleaned and polished.
35. Gas dryer: If a gas dryer has been installed in the units, make sure the individual shut-off valve is turned off before disconnecting the dryer and that the gas outlet pipe is secured with the proper cap or plug.
36. The bathroom must have all contents removed from the medicine cabinets. The shelves and mirrors must be cleaned and polished. Clean tub, lavatory and commodes. Polish soap dish, toothbrush holder and all metal fixtures.

Issued To: \_\_\_\_\_

Unit#: \_\_\_\_\_ Date: \_\_\_\_\_

Witnessed By: \_\_\_\_\_

**New Orleans Navy Housing L.L.C**  
**Naval Air Station**  
**PATRICIAN MANAGEMENT**

**PET POLICY**

1. Allowed – Dogs, cats, small caged birds, and tropical fish (Limited to 10 gallon tank). **No snakes, spiders, ferrets, exotic pets, or any other type of pets.**
2. Maximum allowed – two dogs or two cats, or one of each, plus a maximum of two small caged birds.
3. Dogs of the following breeds, or any mixed breeds thereof, are not allowed in family housing:
  - (a) Chow
  - (b) Pit Bull – American Staffordshire terrier
  - (c) Doberman Pincher
  - (d) Rottweiler
  - (e) Akita
  - (f) American Bulldog
4. All other pets are prohibited.
5. Immunization – All cats and dogs must wear a collar or harness with current rabies and distemper vaccination attached. **Veterinarian's proof of immunization required.** The lessee is responsible for notifying Patrician's office upon re-immunization.
6. Dogs and cats must be secured with leashes while outdoors, except in fenced patios or yards. Dogs must be secured on a leash while outdoors or under positive control except when in a fenced yard. Pets must not be left tied or unattended in carports or unfenced yard areas. Cats must not be allowed to run loose. We recommend that dogs and cats not be kept outside for long periods of time.
7. Lessee must pick up pet feces in patios or yards daily, and immediately if the pet evacuates outside of the patio or yard. Pet feces must be placed in tied garbage bags and disposed of in proper waste receptacles.
8. Animal control will be called to pick up any dogs or cats running loose in the Family Housing area, at the pet owner's expense.
9. Animal Control will be called to pick up any pets that have bitten anyone. These pets will not be allowed to return to the base.
10. Noise – Lessees will receive lease violation letters each time a pet is reported as being noisy or bad-tempered. After the third such complaint, the offending animal may be removed from the base.
11. Birds must be kept in cages at all times.
12. Pet deposit:
  - a. Military – none
  - b. Civilian Non-refundable Fees and Refundable Deposits
    - \$75 fee per pet, exclusive of small caged birds, tropical fish (Limited to a 10 gallon tank), and terrarium animals.
    - \$350 refundable deposit; or
    - \$250 refundable deposit with pet neutering certified by veterinarian's letter
    - \$200 refundable deposit when cat(s) are neutered and declawed, certified by veterinarian's letter.
13. Pets are to be registered with management, and the registration copied to base security. Residents who leased prior to this policy being implemented will be responsible only for the policy in effect at the time their occupancy began, with the exception that any new pets will fall under this policy.

\_\_\_\_\_ YES there will be \_\_\_\_\_ of pets living in the home.

\_\_\_\_\_ NO there will not be pets living in the home.

\_\_\_\_\_  
Lessor

\_\_\_\_\_  
Lessee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

New Orleans Navy Housing L.L.C  
The Village at Federal City

**PET PROVISION  
READ BEFORE SIGNING**

Addendum to Lease dated \_\_\_\_\_ between **Patrician Management**, Lessor and \_\_\_\_\_ Lessee at \_\_\_\_\_ in New Orleans, LA.

For and in consideration of an additional PET FEE of \$ \_\_\_\_\_ and additional deposit of \$ \_\_\_\_\_, Lessee may have pets \_\_\_\_\_ by the name/names of “ \_\_\_\_\_ ”, during the term of this lease. However, it is specifically understood that this provision may be cancelled by Lessor giving five (5) days written notice to Lessee should Lessor determine that the pet is destructive to the housing unit or grounds or that the pet is unduly noisy or is disturbing or menacing to any other resident of the housing unit complex. Such cancellation of the Pet Provision shall in no way affect the main lease between the parties which shall remain in full force and effect as to all of its terms and conditions. Upon vacating the housing unit \$ \_\_\_\_\_ will be retained to shampoo and deodorize all carpets and de-flea the housing unit.

Does the resident have pet liability insurance? If so,

Policy # \_\_\_\_\_

AGENT \_\_\_\_\_

Is Binder Provided? \_\_\_\_\_

Pet Type: \_\_\_\_\_

Gender: \_\_\_\_\_

Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Weight: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_

Pet Type: \_\_\_\_\_

Gender: \_\_\_\_\_

Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Weight: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_

\_\_\_\_\_  
Lessor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Lessee

\_\_\_\_\_  
Date



## **SATELLITE DISH AND ANTENNA ADDENDUM TO NAS BASE HOUSING LEASE CONTRACT**

Under a Federal Communications Commission order, you as our resident have a limited right to install a satellite dish or receiving antenna on the leased premises. We as a rental housing owner are allowed to impose reasonable restrictions relating to such installation. You are required to comply with these restrictions as a condition of installing such equipment. This addendum contains the restrictions that you and we agree to follow.

- 1) **NUMBER and SIZE.** You may install only one satellite dish or receiving antenna on the leased premises. A satellite dish may not exceed one meter (3.3 feet) in diameter. An antenna may receive but not transmit signals.
- 2) **LOCATION.** Location of the satellite dish or antenna is limited to (1) inside your dwelling or (2) outside your dwelling within your fenced backyard or balcony, not to protrude above balcony railing. Installation is not permitted on any parking area, roof, exterior wall, windowsill, fence or common area, or in an area that other residents are allowed to use. A satellite dish or antenna may not protrude beyond the vertical and horizontal space that is leased to you for your exclusive use.
- 3) **SAFETY and NON-INTERFERENCE.** Your installation: (1) must comply with reasonable safety standards; (2) may not interfere with our cable, telephone, or electrical systems or those of neighboring properties; (3) may not be connected to our telecommunication systems; and (4) may not be connected to our electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of the two methods: (1) securely attaching it to a portable, heavy object such as a small slab of concrete; (2) any other method approved by us. No other methods are allowed. We may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.
- 4) **SIGNAL TRANSMISSION FROM EXTERIOR DISH OR ANTENNA TO INTERIOR OF DWELLING.** Under the FCC order, you may not damage or alter the leased premises and may not drill holes through outside walls, door jams, window sills, etc. If your satellite

dish or antenna is located outside your dwelling, the signals received by it may be transmitted to the interior of your dwelling only by the following methods: (1) running a “flat” cable under a door jam or window sill in a manner that does not physically alter the premises and does not interfere with proper operation of the door or window; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables “through a window pane” similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window – with out drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by us.

- 5) WORKMANSHIP. In order to assure safety, the strength and type of materials used for installation must be approved by us. Installation must be done by a qualified person or company approved by us. Our approval will not be unreasonably withheld.
- 6) MAINTENANCE. You will have the sole responsibility for maintaining your satellite dish, antenna and all related equipment.
- 7) REMOVAL AND DAMAGES. You must remove the satellite dish or antenna and other related equipment when you move out of the dwelling. You must pay for any damages and for the cost of repairs or repainting which may be reasonably necessary to restore the leased premises to its condition prior to the installation of your satellite dish, antenna or related equipment.

**Make sure when the installers are there call office @ 866-677-0531 to have a maintenance tech come over at the same time.**

You may start installation of your satellite dish or antenna only after you have: (1) signed this addendum; (2) had maintenance come over.

\_\_\_\_\_  
Owner or owner’s representative

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date of addendum

\_\_\_\_\_  
Address

## **Renters Insurance Addendum**

**Effective:** 6-15-2005

**Property Covered:** Personal Property of Residents, Limited to personal property located inside the home.

- Please note that it is recommended that resident still obtain Renter's Insurance from a private carrier.
- Without Renter's Insurance the resident is liable to building owner and other residents for damage caused by resident. For example: cooking fire that causes damages.

**Perils Insured:** Special form including Burglary, excluding Theft, excluding Wind, Hail, Flood and Earthquake. Burglary is defined as evidence of forced entry, which must be reported to local law enforcement. An example of theft would be resident leaving their door open and claiming that a television is missing.

**Limit of Liability:** \$10,000 per occurrence

**Deductible:** \$250 per occurrence. The deductible is paid by the resident.

**Special Conditions:** 80% Co-Insurance

Actual Cash Value

Excludes: Mold, War, Terrorism, Wind, Hail, Flood, and Earthquake

**Warranties:** Smoke Detectors in all units

**Information:** Description of Operations: Military Housing

1. Property Insurance Provided by Owner/Agent provides certain insurance coverage protecting your personal property up to a maximum of \$10,000 subject to a \$250 deductible. You are responsible for the deductible on any covered loss.
2. Additional Insurance to be Obtained by Residents. Owner/Agent recommends that you obtain additional insurance providing additional personal property and personal liability coverage or you and your family. Renters's insurance is readily available to provide this coverage.
3. Property Coverage Provided by Owner/Agent's Policy. All Risk of direct physical loss of damage located inside the premises on an actual cash value basis subject to policy exclusions, some of which are as follows:
  - Theft
  - Mold, Fungus, Pollution, Contamination
  - Personal Property Outside Premises
  - Earthquake, Wind, Hail, Flood
4. Claim Reporting Procedure. Any claim shall be reported to the District Office, who will provide a claim report to be completed by the resident. The District office will fax the claim report to the claim adjuster. All claims will be adjusted directly with the resident.

### **Renter's Insurance Addendum**

It is understood that Lessor assumes no responsibility for property belonging to the lessee. Furthermore, should any damage occur to Lessee's property for ANY reason, Lessor can not be held liable for repairs, replacement or other damages.

Therefore, it is recommended that Lessee seek coverage for personal property through an additional insurance policy, known as 'Renter's Insurance.'

By signing below, I acknowledge that Patrician Management shall take no responsibility for my personal belongings. Signing below does not obligate me to purchase a Renter's Insurance policy. However, I understand that if I fail to obtain renter's insurance and any type of damage occurs to my personal property, I will be solely responsible for replacement, repairs, or other damages. If I do obtain renter's insurance and damage occurs, I understand that the insurance provider will be the source of any compensation received.

Furthermore, I understand that Patrician Management will not be responsible for my belongings regardless of whether the damage occurs due to mechanical or structural failures on the property itself (for example, a water leak which may cause flooding or other water damage to my personal belongings) or from natural causes (for example, an earthquake, flood, hurricane, tornado, etc.). In either case, proper insurance would cover my losses.

**'I have read this entire form. There is no portion of this form which I fail to understand.'**

\_\_\_\_\_  
**Lessee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Lessee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Witnessed by**

\_\_\_\_\_  
**Date**

**METHOD OF PAYMENT**

**I CHOOSE TO PAY MY MONTHLY RENT BY:**

\_\_\_\_\_ **CHECK**

**I UNDERSTAND THAT PAYING MY RENT BY CHECK WILL SUBJECT ME TO A CHECK DEPOSIT EQUAL TO ONE MONTH'S BAH.**

\_\_\_\_\_ **ALLOTMENT**

**I UNDERSTAND THAT WHEN I CHOOSE TO PAY BY ALLOTMENT OR EFT THE CHECK DEPOSIT WILL BE WAIVED.**

\_\_\_\_\_ **I WANT PATRICIAN MANAGEMENT TO SETUP MY ALLOTMENT FOR ME THROUGH MAC (NAVY, ARMY AND AIR FORCE)**

\_\_\_\_\_ **I WILL SETUP MY ALLOTMENT OR EFT (Required to be setup at time of move in)**

**I UNDERSTAND I AM RESPONSIBLE FOR RENT UNTIL ALLOTMENT STARTS. I KNOW I HAVE TO CALL TO CHECK BACK TO SEE IF ALLOTMENT HAS STARTED.**

**I UNDERSTAND THAT IF I SETUP AN EFT IT HAS TO BE PROCESSED ON THE 1<sup>ST</sup> OR 2<sup>ND</sup> OF THE MONTH. IF IT DOES NOT PROCESS ON THOSE DAYS I AM AT RISK OF BEING LATE ON RENT.**

**E-MAIL ADDRESS** \_\_\_\_\_

**PHONE NUMBER** \_\_\_\_\_

\_\_\_\_\_  
**LEASEE'S SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**PRINT NAME**

\_\_\_\_\_  
**SOCIAL SECURITY NUMBER(FULL)**

\_\_\_\_\_  
**WITNESS**

\_\_\_\_\_  
**DATE**

**ALLOTMENT WAS \_\_\_\_\_ AT MOVE IN.**

# **SERVICE REQUESTS**

**You now have two new ways to submit your service requests!  
You can set up an account and enter the request through the  
Resident Portal (suggested method) or 1-866-677-0531.  
EMERGENCIES – Please call the eight digit number**

## **Resident Portal**

To set up your account please go to one of the following:

<http://property.onsite.realpage.com/navalairstation>

Or

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

(Click on the Resident Portal link)

### **EXAMPLE**

Enter the Service Member's Name  
(Exactly how it was entered on Lease)  
Jane Doe

Enter the Building  
(1<sup>st</sup> three letters of your street)  
ENT (Enterprise Dr.)

Enter the Unit #  
201

\*If you have problems setting up your account after  
Following these steps, please call the management office  
At (504-392-7500) and we will be happy to assist you.

## **Service Request Call Center**

(Recommended for Emergencies)

1-866-677-0531

(All calls recorded for quality assurance)

**IMPORTANT NOTICE:** We are constantly seeking new ways to improve and expedite our service to you. Please submit all requests EITHER through the Resident Portal or the 800 number. By submitting your requests through both the Resident Portal and the 800 number, it duplicates the request, and delays the process.

Thanking you in advance for your cooperation.  
Patrician Management

## **MOLD INFORMATION & PREVENTION GUIDELINES**

**About Mold.** Mold is found virtually everywhere in our environment, both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. The majority of molds encountered do not pose health hazards, but overexposure can trigger allergic reactions, asthma and other respiratory or sinus problems such as coughing, congestion, runny nose and eye irritation. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing, and other materials. When excess moisture is present inside the dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions should be taken.

**Preventing Mold Begins With You.** There is no practical way to eliminate all molds and mold spores in our living environment. **The way to control mold growth is to control moisture.** In order to minimize the potential for mold growth in your Leased Premises, the following guidelines should be adopted:

- ◆ **Keep you Leased Premises clean;** particularly in the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using household cleaners to remove household dirt and debris that harbor mold is recommended. Immediately throw away moldy food.
- ◆ **Remove visible moisture accumulation** on windows, walls, ceiling, floors and other surfaces as soon reasonably possible.
- ◆ Avoid keeping doors or windows open as much as possible to prevent mold growth from outdoor humidity.
- ◆ Promptly notify Patrician concerning **air conditioning or heating system problems**, so appropriate repairs may be initiated. Notify Patrician should you see mold/mildew inside your A/C ducts.
- ◆ Promptly notify Patrician of signs of **water intrusion (from any source) or water leaks**, no matter how small, so appropriate repairs may be initiated.
- ◆ Regularly **check for leaks** near faucets, under sinks, water heaters, refrigerators, and washing machines, and especially discharge lines attached to these items. If present, notify Patrician promptly so appropriate repairs may be initiated.
- ◆ **Turn on any exhaust fans** in the bathroom while showering.
- ◆ When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. After a shower or bath, it is recommended to: (1) wipe moisture off of the shower walls and doors, the bathtub and the bathroom floor, (2) leave the bathroom door open until all moisture on mirrors, walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry.
- ◆ **If mold is seen on Non-Porous Surfaces** (such as ceramic tile, counter tops, vinyl flooring, metal, wood or plastic), EPA guidelines recommend that you clean the area(s) with soap and water, let dry, and then apply household biocide disinfectant (such as Tilex).
- ◆ **If mold is seen on Porous Surfaces** (such as sheetrock walls or ceilings) do not attempt clean or apply disinfectants, instead notify Patrician promptly.

Both Resident(s) and Patrician must take appropriate precautions to prevent the growth of mold. If you have any questions, please contact the Patrician Management Office.

# Together we can make Patrician Management a GREAT Community!!



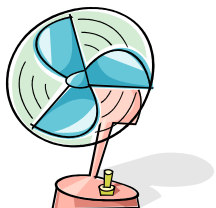
Our most efficient way to communicate important information to you is by either leaving information in your *front door*, via email, or telephone. In the event of an emergency we have the capability of sending a broadcast of email or voicemail message. Please keep your information updated in the office.

Service Request. Please submit all request via  
1-866-677-0531  
Or the Resident Portal  
<http://property.onsite.realpage.com/navalairstation>



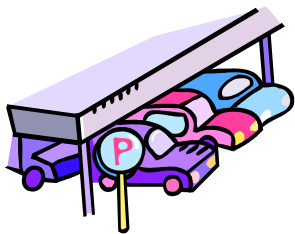
Store and secure bikes, ice chests, strollers, toys, electric cars, grills and water hoses in back so no one “borrows” them without your permission.

Help keep our community clean! Don't be a LITTER BUG. Throw trash into the trash cans located throughout housing. Please pick up around the outside of you home to keep it looking great.



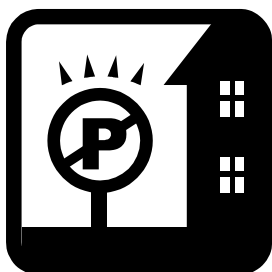


Did you know that changing your air conditioner filter once every 30 days will prevent dust and condensation build up, which could cause your unit to not cool properly? Please close your doors and windows when your air conditioner is running. Filters are available in the office at no charge to you!



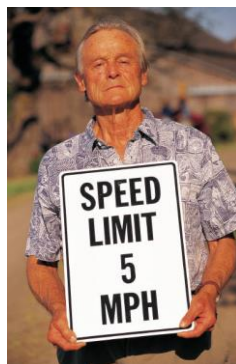
There should be nothing under the carport except your POV.

For safety, barbeque grills, smokers and fire pits should be stored in the backyard not in driveways or on sidewalks & 10ft away from the building.



Save money by not getting parking violation tickets. There is no parking in front of units, cul de sacs, on the grass, or in alley ways unless a parking sign is present.

Speed Limit  
Main Streets  
1In housing



Speed limit in  
alley ways  
and cul de sacs.

Please be sure portable basketball hoops are not blocking alley ways, streets, neighbor's driveways or sidewalks. Ensure your children move quickly when a vehicle is coming to avoid accidents.





Rent Reminder – Rent is due on the 1<sup>st</sup> of each month.

Sidewalk chalk drawings are precious, however, please wash away after 3 days.

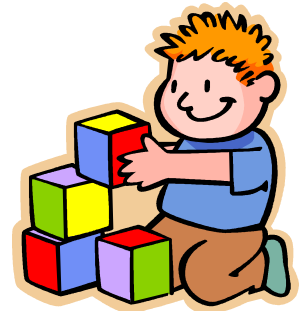


Fliers posted at mailbox kiosk should be approved, stamped and dated in the office. All fliers should be removed after 2 weeks or they will be removed by management.

Remove garbage cans from curbside by 12:00 noon on the following trash pick up. If you have too much trash for your can, dumpsters are available. Please call the office for locations.



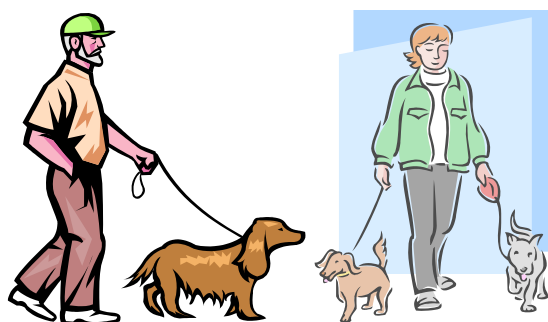
Do you know where your children are and what they are doing?



Your children are our future.  
Please *watch* them carefully.

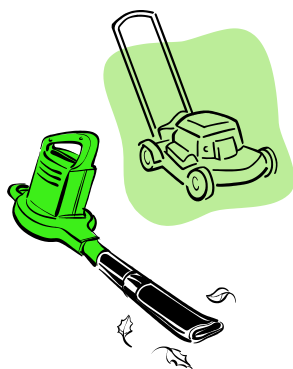
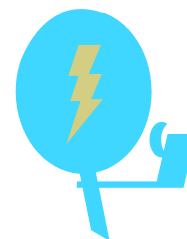
You can receive a FREE PARKING PERMIT for Boat and Trailer *parking at the rental office*. Remember, without a permit, it is subject to towing.  
\*Subject to availability

Please report issues regarding excessive noise, under age children after curfew hours and vandalism or speeding to base Security at (504) 678-3827.



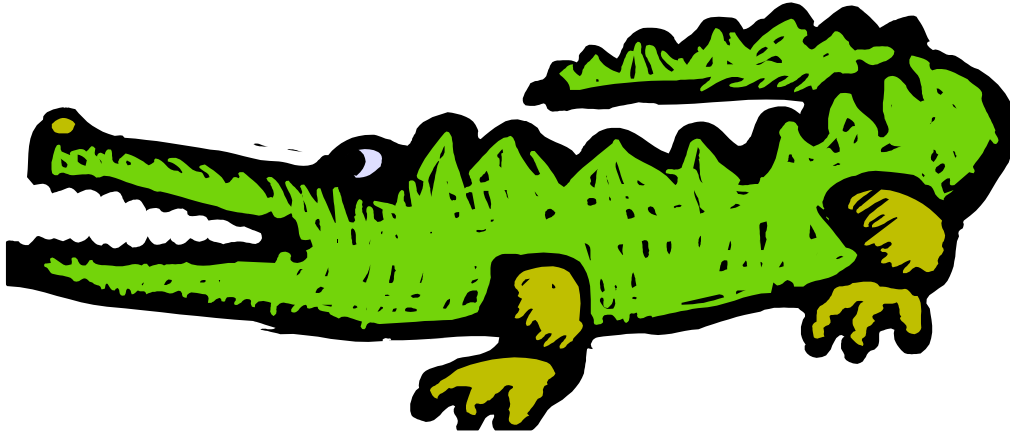
Pets- Please be courteous to our children, neighbors and community.  
When *walking your pet*  
Remember to “Scoop the Poop”.

Satellite Dishes are required to be placed in the backyard or on the Balcony. Don't forget to sign the Satellite Addendum in our office before placing a satellite.



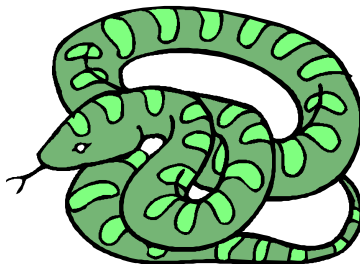
If you do not already know when your yard will be cut, please call the office to find out which day lawn care service will be in your area. If pets, pet poop, toys, trash or children are present, or your gate is locked, your yard will be skipped until the following week. Please bring your children inside while the yard is being cut and blown.

# CAUTION



Parents PLEASE advise your children to stay out of the canals. Alligators and Snakes have been sighted in the canals. Please remember that these canals feed off of the canals on Barriere Road by the back gate. When you see children playing near or in the canals, please instruct them to play elsewhere, and

DO NOT FEED THE ALLIGATORS!!!!!!



THANK YOU FOR YOUR COORPERATION



# Hurricane Preparedness

Hurricane Season is **June 1 through November 30**, peaking mid-August through September. The most common month for disasters to reach land is **September**. Hurricanes do not follow rules, so the **ENTIRE** season is dangerous. The following information will help you get prepared ahead of time.

## **I. Create a Disaster Plan**

Prepare a Personal Evacuation Plan, to include **WHERE**, **WHEN**, and **HOW** to evacuate.

Identify ahead of time where you will go if told to evacuate. Choose several places; a friend's home in another town, a motel, or a shelter. Keep the telephone numbers of these places readily available as well as a road map of your locality. You may need to take alternative or unfamiliar routes if major roads are closed or clogged. Practice ahead of time if at all possible.

Be prepared to leave your home as soon as an evacuation is ordered. The Base Commanding Officers will make evacuation decisions as they pertain to NASJRB and NSA.

Make provisions for family members with special needs, including children, elderly, and the disabled. Make provisions for family pets.

Patrician Management staff **WILL NOT** remain on the property if an evacuation is ordered.

## **II. Family Disaster Supply Kit**

Your disaster supply kit should contain:

- ☐ Three (3) day supply of non-perishable food, per person
- ☐ Flash Light w/ extra batteries
- ☐ Battery Powered Radio w/ extra batteries
- ☐ Extra set of car keys
- ☐ Extra set of house keys
- ☐ Drinking water (one gallon per person per day)
- ☐ Sanitation supplies
- ☐ First-Aid Kit with your family's medication
- ☐ Change of clothing and footwear
- ☐ One blanket/sleeping bag for each person
- ☐ Important papers, property inventory and insurance policies in a water proof package such as a Ziploc bag.
- ☐ CASH and CREDIT CARDS



### III. Pet Disaster Supply Kit

Your pet's disaster supply kit should contain:

- ☐ Pet Medication – 3 to 5 day supply
- ☐ Pet Food / Water – 3 to 5 day supply
- ☐ Pet Dish
- ☐ Pet Bedding
- ☐ Pet Toys
- ☐ Collar, Leash & Identification Tag
- ☐ Pet Records
- ☐ First-Aid Supplies for Pet

### IV. Prepare Your Home

Bring in **ALL** lawn furniture, porch and balcony items, trash cans, recycling bins, garden items, hanging plants, BBQ pits, toys, bikes, and any other objects that may fly around and injure a person or damage property. Completely clear porches, balconies, yards, doors and patios of all decorations, equipment and furniture. Place items in your garage, storage rooms, or inside your home.

**DO NOT** tape windows if you plan to evacuate.

### V. Emergency Car Kit

Battery operated radio	Bottled
water	
Extra batteries	
Shovel	
Flashlight	
Blankets	
Booster cables	
Maps	
Tire repair kit and pump	Flares
Fire extinguisher	
High energy non perishable foods such as raisins, granola bars, and peanut butter.	

- ❖ **KEEP YOUR VEHICLE GAS TANK FULL FOR THE DAYS PRECEDING A STORM – GAS LINES ARE TYPICALLY EXTREMELY LONG.**

### SUMMARY

- ☐ Be PREPARED – Know your plan and have kits ready at the start of Hurricane Season- **June 1.**
- ☐ Stay tuned to local weather reports as storms enter the Gulf of Mexico.
- ☐ Pick up around the exterior of your home **72 hours** prior to a storm threatening our area.
- ☐ Evacuate (if necessary) as soon as possible.

***Access on or off the base, during and after a storm is as per Base Command instructions. Please stay in contact with your Command for instructions as to when you may return to your unit.***

Should there be no Base or Government ordered evacuation and you choose to remain in housing, please be prepared for electrical outages and perhaps water outages. Patrician Management may be working with a skeleton crew after a storm. You may experience a slower response time for minor repairs. If there is no electricity the office may be closed, it depends on the severity of the storm.

In the end the first and final word is BE PREPARED, STAY CALM, and STAY IN TOUCH with your command, weather sources, and your family.

- ❖ If a MANDATORY EVACUATION is ordered, please check the Patrician Management website at [www.patricianmilitary.com](http://www.patricianmilitary.com) for information regarding a safe return to your home and check with your Base Command for instructions. You will need proper identification to enter the Parish and Base.
- ❖ EVACUATION – Please COMPLETELY empty your refrigerator and freezer. Unplug the refrigerator and open the doors to both the refrigerator and freezer. Resident

will be solely responsible for any damage to their refrigerator due to spoiled food. Charges will apply.

- ❖ EVACUATION – Make sure all windows and doors are shut and secured. Unplug all appliances.
- ❖ TROPICAL STORMS / HIGH WIND THREAT – Pick up all items that can become a potential flying hazard during high winds. Place them in your garage, storage area, or home. DO NOT TAKE CHANCES. Residents are responsible for any damage to person or property caused by items that are not secured and to Residents' neglect.
- ❖ Please keep battery operated flash lights and radio on hand at ALL times in the event of an electrical outage or emergency. Tune to Radio WWL 870AM for the latest weather information.
- ❖ TROPICAL STORMS and HURRICANES can spawn TORNADOES. Please get to an enclosed interior area such as a closet, under a stairwell, or in the bathtub if such a threat occurs.

**BE SAFE, BE PREPARED**

• • •