



FT. SAM HOUSTON

HUNT MILITARY COMMUNITY



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Resident Guidelines

Welcome to Your Home and Your Community

Fort Sam Houston Family Housing (FSHFH) is managing your residential community. We are dedicated to providing you and your family with the highest quality living environment possible. In doing so, we are committed to be in compliance with all Federal, State and Local Fair Housing laws.

As stated in your Family Housing Occupancy Agreement, Paragraph 31, The Resident Guide is comprised of rules and regulations that are incorporated into your agreement.

The rules and regulations outlined are established for the benefit of all community members. It is our goal for the Resident Guide to be a source of information for you, your family and guests.

OUR MISSION **TO OUR RESIDENTS**

We are dedicated to delivering exemplary service in a quality home environment. Our goal is to be the Military home provider of choice - A goal we attain through our residents and employees.

Our goal is to provide soldiers and their families with high quality housing and livable communities through partnering, collaboration and resident-focused services.

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GENERAL OPERATIONS

SERVICE REQUEST NUMBER

"Hunt at Your Service" (830) 262-0830
24-Hour Emergency Service Requests (830) 262-0830

CALL - HMC

Ft. Sam Houston Resident Center

Address: 2739 Dickman Road (407)
Hours: Open Monday-Friday 8:00 am – 5:00 pm
Phone: (210) 270-7638
Fax: (210) 270-7699

Watkins Terrace Community Center

Address: 5840 Frazier Road
Hours: Open Monday-Friday 8:00 am – 5:00 pm
Phone: (210) 832-8104
Fax: (210) 832-9932

Harris Heights Community Center

Address: 3751 Patch Road
Phone: (210) 824-9587

Maintenance Operations and Direct Exchange Center

Garden Road - Bldg. #3882

Power Outages

Contact "Hunt @ Your Service". We will contact the appropriate utility provider

General Management Office

P. O. Box 341088, San Antonio, TX 78234-1088, (210) 226-5597

Emergency Contact and Resources

In the event of a life-threatening emergency, please call 911

FSH Military Police	(210) 221-2244 / 221 - 2222
FSH Fire Department	(210) 221-2727
BAMC Information	(210) 916-4141
BAMC Emergency Room	(210) 916-4466
Poison Control	(800) 222-1222
Suicide Prevention	(800) 784-2433
FSH Vet Treatment Facility	(210) 295-4260
Animal Control	(210) 221-2222

Criminal Activity, Crime Prevention and Safety Awareness

As per Paragraph 10 of your Family Housing Occupancy Agreement there is a list of prohibited activities, illegal substances, and illegal materials that you may not engage in, possess or store on the premises. Criminal activity will constitute a breach of the agreement and will terminate your residency.

CURFEW HOURS

The Curfew Hours are per the post regulations. The following will be enforced by the MP's and FSHFH. Repeated violations will result in a lease violation and may include termination of your lease with FSHFH asking you to move off post.

17 years of age and younger

Sunday – Thursday, 2300 hrs. – 0600 hrs.

Friday – Saturday, 2400 hrs. – 0600 hrs.

EXCEPTIONS

- The juvenile is accompanied by a parent or guardian
- The juvenile is accompanied by another adult approved by the parents/guardian
- The juvenile is on an emergency errand
- The juvenile is attending a school, government-sponsored, religious or otherwise authorized activity or activity without detour or stop.
- The juvenile is engaged in lawful employment or volunteer work or is going to, or coming from such activity without detour or stop.

All community members are encouraged to report any crime activity, curfew violations, suspicious persons, strange vehicles or unusual activity. Please contact Security Forces at 221-2222 & FSHFH 270-7638

The following suggestions will help you take an active role in securing your home, property and most importantly your family.

If you have an emergency, call 911 and the Military Police

Make note of the additional emergency contact information that has been provided to you in this booklet on page 4.

- Do not allow unidentified persons into your home. Require identification from persons claiming to be FSHFH employees. All FSHFH employees have ID's and uniforms.
- If you see suspicious persons in the area report it to the MP's immediately
- Do not affix address tags to your key rings in the event they are lost or stolen.
- It is a good idea to keep an inventory of your personal property including serial and ID numbers for electronic equipment and appliances.

- Keep parked automobiles locked at all times and do not tempt thieves by leaving items visible in your automobile.
- Check door locks and window locks to ensure they are secure.
- Survey your premises for light bulbs that have burned out and report to “Hunt at Your Service” for replacement.

PROPERTY AND LIABILITY INSURANCE

FSHFH is not responsible for damages, or lost or stolen property.

Our insurance doesn't cover the loss or damage to your personal property and we strongly recommend that you secure a renters insurance policy covering your personal belongings, and which also includes personal liability insurance covering your actions. We require you to obtain and maintain a policy of liability insurance to cover losses or damages and limits of liability in an amount of at least \$100,000.00 per occurrence. You must furnish proof of insurance to us on, or before, the commencement date of this Agreement and you must continue to provide evidence of coverage throughout your residency and name Fort Sam Houston Family Housing, LP, as an Additional Insured under the policy. The Resident(s) acknowledges being advised to obtain insurance at the Resident(s) cost to protect the Resident(s) from claims for property damages and physical injury caused by the Resident(s), or the Resident(s) family member(s), invitees or guests. Your failure to procure liability insurance coverage and provide proof of insurance as set forth in this paragraph, is a default under this Lease. The Resident(s) acknowledges that the Landlord is not responsible for the Resident(s) losses resulting from leaks, flood, earthquakes, animals, natural disasters, power failures, or fire or any other cause where the Landlord was neither negligent nor the proximate cause of the Resident(s) loss.

Waterbeds are not permitted on the second level within Fort Sam Houston without written permission from FSHFH.

BAH AND RENTAL PAYMENTS

Your monthly rental amount is equal to the senior service member's Basic Allowance for Housing (BAH) at the with-dependent rate. This amount will adjust when there are increases/reductions to your BAH.

Payment will be made through an allotment (deduction) from your pay account to FSHFH and will be reflected on your LES. For community members who cannot utilize the allotment program, all rental payments will be due the first day of each month in **advance** by money order, check, or credit card. This amount must be paid by one money order or cashier's check for the full amount at your Community Center. For payments not received within five (5) days from the due date an administrative fee of \$50 will be assessed. In addition a fee of \$20 will be charged for all checks returned unpaid for any reason.

Currently the utility program has been suspended, but residents will continue to receive a “Mock” bill each month.

FSHFH reserves the right to issue a non-renewal to the resident after the initial six month lease term for violations of Housing Occupancy Agreement.

Notice: Residents and/or FSHFH may give a 30 day written notice to vacate at any time after the initial six-month lease term.

RESIDENT COMMUNITY EVENTS

Several times a year FSHFH will sponsor community events such as seasonal Village Parties, and fall/spring cleanup. FSHFH will notify residents of upcoming events.

In addition FSHFH will support the Mayoral Program. The Mayoral program was created to improve the quality of life of military personnel and their families and to allow them the opportunity to be involved in the community activities and management of the installation by:

- Participating in neighborhood and community activities.
- Providing input regarding decisions that affect FSHFH policies, facilities, and services.
- Working with community residents to assist in identifying community problems and needs.
- Encouraging self-help actions, thereby reducing community management and maintenance expenses.
- Generate interest and pride through self-involvement in community.

HOUSING POLICIES

ELIGIBILITY

FSHFH will offer homes to eligible residents consistent with priorities set in place. All new residents will be required to sign a six-month lease. Early termination exceptions will be granted with a 30-day written notice and a copy of Orders as per Paragraph 5 of the Family Occupancy Housing Agreement.

DOD / Retiree residents, are required to sign a 1 year lease with a 60-day notice to vacate housing.

OCCUPANCY LIMITS

FSHFH will assign housing based on the number of non-spousal dependents, according to the following chart:

Occupancy Standards

Dependent Status	Bedroom Eligibility
Married / Single –No Dependents	2 Bedroom
Married / Single – One Dependent	2 Bedroom
Married / Single – Two Dependents	3 Bedroom
Married / Single – Three Dependents	4 Bedroom
Married / Single – Four or More Dependents	4 BR or 5 BR (if available)

OTHER OCCUPANTS

Persons other than family members, defined as the spouse and children of the sponsor may be permitted to reside in family housing. The following applies in such cases:

- The sponsor will request approval in writing to FSHFH to allow non-family members, such as a brother, cousin, parent or unrelated person etc., to reside in housing. Additional criminal background checks will be required.
- Approval does not imply an extension of other benefits or privileges to which non-family members are not otherwise entitled.
- Approved occupancy should be equitable for all service members and not adversely affect health, safety, morale, or welfare of Fort Sam Houston.
- Additional bedroom requirements will not be authorized to accommodate non-family members, unless the sponsor is the legal guardian.
- FSHFH, may revoke authorization for non-family members to reside in housing for misconduct or when in the best interests of Fort Sam Houston for reasons relating to health, safety, morale, or welfare.
- Visitors are authorized to stay for 30 days. FSHFH must be notified. Any requests for extensions to this must be in writing to FSHFH and signed by FSHFH.

STATUS CHANGE / HOUSING REQUEST / TRANSFER

Personnel who attain promotable status or family status changes while occupying family housing may elect to go on the wait list for the housing appropriate to their new status. Eligibility date will be the date of the Family Housing Occupancy Agreement expiration date or date of request to transfer.

If your family status changes and you are no longer eligible for family housing, please make sure to come in and give a 30 day written notice.

Resident transfers from one home to another within Fort Sam Houston family housing can be approved only if their current home is in good condition. Residents must also be in good standing with regard to rent, damages and utility payments. Resident must be in compliance with community policies. Prior to the approval of the intra-post transfer, an inspection will be performed on the home being vacated. If the Resident has abused the unit, the transfer will not be approved. No more than one transfer will be authorized in a two-year period. The intra-post transfer will be at the expense of the service member. A 30 day notice must be given for a transfer on the home you are vacating.

PETS

Pet ownership is a conditional privilege to residents within FSH family housing and residents will be required to exhibit responsible behavior in the control and care of pets.

Fees and Deposits: A \$250.00 per pet refundable deposit is due on, or before, move-in. Please check with the Office for questions regarding adding a pet during your residency.

Please note the following policies regarding pets.

- Fort Sam Houston requires that all pets be registered at the Fort Sam Houston Veterinary Clinic. It is also required that Fort Sam Houston Family Housing be given a copy of registration and vaccination paperwork every year. The following breeds (including mixed breeds) are not permitted: Pit bulls (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers). Rottweiler, Doberman Pinschers, Chow Chows and wolf hybrids. Prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior such as:
 1. Unprovoked barking, growling or snarling at people approaching the animal.
 2. Aggressively running along fence lines when people are present.
 3. Biting or scratching people.
 4. Escaping confinement or restriction to chase people.
- German Shepherds must have Veterinarian documentation stating that they are non-violent.
- Additionally, the following are not permitted; ocelots, coatimundi, snakes, prairie dogs, minks, reptiles, rodents (other hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot-bellied pigs, monkeys, arachnids or any farm or exotic animals.
- FSHFH maintains the authority to: Determine additional requirements for tenant liability insurance. Terminate the tenant lease for failure to remove aggressive or unruly pets. Assess pet deposits/ additional charges for damages that exceed deposit amount.
- A maximum of 2 pets will be permitted per home. A Pet Agreement must be signed and accompanied with proof of pet registration and vaccinations. This document is due within 10 days of move-in or acquisition of the pet.
- If any problems arise as a result of the pet, FSHFH can request that the pet be removed from the community within 5 days after notification from FSHFH.
- Resident will be responsible for all damages caused as a result of the pet. FSHFH reserves the right to charge a de-flea, deodorize and/or enzyme shampoo as deemed necessary by FSHFH.
- Pets must be kept inside except when on a leash accompanied by an adult. Pets may be in a fenced backyard provided the fence has been approved in writing through FSHFH. The fence will be at the expense of the resident. Dog runs are not permitted. While in the yard the pet must not be chained or tethered. The pet must be provided with adequate water, food, shelter and protection from climatic extremes. Pets must not be abandoned at any time.
- It is the responsibility of the pet owner to keep the premises free of animal waste and debris. Pet owners must also pick up animal waste in common areas that are as a result of their pet.
- Pet houses will not be allowed in resident's backyard or around the home
- Deceased pets must be disposed of properly outside FSH family housing areas.

*** Note: Residents that currently live on Post and have approved pets prohibited by this policy may continue to board the pet until they vacate privatized on-post housing unless the pet demonstrates a propensity for dominant or aggressive behavior.

SATELLITE AND CABLE TV GUIDELINES

Please abide by the Satellite Guidelines listed in the Satellite Addendum. Installation of satellite dishes and antennas require written approval from FSHFH. Satellite dishes may not be attached to the home or fence and must be free standing. Drilling of holes into the walls or running cable outside the home is not permitted. FSHFH maintenance does not extend to personal property including satellite dishes.

Any damages to the premises as a result of the satellite equipment will be the resident's expense.

Please be aware that the cable boxes are controlled by Spectrum and are locked. FSHFH does not have access to these boxes.

**Watkins Terrace cable boxes are on one side of the home sometimes requiring neighbors to install satellite dishes on this side of the home.

PARKING POLICIES

Parking unassigned (surface) and all carports and garages are assigned by address during the move-in process. Vehicles found in "No Parking" areas, red zones, blocking access, on grass, without current registration, inoperable, stationary for extended periods of time, or in designated handicapped spaces without a permit will be towed at the vehicle owner's expense and risk.

When entering or leaving the community, you are requested to operate your vehicle at a speed not to exceed the posted speed limits. FSH prohibits the use of cell phones while operating a motor vehicle on post. You are permitted to use a hands free device. Observe all traffic and parking signs as the streets and alleys throughout the community will remain open to the public. This ensures access for military police, fire and other vital services. All surface (street) parking is unassigned, unless otherwise specified in your lease.

Vehicles without current registration are subject to being towed, without notice, at the vehicle owner's expense. The use of streets, alleys, parking lots for any other purpose (such as parking or storage of commercial vehicles, taxi cabs, boats, trailers, large trucks, buses, recreational vehicles or large motor homes) or repair of motor vehicles (including oil changes) is prohibited throughout the community (including private garages).

Fort Sam Houston fire codes prohibits the parking of motorcycles under breezeways, on sidewalks, patios or inside your dwelling. Please do not park in designated fire lanes, garage access alleys, handicapped spaces (unless authorized to do so) or block trash receptacles. No parking on lawn areas. Such action is a violation of Fort Sam Houston ordinances and the vehicle may be towed and/or fined at the vehicle owner's expense.

All abandoned and/or inoperable vehicles are subject to being towed. In addition, any vehicle with an alarm system that malfunctions and/or sounds continuously for one hour, or intermittently for a period of three hours, is subject to being towed. If you are going to be absent from your dwelling for an extended period of time, please make arrangements with management regarding a contact person in your absence.

For the safety of your children, please instruct them not to play in the streets, alleys or parking lots.

WE CARE ABOUT OUR CHILDREN . . . please drive carefully!

FAMILY CHILDCARE (IN HOME)

The DOD has implemented programs, policies and procedures governing the operation of Family Child Care facilities, in order to increase the availability of quality childcare for military families at fair and reasonable fees. The Child and Youth Services Division and Family Child Care, must be the approval authority for family in-home childcare on Fort Sam Houston. Upon request of the Child and Youth Services Division, Family Child Care, the RCI office will participate in the information gathering process for childcare services. FSHFH will allow family in-home childcare; however, FSHFH will not participate in the approval or supervision of this program. FSHFH will not modify homes for the Family In-Home Childcare Program nor will FSHFH provide a Utility Credit for in home businesses.

FENCE GUIDELINES

Obtain a digging permit and approval on the layout from FSHFH before you install fencing. (FSHFH will provide you with documentation needed to start the process). A drawing noting the placement of the fencing will be required to obtain a digging permit.

Fence Requirements are as follows:

- All fencing must be 48" tall (no shorter and no taller than 48")
- All fencing must be chain link (wire mesh 11.5 gauge) no other fences are permitted.
- Each 2 ½ galvanized post with cap must be installed no more than 10 feet apart.
- Each pole must be 18 – 24" deep and 8 inches in diameter.
- Each post must be secured with concrete.
- Only one gate per home placed on left or right side of fencing. Gates are not allowed on the back fence line. (Gate cannot be over 36 inches wide). Double gates or drive thru gates are prohibited.
- All gates must have latches that will secure gate closed.
- A top horizontal rail must be installed 2 ½ inches from the top of fence.
- 10 – 12 inch gauged wire must be weaved thru bottom of fencing for strength and animal control.
- Fencing may only be installed on back side of home. Fence line should begin on back corners of home and may not extend past property line defined by FSHFH.
- Final inspection of new fencing must be conducted and approved by FSHFH representative.

Fencing will be allowed, at the residents own expense, with prior written approval from FSHFH. Residents will submit a request in writing, accompanied by a drawing designating location, type and size of material, etc. Approvals will be granted based on the following criteria:

- Fences will be installed and maintained in such a manner to ensure they will not detract from the appearance of the home.
- **Only chain link fences 4 feet high will be authorized.**

- Upon accepting a home, the resident will be required to accept the fence that is with the home. If the resident chooses not to keep the fence, their request must be put in writing, and once approved the fence may be removed at the resident's expense. The resident must store the fence at their expense. Prior to moving out, the fence must be returned to its original condition, or the resident will be charged for the fence and installation costs.
- Trampolines must be enclosed in a fenced area not to extend past fence line or surrounded by a locking safety net. Resident is responsible for mowing under trampolines and inside of any fenced area.
- Absolutely no holes may be dug for fencing or anything else unless a digging permit has been obtained.
- All fenced in backyard areas are to be maintained by the resident according to FSHFH guidelines.

FIREPLACES AND FIREWOOD

Due to the age of the homes, fireplaces in the home are non-working fireplaces. In order to prevent a fire in your home, please do not attempt to use it.

Firewood

There are no working fireplaces in housing!!! Residents may store firewood outside of the home for use in fire pits or grills. Firewood must not be visible from the street, and must be 1 foot away from ANY building structure. Firewood must not be stacked more than 3 ft. high and 3 ft. wide, or 2 feet deep.

POOLS, TRAMPOLINES, PLAYSAPES, AND COMMUNITY CENTERS

- **No structures of any type are to be erected in or around your home without prior written approval from FSHFH.**
- Coy ponds are not permitted
- Structures of any kind are not permitted to be built or attached in any way to the trees.
- Bolts, screws, or nails are not permitted to be drilled into the trees. Over time they will disfigure, or severely damage the tree.
- Tires, swings, ropes, slings, or cables are not permitted to be tied around the trunk or branches of the trees. Doing so will damage the tree, and will gradually strangle the tree.
- Trampolines must be fenced in or have safety nets that are kept locked when not in use.
- Pools must be fenced in and cannot be more than 18" in height and depth. It is also recommended that pools have covers or are emptied after use. These policies are in place for your protection and the safety of others.

Fort Sam Houston Family Housing has three community pools for the enjoyment of our residents. The pools are located at 2739 (407) Dickman, 5840 Frazier RD in Watkins Terrace, and 3810 Patch in Harris Heights. Residents may use any of the pools. The pool season is from Memorial Day weekend through October 31st. (Weather permitting)

Residents should not attempt to enforce pool rules on their own. For issues regarding trespassing, unaccompanied minor children, alcohol, or behavior concerns, please contact Security Forces at (210) 221-2222, or your local Community Center for assistance.

Ft. Sam Houston Resident Center (210) 270-7638

Watkins Terrace Community Center (210) 832-8104

Harris Heights Community Center (210) 824-9587

Please take a moment to review the pool rules:

- 1. THERE IS NO LIFEGUARD ON DUTY – Swim at your own risk.**
- 2.** Pool hours are Monday 1:00 pm. to 9:30 p.m., and Tuesday – Sunday, 10:00 a.m. to 9:30 p.m.
- 3.** Pool use is for residents and accompanied guest (**only 2 guests per household permitted and must be escorted by the resident at all times**).
- 4.** No smoking or tobacco products permitted.
- 5.** No running, diving, jumping, throwing, or horseplay is permitted in the pool area.
- 6.** Children under the age of 14 must be accompanied and supervised at all times by a parent, guardian, or legal custodian 18 years of age or older.
- 7.** Radios and CD players may only be used with earphones. All residents and their guests are asked to refrain from loud or profane language in the pool area.
- 8.** All persons must shower before entering the pool.
- 9.** Proper pool attire must be worn, no jeans or cut-offs permitted.
- 10.** Large flotation devices, rafts, boogie boards, beach balls and toys are **not permitted** in the pool. Life safety devices (life jackets or Floaters) **are permitted**, however these devices do not guarantee safety. **THERE IS NO SUBSTITUTE FOR SUPERVISION.**
- 11. NO ALCOHOL OR GLASS OBJECTS ARE ALLOWED IN OR AROUND THE POOL AT ANY TIME.**
- 12.** The pool's life safety rings and hooks are not toys and are for emergency use only.
- 13.** No portable grills or open flames are permitted in the pool area.
- 14.** Pets are not permitted in the pool area. (Except for service dogs)
- 15.** No bicycles, skateboards, or rollerblades in pool area.
- 16.** Persons with skin disease, open sores or wounds, bandages, or any communicable diseases are **not permitted** to use the pool.
- 17.** Swim diapers or rubber pants are required for all infants, and non-potty trained children.
- 18. The pools / patios are not included when the Community Center is rented. They are not available for rental or private parties. Residents are asked not to post signs closing the pools for private parties.**

19. Children found unsupervised at any time, will be asked to leave the pool, and the parents will be contacted. Security Forces may also be called for children who are at the pool unsupervised.
20. No food or drinks are permitted in the pool area.
21. Pools may be closed without notification due to health and safety issues or vandalism concerns.
22. **Failure by you, your dependents, or any of your guests, to abide by the above rules will result in your loss of privileges to use the facility in the future.**

FIREARMS

Residents may keep firearms in their homes as long as the firearms are legally owned and registered in the resident's name according to all local, state and Federal laws and regulations. All privately owned weapons stored in military family/privatized housing must be registered within 3 days of arrival or acquiring the weapon. Forms required to register firearms are AF Form 1314 along with DD Form 2760. POC for JBSA-Fort Sam Houston/Camp Bullis is Security Forces and Registration at 210-221-0213 or 210-221-2222. Residents must follow all Army and Fort Sam Houston regulations for registering, maintaining and transporting firearms on the post. In addition, the following policies will be enforced:

- Commercial gunsmithing and commercial sale of firearms are prohibited except for Fort Sam Houston authorized and Army and Air Force Exchange Service (AAFES) activities.
- Ammunition reloading is also prohibited due to the inherent fire danger involved with the storage of powder.

Discharging a firearm in the community or displaying or possessing a gun, knife or other weapon in the common areas is strictly prohibited and may result in termination of residency as outlined in the Family Housing Occupancy Agreement

LANDSCAPING

Fort Sam Houston Family Housing will maintain the landscaping within Fort Sam Houston family housing areas. FSHFH will mow, edge and blow grass clippings from all unfenced areas around each home. Residents are responsible for watering all their lawns and shrubs as well as maintaining the landscaping around the perimeters of the home. If plant material dies, the resident must provide a replacement.

Please keep the landscaped areas around the perimeter of your home free of items that would restrict the landscape crews from tending to your yard. If these items are not removed the landscape crew will not be able to maintain your yard, therefore this task will be your responsibility. (resident responsible for maintaining exterior of homes, keeping free of trash front and back yards to include halfway between neighbor's home and 10ft. past fence line. Please keep patios clear of unsightly clutter, no indoor furniture can be stored outdoors such as washer/dryers, mattresses, tires.)

FSHFH will make the final determination as to what is considered clutter or unsightly in or around the home.

BOATS, RV'S, TRAILERS AND RECREATIONAL VEHICLES

Boats, RV's, Trailers, and other recreational vehicles, are not permitted in the housing areas. They can be stored at the Outdoor Recreational area or taken off post. You are only allowed to have a recreational vehicle at your house for 24 hours before and after use. Lease violations will be issued for those not adhering to this policy.

MAINTENANCE OPERATIONS

Service Requests will be completed between the hours of 8:00 am – 6:00 pm
Call 24 hours a day:

HUNT AT YOUR SERVICE
(830) 262-0830

SERVICE REQUESTS

Residents may request maintenance service by one of the following methods

- a)** Call the maintenance line 24-hours a day at (830) 262-0830. After hours the answering service handles all calls, and dispatches any emergency calls to the on call tech. Non-emergency calls will be handled the next business day.
- b)** Register and submit work orders through the Hunt Resident APP, right from your phone. Download the app for free from the Apple app store or Google Play store. (Emergency or Urgent work orders should not be submitted online, please call the maintenance line for assistance).
- c)** Register and submit work orders online (Emergency or Urgent work orders should not be submitted online, please call the maintenance line for assistance).
- d)** Visit your local Community Center during business hours, and we will be happy to submit your work orders for you.

For problems logging in, please contact the Office or (830) 262-0830

The goal of the Maintenance Operations Team is to adhere to specific response time frames. During peak activity periods the volume of requests may prohibit strict adherence to listed response times. If delays are evident, residents will be notified at the time the service request is taken.

Response times for service requests are divided into two main categories; Emergency and Routine.

Emergency Service Requests will be responded to within thirty minutes during business hours and within one hour after office hours.

In some cases emergency service will require entry into your home even if permission is not granted.

Examples of Emergency Service Calls are:

- Power outages
- Plumbing stoppages

- Sewer back-up
- Commode stoppages (one bathroom homes)
- Water penetration inside a home
- Heating and Air conditioning outages
- Broken locks
- Gas leaks
- Fire

Routine Service calls submitted will be responded to and completed by the end of the next business day pending special order parts and outside contractor requirements.

A "Permission to Enter" (PTE) form was signed at move-in authorizing entry to your home by FSHFH personnel for maintenance purposes.

If a PTE is on file authorizing a FSHFH representative to complete the service request without the resident present then the Service Request will be completed without contacting the resident. A Service Request Maintenance card will be left in the home upon completion.

In the event of an emergency FSHFH will always attempt, if practical, to notify you before we enter your home. If you cannot be reached, FSHFH will enter to abate a nuisance or emergency.

"Hunt at Your Service" (service request call center) will perform follow-up calls and/or emails to ensure that your service request has been completed. Please do not hesitate to contact the FSHFH office with service request concerns.

MAINTENANCE TIPS

Garbage Disposal

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

- **Troubleshooting** - Press the reset button under the garbage disposal unit (located under the sink) and turn the switch on. If the disposal still does not operate, please call "Hunt at Your Service" and we will send someone out to repair the unit.

Dishwashers

Rinsing your dishes before loading will prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack only. Please do not place fragile glassware in the dishwasher; the jet action may cause breakage.

Toilets

Clogged toilets can be prevented by ensuring that only toilet tissue, used in moderation, is

flushed down the toilet. Keeping a plunger on hand will allow you to quickly solve clogs yourself. Maintenance assistance is available for serious back-ups. If it is determined that a toilet was clogged, due to the negligence of a resident, i.e. flushing of baby wipes, toys, sanitary napkins, or like items, the resident will incur the cost of any damages.

Refrigerators

We realize, that many residents would prefer to use their own fridge, instead of the one supplied by FSHFH. If this is the case, the resident would be responsible for storing the FSHFH supplied fridge, and replacing it prior to moving out, FSHFH recommends that the fridge remains plugged in, to deter any rusting. Any damages to the fridge, caused by movement or neglect, will be the responsibility of the resident.

Light Bulbs

Your home is supplied with CFL's and fluorescent bulbs at time of move-in. After move-in, it is your responsibility to replace burned out CFL's in fixtures in the house. Contact "Hunt at Your Service." Please report unlit bulbs over walkways, halls, or common areas to "Hunt at Your Service". All fixtures must have CFL bulbs at move-out. Bulbs not accounted for at final inspection will be charged to the resident.

Smoke Detectors

Your home is equipped with smoke detectors. As the proper functioning of the smoke detector is critical to your safety, we recommend that you inspect and test it on a monthly basis. It is a violation of your Lease to remove or tamper with the detector. Immediately notify "Hunt at Your Service" of any malfunctioning detectors.

Central Air & Heat

Your home is equipped with individual unit central air and heat gas in selected homes. The ideal temperature setting for heating is between 68° – 70° and for cooling the temperature range recommended is from 75° – 78° (please be aware that setting your thermostat to temperature extremes may cause damage to your HVAC unit). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call "Hunt at Your Service." The completion of HVAC repairs may be delayed if they cannot be performed by the service technician due to certain weather conditions or lack of outside daylight. At move-in, your AC filter will be new. FSHFH's maintenance team will be conducting a preventative maintenance program by scheduling your filter to be replaced throughout the year. You may also pick up an air filter to replace yourself as part of FSHFH's Direct Exchange program. Filters can be picked up at your local community center, or the Maintenance shop, Bldg. #3882. See hours of operation on page 3.

Garage Doors

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to "Hunt at Your Service" so that qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect your family and friends from potential harm. Please take a minute to read the following safety tips:

- Do not stand or walk under a moving door.
- Do not let children play with or use the transmitters or remote controls.

- Teach your children about garage door and opener safety; explain the danger of being trapped under the door.
- When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- Teach your children to keep their hands and fingers clear of section joints, hinges, track, springs and other door parts.

Care Instructions for refinished tubs, countertops, and sinks

Fort Sam Houston Family Housing is providing you with some helpful tips on how to care for your tubs, countertops, and sinks. Failure to follow these procedures could result in you being responsible for all costs to have these items resurfaced.

1. Once your tub, sink, or countertop has been resurfaced, do not use for at least 48 hours.

2. Avoid using these products:

- Tilex
- Soft Scrub
- Comet
- Ajax
- Bleach
- Hair Dye
- Colored Bubble Bath
- Rubber mats with suction bottoms

****Do not use knives or place hot items on countertops****

3. Please use one of these non-abrasive cleaners to clean your tubs, countertops, & sinks:

- Scrub Free
- Fantastic
- Lysol tub & tile
- Scrubbing Bubbles
- 409

**** Be sure to wipe away any water remaining on the surface after each use - dark countertops will stain**

**** Information provided courtesy of Just Company**

AIR FILTER AND FLUORESCENT BULBS

The above listed supplies will be available to current residents. These items may be picked up at Building #3882 on Garden Road, every Wednesday from 11:00 am to 1:00 pm. Closed Holidays. You may also pick up air filters at your local Community Center M-F 8:00 am to 5:00 pm.

Building #3882 will be equipped with and fluorescent light bulbs and air filters. Replacement of fluorescent bulbs will be issued on a "Direct Exchange" basis. Old items must be brought in and

exchanged for new items. For your convenience exchanges will also be available at your Village Community Center Office.

Availability of items will depend on inventory and requests

GARBAGE REMOVAL AND RECYCLING

Garbage collection and recycling for your home within Fort Sam Houston family housing will be provided twice weekly.

- Garbage Pick-up will be every Tuesday and Friday.
- Trash should be placed curbside by 7:00 am.
- Each home will be provided with a refuse container as well as a recycling container.
- Bulk pick up will be every Friday with trash service before 7:00 am.

To avoid violation notices from either the City of San Antonio or the management team, please follow the disposal guidelines:

- Automated refuse collection trucks are equipped with specially designed arms that grasp, lift and empty the City-issued refuse containers.
- Non-Bulk items left outside of the automated container will be collected.
- Containers must be stored in a secured location not visible from the public right-of-way, such as behind a fence, in your private backyard, or in your garage.
- Fill your refuse container with household trash.
- In the interest of health and safety, please make sure to bag your trash before placing it in the container. Keeping your containers clean will help prevent ant, bug, fly and rodent infestations as well as reduce the likelihood of unpleasant odors.
- **Do not put hot ashes or coals, paint, chemicals, motor oil or other household hazardous waste in the containers.**
- Wheel your automated container to the garage alleyway by 7:00 am on your collection day, wheels and handles facing your home or garage.
- All containers need to be removed from the street or alley by 6:00 pm. We understand that this is not always possible due to your varied work schedules, so we ask that ALL containers be removed by midnight.
- New Residents with Bulk Trash Disposal and non-hazardous excess trash or recyclables larger than the automated containers not to exceed 50lbs. in weight need to place items out in small bundles on Fridays only before 7:00am and C-6 will pick them up.

The waste removal contractor is only authorized to pick up what is in your trash receptacle plus 3 additional items on the side not exceeding 35lbs in weight and/or 2ft length in bundles. Trash pick-up days are Tuesday and Friday.

The waste removal contractor will pick up bulk items from your curbside but ONLY on Fridays. Bulk items are defined as household furniture and fixtures. Small amounts of brush may be picked up if tied, bundled, and is under 50lbs. Please only place bulk trash curbside Friday morning by 7 a.m. If you do not dispose of trash properly, you will be charged accordingly.

Items that are NOT considered bulk:

Whole trees, tree stumps, construction/molding materials**, pallets, tires, car batteries, oil filters, automotive parts, concrete, rocks, dirt, bricks, railroad ties, fire wood, fencing material (wood, metal, chain-link) roofing material, tree trimmings, bathtubs, stoves, refrigerators and water heaters.

If you have a question regarding a specific item, please call C-6 Disposal Systems at the following number 210-375-0066.

****FRIDAY BULK PICK UP DOES NOT INCLUDE BOXES LEFT CURBSIDE FROM NEW MOVE INS. BOXES NOT BROKEN DOWN ARE CONSIDERED EXCESS TRASH AND WILL NOT BE PICKED UP. PLEASE BREAK BOXES DOWN AND PLACE INSIDE OF INTACT BOX FOR PROPER PICK UP****

Collection Schedule

Regular trash pick-up is scheduled for Tuesday's and Friday's

Recyclables will be picked up every Friday.

Trash collection may be delayed one (1) day due to the following Holidays:

New Year's Day	January 1st
Martin Luther King's Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	1st Monday in September
Veteran's Day	November 11th
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25th

Recycling

Please recycle!

Recycling collection for Fort Sam Houston will be every Friday. Please place your recycling bins at the curb before 7:00 am. It is not necessary to sort your recyclables. You are encouraged to participate in the recycling program. This program will be monitored to ensure maximum participation. This is an opportunity for everyone to reduce the amount of waste that is being distributed into our landfills.

For containers damaged by the resident, there is a \$95 charge for a new trashcan.

Permitted Recyclables

- Newspapers – Place in or under bin during wet weather
- Corrugated cardboard – Flatten boxes and place on top or next to bin during wet weather
- Cereal boxes
- Clear and cloudy plastic soft drink bottles #1 and #2 – rinse, drain and flatten if possible remove all meter caps and rings
- Aluminum and steel cans – rinse, drain and flatten
- Clear and brown glass – rinse, drain and remove metal caps and rings

Please DO NOT put the following items in your recycling bin.

- Car parts, grass or other organics
- Plastic or paper bags
- Bottles containing fluids, colored plastics or plastics other than listed above
- Foil, pie tins, siding or aerosol cans
- Ceramics, drinking glasses, light bulbs, plate glass, mirrors, auto glass, tempered glass or colors other than listed above

EFFICIENT ENERGY MANAGEMENT & UTILITY CONSERVATION

Saving energy in your home is extremely important and beneficial to the community.

Savings realized in utilities will allow for additional resources to be put back into your home and the community. Please help us to provide improvements to your homes and neighborhood by saving on your individual energy costs. Attached is a list of Conservation Tips that offer simple steps that lead to significant energy savings. Also each Community Center Housing Office schedules quarterly Energy Conservation meetings.

Window Coverings

Foil, cardboard, or sheets are not to be used on the windows. West-facing windows can benefit from - “Black-Out” shades. When installed, they reflect heat and also keep the sun out. These shades are also great for residents who work evening hours and must sleep during the day.

******In order to keep our community looking nice, if FSHFH determines your damaged blinds are unsightly to the housing area, you will be required to pay for damaged blinds and they will be replaced immediately, regardless of when you are moving out.

Refrigerators

Open refrigerator door only long enough to get the food items that you need. Organize your food on the shelves for easy access.

Before storing leftovers allow them to cool, that way your refrigerator or freezer won't have to work to cool them off. Refrigerators and freezers operate more efficiently when they are full, but over-loading will prevent cold air from circulating properly.

Dishwasher

Only wash full loads and use the energy-saver setting.

Allow dishes to air dry. If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

Stove

Defrost food first in the microwave and cover pots to shorten the cooking time. Keep the oven and range free of grease and baked-on residue.

Laundry

Wash full loads and use cold water instead of hot water. Dry full loads and clean lint filter after each load. Most materials only need a 10-15 minute wash cycle to get them clean.

Lights and Other Appliances

Replace your incandescent light bulbs with compact Fluorescent lights (CFL'S), they use 75% less energy and last up to 10 times longer.

Turn off lights when you leave a room. Unplugging or turning off appliances when you are not using them can save a significant amount of energy.

Water Conservation - See Page 39

The Edwards Aquifer is the primary source of water for Central Texas. It stretches for over 8,000 sq. miles only 500 feet below the surface and supplies over 1.3 million people with high-quality drinking water. That's why it's so important to increase our efforts in protecting and conserving San Antonio's number one natural resource. It is important to conserve water as only so much water can be taken from the aquifer at any given time. Conservation is the cheapest source of water. Water we save is water we don't have to buy. So it's important we do everything we can to decrease our water consumption. FSHFH follows the San Antonio Water restriction guidelines. Plumbing fixture retrofits, water-saver landscapes, and improved habits are all things that will help us make low water use a part of every person's daily life.

Water conservation begins with you. Here are some ways that you can conserve.

- Replace a stopper in the sink for washing and rinsing pots, pans, and dishes. Scrape dishes clean instead of rinsing them.
- Fill up the dishwasher completely before you run the cycle.
- Keep a bottle of drinking water in the refrigerator and use ice so you won't have to run the tap to cool.
- Don't run the water while you clean vegetables. Instead rinse them in a sink of water.
- Use the garbage disposal sparingly.
- Water conservation stages may restrict or eliminate the use of pools.

PEST CONTROL

This service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. Please contact "Hunt at Your Service" to submit a Service Request at (830) 262-0830

Use of an outside Pest Control service is prohibited per Post Regulations.

Treatment of residences for pest control will encompass the following:

Exterior

The Technician will treat the exterior foundation wall up to 3 feet; treat under eaves, around windows and exterior doors. Also a barrier treatment will be applied around the perimeter of each residence. This service is available upon request.

Interior

Service for the interior of residences will be completed daily from 8:00 a.m. to 12:00 p.m. as requested by resident.

Additional pests treated on a non-routine basis are fleas, ticks, bees, hornets, wasps, and yellow jackets. Please contact the call center at (830) 262-0830 if you encounter any of these pests to include skunks, raccoons possums, and cats. Please be advised that if fleas and or ticks are in your home as a result of your pet that the additional charges incurred by FSHFH will be charged to you. Massey Pest Control will bait homes for rodents if needed and for other small wild pests. **Controlling pests is not always resolved with one treatment. Please stay in contact with FSHFH if problem persists. Residents can call and request to be placed on a monthly schedule for treatment.**

INTERIOR PEST TREATMENT

In order to successfully treat the interior of a home the following preparation will be required:

- Remove all items from under kitchen and bathroom sinks.
- Pick up toys or other objects that may interfere with application.
- You do not have to leave your home unless it is being treated for fleas.
- FSHFH is not equipped to trap snakes
- If you have an outdoor pool or animal dishes, please empty them prior to treatment for fleas.

After service, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites.

STRAY ANIMALS

Stray Animal Control for dogs on Fort Sam Houston and Camp Bull is the exclusive responsibility of the 502d Pest Management Section. If you see a dog that appears to be a stray, please call 210-466-5555 or 210-671-5555 immediately.

For stray cats, please call Hunt At Your Service at (830) 262-0830.

Please do not call the Security Forces regarding strays. Never attempt to capture strays or dogs/cats that appear to be strays. You are not trained and can potentially suffer bite injuries and be exposed to diseases from animals suffering unknown veterinary conditions. Once you capture a stray or a dog/cat that appears to be a stray, it becomes your responsibility for disposal.

Be advised we look for microchips on all “strays”.

During extremely hot weather you may see an increase in stray dogs or wild animals on the installation. Though this is not necessarily a “housing” problem, many stray or wild animal sightings are near residences. The stray dogs and wild animals are seeking food, water, and shelter.

Help to Prevent Feral & Urban Wildlife Issues

- First and foremost wild animals are wild and should be treated as such.
- Immediately report any injured, diseased, or abnormal animal activity to the housing office or pest management.
- Never approach or attempt to pick up or move any animal that doesn’t belong directly to you, wild or domestic.
- Keep pet food and water inside. Keep garbage securely stored, especially if it has to be put on the curb for collection; use tight-locking or bungee-cord-wrapped trashcans that are not easily opened.
- Dispose of uneaten food properly including animal matter like bones or fat, which can draw predator animals even more quickly than decomposing vegetable matter.
- Keep pets inside, confined securely in a kennel or covered exercise yard, or within the close presence of an adult.
- Walk pets on a leash and accompany them anytime they are outside a completely fenced yard.
- Do not feed wildlife on the ground; keep wild bird seed in feeders designed for birds elevated or hanging above ground, and clean up spilled seed from the ground; animals can either be drawn directly to the seed, or to the rodents drawn to the seed.
- Keep fruit trees fenced or pick up fruit that falls to the ground.
- Don’t dispose of unwanted dogs & cats by releasing them in rural areas. This practice enlarges rural feral populations and is an inhumane way of dealing with unwanted pets. Pets suffer in an unfamiliar setting, even if they are good predators. Contact your local animal welfare organization for help.
- Don’t feed stray animals. Feeding strays maintains high densities that kill and compete with native wildlife populations. Feral colonies will form around sources of food and grow to the limits of the food supply. Colonies can grow to include dozens of animals. Maintenance of colonies of free-ranging or feral animals through supplemental feeding benefits no one. Colonies can be a source of disease for animals and humans.

KEY MANAGEMENT

FSHFH will issue one key per adult resident on the day of move-in after the housing agreement has been signed by all applicable parties. Additional keys may be requested for children listed on the application that are at least 12 years of age and have military identification. A lock change fee of \$50.00 will be charged if resident request their locks to be changed. If locked out a resident may sign a key release form and show proper ID to check out a key from the housing office. The key must be returned to the office. After business hours all lock out calls will be handled through our 24-hour emergency maintenance service number "Hunt at Your Service" at (830) 262-0830. A lock out fee of \$25.00 will be assessed for all after hour calls.

POLICY VIOLATION REMEDIATION

FSHFH will consider all complaints and concerns made by a resident of the utmost importance. FSHFH will be instructed to respond promptly and attentively to any complaint, concern or suggestion. The housing office maintains an "open door" policy for a resident who wishes to speak to a FSHFH representative. Once a resident's concern or complaint has been resolved, the resolution will be documented and placed in the resident's file.

RESIDENT RESPONSIBILITIES

A GUIDE TO MAINTAINING YOUR HOME

This guideline is intended to aid you in maintaining your home throughout your residency. Some items listed below may not apply. Completion of the following items will greatly reduce the likelihood of move out charges being assessed at the time you vacate your home. Should you have any additional concerns, please contact FSHFH. It is the responsibility of the resident to call in a service request immediately to ensure that your home stays in good condition to avoid charges upon move out.

Kitchen

Thoroughly clean all appliances and cabinets. Wipe clean all countertops and sinks. Please pay special attention to the following items:

- **Stove** – remove debris from burners, broiler pan and underside of cook top.
- **Range Hood** – remove grease from fan, filter and light cover.
- **Refrigerator** – wipe clean all shelving, drawers, seals and kick plate; set temperature levels to lowest setting.
- **Dishwasher** – wipe clean door seals, racks and outtake filter. It is recommended that Glass Magic or Lemi Shine be used in order to prevent hard water deposit build up deposit.
- Replace light bulbs in appliances that have burned out.

Bathrooms

Thoroughly clean floors, sinks, shower/tubs and toilet fixtures. Please pay special attention to the following items:

- **Medicine Cabinets** – thoroughly clean the interior and the mirror.
- **Light Fixtures/Exhaust Fan** – remove dust and wipe clean.
- **Faucets** – remove rust and other mineral deposits.

Plumbing

- Shut off critical valves in an emergency
- Unclog drains and toilets
- Tighten toilet seat
- Replace stopper and strainer
- Clean faucet aerator and replace if necessary

Gas and HVAC

- Report suspected gas leaks
- Replace air filters monthly
- Maintain furnace area (keep free of debris)
- Do not block return air grills along the walls

Appliances

- Clean filters in kitchen exhaust
- Replace light bulbs in appliances

Grounds Maintenance

- Clean and maintain fenced in yards.
- Maintain planting beds around the home
- Maintain splash blocks. (When not in proper position)
- Fill and repair holes, ruts and eroded areas

Paved and Stabilized Areas

- Clean walkways, patios, steps and platforms
- Clean oil and grease from pavements and driveways

Pest Control

- Keep all food areas clean
- Keep trash containers clean and tightly covered

- Use mouse, roach, ant traps safely and properly
- Notify FSHFH of pest problems
- Keep all pet food in sealed containers when not in use inside or outside of the home.

Trash and Refuse Disposal

- Place all refuse in refuse containers
- Wrap all wet, odorous garbage
- Maintain cans, covers and collection points
- Keep access to refuse containers clean

Fire Protection

- Test smoke detectors monthly, replace batteries as needed. Contact FSHFH if detector is malfunctioning.
- Ensure fireplace and barbecue ashes are completely extinguished and cool before disposal
- Barbecue Grills must be kept 10 feet of distance from siding overhangs or building structures. Keep a fire extinguisher in close proximity.
- Properly store flammable materials
- Do not use your BBQ grills on porches, patios, or carports
- Fireplaces on Ft. Sam Houston are strictly decorative. The use of fireplaces on Ft. Sam Houston is prohibited for safety reasons.

Walls/Doors

Remove scuffmarks, crayon, food and other debris from walls. Any holes larger than ¼" will be charged, to the resident. Door moldings and knobs should be free of dust and clean. Report any cracks or problems with walls to our call center for service.

Windows

Thoroughly wipe windows and window coverings (this includes blinds, windows and screens), removing all dust, marks and streaks .Report any cracks or problems with walls to our call center for service.

Ceiling Fixtures

Dust lights fixtures, ceiling fans and HVAC

Flooring

Please sweep and mop all sheet vinyl and tile flooring. Clean and remove dust from baseboards. Lightly damp mop wooden floors and immediately towel dry.

DO NOT USE WAX on flooring. Vacuum carpets thoroughly. Report any problems with vinyl floors immediately to our service request line.

Wood Floor Care

To help you care for your wood floors, we have provided you with some helpful tips:

1. Sweep wood floors often with a soft, fine bristle broom.
2. Vacuum floors once or twice a week to remove dirt and sand.
3. Water is one of wood floors worst enemies get rid of water right away! Remove wet spills with soft towels or a wet / dry vacuum then dry thoroughly.
4. Use a dry damp mop when mopping polyurethane wood floors, since excess water can seep into seams and ruin a wood floor.
5. Use carpet runners (with non-skid pads) or area rugs in high traffic areas.
6. Vacuum area rugs and runners often so dirt doesn't filter down through the weave and scratch the wood underneath.
7. Do not wear heavy shoes or high heels on hardwood floors, as some heels can cause dents.
8. Never drag furniture or other objects across a wood floor. Use the "gliding" furniture pads or rubber casters underneath furniture to aid sliding it across the floor.
9. Use furniture pads to place under table and chair legs and on the feet of dressers and armories. They can be purchased at a local hardware store or home center.
10. Do not spray furniture polish or any type of wood polish to the floors.

*****Please note that you are responsible for the care of the floors. Any scratches / damages to the floors caused by your pets, negligence, moving of furniture, or anything beyond normal wear and tear, you will be charged the full cost to restore the floors to their original condition at move out.***

***** Any current scratches / damage to floors will be noted at move in, and pictures will be taken if necessary.***

Garages/Driveways/Patios/Storage Closets/Waste Collection Bins

Sweep and clean the floors. Remove any heavy oil deposits and dispose of any hazardous waste according to Federal and Texas regulations. Remove cobwebs from ceilings, beams and around light fixtures. Thoroughly clean and disinfect all waste and recycling collection bins.

Basements are subject to flooding, so all personal items should be placed up on pallets above the floor. Clean the basement floor regularly.

MOVE-OUT NOTIFICATION AND INSPECTION PROCESS

Notice to Vacate (NTV)

NTV must be received in writing at least 30-days prior to move-out after agreement has been fulfilled. (60 day notice for DoD Civilians and Retirees) Exceptions to the 30-day notice are listed in the Family Housing Agreement under Early Termination. Once notice is given, if move-out date changes, you must notify FSHFH immediately in writing.

MOVE-OUT INSPECTION

On the day of move-out the resident must surrender possession of the home by returning keys, remotes and access cards to the inspector present. If move out is delayed due to transportation packing your goods, you will be charged an additional day of rent and the home will not be walked prior to surrendering the keys. Residents must be present for a final walk through with an FSHFH representative on their scheduled move-out day. This is to ensure that all resident obligations have been met. There may be instances where a final bid needs to be obtained for carpet, vinyl, etc. and this will not be available until several days after move-out.

DAMAGES

All outstanding balances must be paid in full, prior to clearing papers being signed, or move-out. If this is not possible a payment plan must be devised by a FSHFH housing representative. If the account is past due after 30 days or the due date of the payment plan it will be turned over to the FSHFH Collection Department.

DAMAGES FOR OCCUPIED HOMES

Residents are responsible for their homes through occupancy. If a home is not maintained and FSHFH determines that repairs, replacement of damaged blinds, etc. need to be made then FSHFH will schedule for repairs to be made at the resident's expense. All life & Safety repairs will be made immediately and resident will continue to be responsible for payment of damages to FSHFH.

SAN ANTONIO INFORMATION & HIGHLIGHTS

MUSEUMS/STADIUMS/PARKS/SPORTS & ENTERTAINMENT

Ft. Sam Museum Bldg.	1210 Stanley Rd Bldg123	(210) 221-1866
S. A. Children's Museum	2800 Broadway St.	(210) 212-4453
Witte Museum	3801 Broadway St.	(210) 357-1900
Alamodome Stadium	100 Montana St.	(210) 207-3663
Nelson W. Stadium	5757 US -90	(210) 675-7275
S. A. Auditorium	100 Auditorium Circle	(210) 207-8511
Verizon Amphitheater	16765 Lookout Road	(210) 657-8300
Brackenridge Park	3700 N. St. Mary's St.	(210) 826-1412
San Antonio Missions Park	6701 San Jose Dr.	(210) 932-1001
Alamo Historic Site	300 Alamo Plaza	(210) 225-1391
S. A. Botanical Garden	555 Funston Pl	(210) 563-1400

San Antonio Zoo	3903 N. St. Mary's	(210) 734-7184
Sea World	10500 SeaWorld Dr	(210) 520-4732
Six Flags Fiesta Texas	17000 IH-10 West	(210) 697-5050
The Riverwalk	454 Soledad St	(210) 227-4262
McNay Art Museum	6000 N. New Braunfels	(210) 824-5368
San Antonio Museum of Art	200 W. Jones Ave.	(210) 978-8100
Tower of Americas	739 E. Cesar E. Chavez	(210) 223-3101
LaVillita/Market Square	418 Villita St	(210) 207-8577
Ripley's Believe It Or Not	301 Alamo Plaza	(210) 224-9299
Wonderland of the Americas	4522 Fredericksburg Rd	(210) 785-3500

SHOPPING MALLS

Alamo Quarry Market	255 E. Basse Rd.	(210) 824-8855
Crossroads of San Antonio	4522 Fredericksburg Road	(210) 735-9137
Ingram Park Mall	6301 N.W. Loop 410	(210) 523-1228
McCreless Mall	4100 S. New Braunfels	(210) 532-4459
North Star Mall	7400 San Pedro Ste. 200	(210) 340-6627
River center Mall	849 E. Commerce St.	(210) 225-0000
Rolling Oaks Mall	6909 N. Loop 1604 E.	(210) 651-5601
South Park Mall	2310 S.W. Military Drive	(210) 921-0534
Westlake Mall	1401 S.W. Loop 410 Ste. 124	(210) 509-0339
Shops at La Cantera	15900 La Cantera Pkwy	(210) 582-6255

PHARMACIES

CVS	3027 Nacogdoches Rd	(210) 824-5928
HEB Pharmacy	1520 Austin Hwy.	(210) 828-6871
Walgreen Drug Store	1581 Austin Hwy.	(210) 930-3302
Wal-Mart Pharmacy	1430 Austin Hwy	(210) 637-1888

SUPER STORES

AAFES	2503 Funston Rd Bldg 2420	(210) 225-5566
Sam's Club	12349 N IH 35	(210) 646-8188
Costco	1201 N Loop 1604 E	(210) 403-4703
Wal-Mart Super Center	1430 Austin Hwy	(210) 637-1700

FACTORY OUTLET CENTERS/DUTY FREE STORES

Prime Outlet San Marcos	3939 IH-35 South 300	(512) 396-2200
Tanger Outlet Center	4015 IH-35 South Ste. 319	(512) 396-7446

SPECIALTY STORES

At Home	8421 US HWY 281	(210) 987-2833
James Avery Craftsman Inc.	255 E Basse Rd	(210) 822-0048
Lowe's Home Improvement	1470 Austin Hwy.	(210) 828-6011

SPORTS & FITNESS

Jimmy Brought Fitness Ctr.	320 Wilson Rd FSH	(210) 221-1234
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ELECTRONICS & CELLULAR PHONES

Best Buy	125 NE Loop 410	(210) 377-1116
Sprint	3006 Broadway St.	(210) 767-2250

MUSIC/VIDEOS/BOOKS

Barnes & Noble	321 NW Loop 410 Ste 104	(210) 342-0008
Half Price Books	3207 Broadway St	(210) 822-4597

MOVIE THEATERS

Regal Alamo Quarry 14	255 E Basse Rd	(210) 333-3456
Santikos Rialto	2938 NE Loop 410	(210) 656-8261
AMC River Center	11 849 E Commerce St	(210) 228-0351
Regal Live Oak 18	7901 Pat Booker Rd	(210) 333-3456

FINANCIAL INSTITUTIONS

Broadway Bank	2302 Stanley Rd-FSH	(210) 227-7131
Bank of America	1422 E Grayson Rd	(210) 978-5000

EDUCATIONAL RESOURCES/LIBRARIES

Stimson Library	3630 Stanley Rd Ste 106	(210) 221-6900
Keith A. Campbell Memorial Library	122 Harney Path	(210) 221-4702
Tobin Library at Oakwell	4134 Harry Wurzbach Rd	(210) 207-9040

MAIL SERVICES

US Post Office Fort Sam	368 Stanley Road	(210) 226-0089
The UPS Store	2766 Harney Rd Bldg 2735	(210) 227-4092

FEDEX OFFICE PRINT & SHIP

Center	4418 Broadway St	(210) 821-6911
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OFFICE SUPPLIES/COPY CENTERS

OfficeMax	255 E. Basse Rd STE. 1510	(210) 821-6551
Office Depot	8510 Four Winds Dr	(210) 656-1379
Quick Print Inc.	4501 N.W. Loop 410	(210) 349-2581

SERVICE STATIONS/VEHICLE SERVICE & REPAIR/TOWING SERVICE

Bel Meade Chevron	1118 Harry Wurzbach Rd	(210) 826-8861
Valero Gas	1203 Austin Hwy.	(210) 826-7728
Atlas Body Shop	922 Carson St	(210) 224-4507
Brake Check	9014 Perrin Beitel	(210) 657-9696
Discount Tire	1475 Austin Hwy	(210) 804-0417
Firestone	2305 Scholfied Rd Bldg 610	(210) 600-9534
Jiffy Lube	1564 Austin Hwy.	(210) 828-3025
Valvoline Instant Oil Change	5401 Broadway St	(210) 822-9522
Meineke	12761 Nacogdoches Rd	(210) 951-2253
Wal-Mart Tire & Lube	1430 Austin Hwy.	(210) 637-1700
AutoZone	1714 Austin Hwy.	(210) 822-2610
Napa Auto Parts	6374 Rittiman Rd	(210) 661-7897
O'Reilly	1536 Austin Hwy	(210) 826-5336

CLUBS

River center Comedy Club	618 I-410	(210) 229-1420
Howl at the Moon Piano Bar	111 Crockett St West Ste 201	(210) 212-4770

HOTELS/MOTELS/INNS/MOTOR LODGES

Fort Sam Houston IHG	Bldg2426 Candlewood Suites	(210) 714-4904
Day's Inn	9401 IH 35N	(210) 739-0538
Sure Stay Hotel by Best Western	3821 N PanAm Expy	(210) 224-5114
La Quinta	6410 I 35N, Exit Walzem Rd	(210) 653-6619

GOLF COURSES

FSH Golf Course	1050 Harry Wurzbach Rd	(210) 222-9386
The Quarry Golf Course	444 E. Basse Road	(210) 824-4500
Willow Springs	202 ATT Center Parkway	(210) 226-6721
Canyon Springs Golf Club	24405 Wilderness Oak	(210) 497-1770
Hyatt Regency Hill Country Resort	9800 Hyatt Resort Drive	(210) 647-1234

MISCELLANEOUS

FHS Equestrian	3550 Hawkins Rd	(210) 224-7207
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TENNIS CENTERS

McFarlin Tennis Center	1503 San Pedro	(210) 207-5357
Fairchild Tennis Center	1214 E. Crockett	(210) 262-6912

TRANSPORTATION

S.A. International Airport	9800 Airport Blvd	(210) 207-3433
Yellow Cab (taxi)		(210) 222-2222
Star Cab	8309 McCullough Ave	(210) 444-1111
Universal Taxi	13118 Forum Rd	(210) 535-2222
Arrow Cab		(210) 222-2225
Alamo City Taxi	130 Talavera Pkwy	(210) 366-2233

CAR AND TRUCK RENTAL

Alamo Car Rental		844-354-6962
Avis Car Rental	Shops at River Center	210-224-7097
Budget Car Rental		800-218-7992
Budget Moving Truck Rental		800-462-8643
Ryder Moving Truck Rental		(210) 246-1100
Dollar Rental Car		800-800-4000
Enterprise Rent-A-Car		855-266-9289
Enterprise FSH location	2498 Commissary St Bldg 372	(210) 222-8251
Hertz Rental		800-654-3131
National Car Rental		877-222-9058
Thrifty Car Rental	9559 Airport Blvd	877-283-0898
U-Haul		(210) 656-2014/ 800-468-4285

RESTAURANTS:

Pizza, Sandwiches, Chicken

Little Caesars Pizza	601 N New Braunfels	(210) 222-0749
Pizza Hut	1013 Austin Hwy	(210) 828-5281
Subway	AAFES Food Court 2503 Funston Rd	(210) 225-4694
Dominos	2766 Harney	(210) 510-1555
Dominos	3390 William Hardee	(210) 507-5656

Coffee/Juice/Bakeries/Sweets

Starbucks Coffee	2414 Harry Wurzbach	(210) 824-0636
Einstein Bagels	IMCOM 2405 Gun Shed Rd	(210) 824-0636
La Palereria	510 S Alamo St	(210) 954-6753
HEB Bakery	1533 Austin Hwy.	(210) 282-5076
Nadler's	1621 Babcock Rd	(210) 340-1021
Shipley Do-Nuts	1240 Austin Highway	(210) 805-8222

Family Restaurants

Carriage House Kitchen	555 Funston Pl	(210) 821-6447
Cheesecake Factory	7400 San Pedro Ave	(210) 798-2222
Chuck E Cheese's	238 SW Military Dr	(210) 927-5848
E-Z's Brick Oven Grill	6498 N New Braunfels Ave.	(210) 828-1111
Mr. Gatti's Pizza	2921 Pat Booker	(210) 566-0022
Longhorn Café	1003 Rittiman Rd	(210) 822-7272

Magic Time Machine	902 NE Loop 410	(210) 828-1478
Olive Garden	7920 N IH 35	(210) 650-5883
P.F. Chang's Bistro	255 E. Basse Rd	(210) 507-1000

Riverwalk Restaurants

Biga on the Banks	203 St. Mary's	(210) 225-0722
Boudro's	421 Commerce	(210) 224-8484
Casa Rio	430 E. Commerce	(210) 225-6718
County Line BBQ	111 W. Crockett	(210) 229-1941
Michelino's	521 Riverwalk	(210) 223-2939

Grocery Stores/Convenience Stores

HEB Grocery Store	1520 Austin Hwy.	(210) 828-5076
HEB Central Market	4821 Broadway St	(210) 368-8600
Wal-Mart	1430 Austin Hwy.	(210) 637-1700
Boricua Food Market	1015 Rittiman Rd #109	(210) 824-5759
J C Food Mart	5271 Walzem Rd	(210) 930-3244

NEIGHBORHOOD SCHOOL INFORMATION

County:	Bexar
School District:	San Antonio Independent School District

Pre-School and Elementary School

Fort Sam Houston Elementary	4351 Nursery Rd.	(210)-368-8800
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Middle School

JUNIOR HIGH	Robert G. Cole High School	
HIGH SCHOOL	4001 Winans Rd	(210) 368-8730

Colleges & Universities

Webster University	2248 N New Braunfels Ave	(210) 226-3373
Wayland Baptist University	2408 N New Braunfels Ave	(210) 270-9988
St. Mary's University	1 Camino Santa Maria	(210) 436-3011

ADDITIONAL INFORMATION

DISASTER SUPPLY KIT

The Federal Emergency Management Association (FEMA) recommends that each family keep the follow items readily available for transport in case of severe weather, earthquakes or other emergencies.

- Flashlight with batteries
- Water (1 gallon daily per person for 3-7 days)
- Food (enough for 3-7 days)
- Non-electric can opener
- Non-perishable and canned foods
- Food for infants and elderly
- Snack foods
- Cooking tool and fuel
- Paper products and plastic utensils
- Blankets and pillows
- Clothing (seasonal, rain gear and sturdy shoe)
- First Aid Kit with medicines
- Toiletries
- Cash
- Keys
- Tools
- Important documents kept in waterproof containers
- Pet care items (food, water, carrier/cage and medicines)

DISASTER SERVICES

American Red Cross	(210) 224-5151
Army Emergency Relief	(210) 221-1211
FEMA	(202) 646-2500
Salvation Army	(210) 352-2000

STAGE NORMAL (NON-DROUGHT) WATER CONSERVATION PRACTICES

- Any action resulting in water waste is prohibited.

- Lawn/landscape watering can be completed by a sprinkler twice a week between the hours of 8:00 pm to 10:00 am on the days as indicated in the following chart:

Address	Watering Day
Addresses ending with even numbers	Saturday and Tuesday
Addresses ending with uneven numbers	Sunday and Thursday

- Apply approximately 1 inch of water to the landscape at a time.
- Watering with a hand-held garden hose with a diameter of 1 inch or less, or a 5 gallon or less bucket is permitted at any time of the day for short (10-15 minute) watering periods.
- Daily watering of lawn/landscape does not help promote deep root growth. Watering less often causes the roots to grow and search for water in the soil.
- New landscape can be watered to maintain adequate growth until established.
- When planting landscape use native plants. Native plants reduce the need for water. Use a 2 to 3 inch layer of mulch around trees and in planting beds to help conserve soil moisture.
- Avoid driving on lawn/landscape as this compact's the soil, damages root systems, and makes water drainage into the soil more difficult.
- Resident washing of vehicles or other equipment is allowed only with the use of a hose with an automatic shut-off nozzle, or a bucket of five gallons or less of water. Water should not be allowed to run in the street.
- Residents may not wash or rinse roads, parking lots, driveways, sidewalks, etc. except for health/safety reasons only.
- Pools used for medical/therapy reasons are exempted from pool water restrictions.
- It is recommended residents use a glass or cup when drinking water from faucets and coolers to avoid waste.
- Report dripping faucets, leaking toilets, and water puddling in grassy areas or moving along street curbs, as this may indicate a broken water pipe, to maintenance immediately at 225-5564.

WATER RESTRICTIONS

Stage I Restrictions

- Continue Stage Normal Water Use Measures, except where noted.
- Lawn/landscape watering can be completed by a sprinkler once a week between the hours of 8:00 pm to 10:00 am on the days as indicated in the following chart:

Last Digit of Address	Watering Day
0, 1	Monday
2, 3	Tuesday
4, 5	Wednesday
6, 7	Thursday
8, 9	Friday

- New landscape can be watered to maintain adequate growth until established.
- POVs may be washed in accordance with the designated landscape watering schedule. A hose with an automatic shut-off nozzle may be used to prevent water waste.
- Water is prohibited on impervious surfaces.
- Foundation soaker hoses may be used as required for safety/maintenance purposes.
- Swimming pools must be covered with an effective evaporation screen or shields covering at least 25% of the surface of the pool when not in use for maintenance or swimming.
- No person or organization may use water for an ornamental fountain or similar feature unless the water is recycled.

Stage II Restrictions

- Continue Stage I Water Use Measures, except where noted.
- Lawn/landscape watering will be continued on the days from Stage I between the hours of 3:00 am to 8:00 am and 8:00 pm to 10:00 pm.
- Installation of new landscape plantings or turf is prohibited unless required to repair damage resulting from maintenance, construction, or authorized by the Base Civil Engineer (BCE). Frequent watering of new turf requires installation BCE approval.
- Landscapes may be watered by a hand-held garden hose with a diameter of 1 inch or less, soaker hose, or a 5 gallon or less bucket any day at the appropriate times on a schedule to maintain them.
- Filling of new and existing pools is prohibited except to replenish pools to maintenance level. Drainage of swimming pools is permitted only on a previous surface or pool deck
- Where the water is transmitted directly to a previous surface only to remove excess water due to rain or repair, maintain, or replace a pool component or repair a leak.

Stage III Restrictions

- Continue Stage II Water Use Measures, except where noted.
- Lawn/landscape watering will be continued once every other week on the days designated in Stage I between the hours of 3:00 am to 8:00 am and 8:00 pm to 10:00 pm.
- The use of pools is prohibited.
- Planting of grass and plants are restricted except where absolutely essential.
- POVs may be washed on landscape watering days.

Stage IV Restrictions

- Continue Stage III Water Use Measures, except where noted.
- Lawn/turf watering is prohibited.

- Landscapes may be watered by a hand-held garden hose with a diameter of 1 inch or less, soaker hose, or a 5 gallon or less bucket every two weeks from 3:00 am to 8:00 am and 8:00 pm to 10:00 pm on the days designated in from Stage I.
- New landscaping will not be allowed unless essential and approved by the BCE.

Stage V Restrictions

- Continue Stage IV Water Use Measures, except where noted.
- Installation of new turf is prohibited.
- Landscape watering is prohibited.
- POV washing allowed on extreme need.
- JBSA Military Water Working Group will convene an emergency session to consider appropriate emergency rules in addition to all previous prohibitions applicable in Stage I-IV.

Violations

Water use restrictions will be enforced by the BCE. Violations should be reported to JBSA Conservation Manager at 210-671-5337 or 210-671-2902.

For water waste and water conservation questions, contact the FSH Environmental Office at 221-4842. To report water leaks outside of the housing areas, contact the 502d Civil Engineer Squadron Service Call desk at 221-3144. To report water leaks in the housing areas, contact Fort Sam Houston Family Housing at 226-5564.

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DISPUTE RESOLUTION PROCESS



OWNER'S INFORMAL DISPUTE RESOLUTION PROCESS

As a valued resident of our community, your concerns are very important to us. This is why a multistep dispute resolution process has been established to address Tenant concerns and any disputes relating to the Lease. The first step for resolving disputes is included in the Owner's two-part Informal Dispute Resolution Process below; and, if the Owner's two-part Informal Dispute Resolution Process does not resolve the dispute to your satisfaction, you have the right to elevate your concerns to the MHO and pursue the Government Dispute Resolution Process as set forth in the Universal Lease as incorporated into our Active Duty Tenants' current leases through HMC's Community Guidelines and Policies, which you will find copied below.

The Owner's two-part Informal Dispute Resolution Process is available to you so that your concerns are elevated to the appropriate HMC team members to ensure a thorough review of your concerns and a timely response. To afford us an opportunity to thoroughly evaluate and address your concerns as quickly as possible, any complaint or dispute must initially be submitted to us using the following process:

- 1. Submit a complaint online using the Owner Approved Form:** To initiate the Owner's Informal Dispute Resolution Process, you must:
 - a.** Prepare and submit an online complaint using the Owner approved form for review by the Community Director. The form allows you to describe the complaint in detail, provide adequate supporting information and documentation (i.e., complete description of the issue, photos, invoices, estimates, etc.), and detail what specific steps we might be able to take to address your concerns. This form is available and must be submitted online at <https://riskconnecthunt.force.com/Dispute/s/>. Once your complaint is submitted, you will receive an email confirmation including your dispute resolution number. Should you lack the means by which to submit your complaint electronically, please contact your Community Director for further assistance. For all other questions, please contact your Community Director.
 - b.** Cooperate with us as we investigate your concerns, which may include, without limitation, providing us with prompt access to your Premises for inspection or repairs, providing additional documentation, or answering questions about your complaint.
 - c.** Allow your Community Director up to five business days from the receipt of your online complaint to fully evaluate your concerns and respond.
 - d.** You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Community Director has responded to your complaint.
- 2. If you are not satisfied with the Community Director's response to your complaint:** You may elevate your complaint to the Regional Director of Operations, by:
 - a.** Making a written request to your Community Director that your complaint be elevated to the Regional Director of Operations.
 - b.** You will receive an email from the Owner's Informal Dispute Resolution portal containing the Owner's approved Regional Level Request Form. Prepare and submit

the Regional Level Request Form online. Once your Regional Level Request Form is submitted online, you will receive an email confirmation. Please contact your Community Director with any questions.

- c. Cooperate with us on any additional reasonable requests to allow the Regional Director of Operations an opportunity to thoroughly investigate your complaint such that we may try to resolve it to your satisfaction.
- d. Allow the Regional Director of Operations up to ten business days from the receipt of your online request to review, evaluate and respond to your complaint.
- e. You will receive an email notification from the Owner's Informal Dispute Resolution portal once the Regional Director of Operations has responded to your complaint.

If you are not satisfied with the Regional Director of Operation's response to your complaint:
You may pursue Government Dispute Resolution pursuant to the Universal Lease, as further outlined below.

GOVERNMENT DISPUTE RESOLUTION PROCESS (EXCERPT)

"SECTION 9 -- DISPUTES"

If Tenant has a dispute with respect to Owner's performance of responsibilities under the Lease or attached schedules, Tenant shall first attempt to resolve it by bringing the request or concern to the attention of the Owner. If Tenant and Owner are unable to resolve such dispute to the reasonable satisfaction of either party, Tenant shall attempt to resolve such dispute through Informal Dispute Resolution Processes set forth by the MHO; as such, informal process is identified and described on the Community Specific Addendum. If Tenant has a dispute pertaining to the Premises that is not resolved using the informal resolution processes, and the dispute pertains to rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an "Eligible Housing Dispute"), Tenant or Tenant's designated agent may submit the request or concern to the MHO for formal dispute resolution, in accordance with the Dispute Resolution Process set forth on Schedule 3. Tenant or Owner may seek legal advice or seek to resolve the dispute and pursue any remedy available by law in accordance with applicable law, except that Tenant and Owner shall not pursue such remedy available in law while a Formal Dispute Resolution Process under Schedule 3 is pending.

"SCHEDULE 3 — DISPUTE RESOLUTION PROCESS"

DISPUTE RESOLUTION PROCESS

1. **Scope.** This Dispute Resolution Process (hereinafter, "Dispute Resolution Process") allows eligible tenants of privatized military housing to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an "Eligible Housing Dispute").

- 2. Eligibility.** Any military member, their spouse or other eligible individual who qualifies as a “tenant” as defined in Section 2871 of title 10 of the United States Code (hereinafter “Tenant” or “Tenants”) is eligible to seek resolution of Eligible Housing Disputes. Prior to initiating this Dispute Resolution Process, a Tenant must first attempt to resolve the dispute through the Informal Dispute Resolution procedures as described in Section 9 of this Lease agreement, which includes utilizing the informal issue resolution procedures of the Military Housing Office (“MHO”) with responsibility over the subject housing unit (the “Premises”).
- 3. Dispute Processing.**
- (a)** To initiate the Universal Lease Dispute Resolution Process, the Tenant must complete the Form attached here as Exhibit A (hereinafter, “Request Form for Dispute Resolution Process”), available from the MHO, and submit it to the MHO responsible for their leased Premises. At a minimum, the Tenant must provide the following information on a Request Form for Dispute Resolution Process: (i) Tenant’s name, contact information, and military status; (ii) the Owner’s name; (iii) the address of the subject Premises; (iv) written affirmation the Tenant has sought resolution through, and completed, the informal issue resolution procedures set forth in Section 9 of the Lease agreement; and (v) a concise statement describing the dispute and prior efforts to resolve it. A Tenant who wishes Owner to withhold all or part of the Rent payments received by Owner during the Dispute Resolution Process (not to exceed 60 calendar days), pending resolution of the dispute as provided for in Section 4 below, must explicitly request Rent segregation on Section 7 of the Request Form for Dispute Resolution Process.
- (b)** Within two (2) business days after receiving a Request Form for Dispute Resolution Process, the MHO shall review the request and take the following action:
- (i)** If the MHO determines the request is ineligible or incomplete, the MHO shall provide written notice to the Tenant, as further described below.
- (ii)** If the MHO determines the request is complete and eligible for this Dispute Resolution Process, as determined by the MHO in its reasonable discretion, the MHO shall notify the Tenant of receipt and simultaneously provide a copy of the request to the Owner and the Installation Commander responsible for the Premises.
- (iii)** If the MHO determines the Tenant is not eligible to request dispute resolution, the dispute is not an Eligible Housing Dispute, or the request for dispute resolution does not contain sufficient information, the MHO will provide a written notification to the Tenant explaining the reason(s) for the ineligibility or the information needed for further consideration. The Tenant may submit a revised Request Form for Dispute Resolution Process. All subsequently described deadlines associated with the Dispute Resolution Process will run from the date of MHO’s receipt of an administratively complete Request Form for Dispute Resolution Process..
- (c)** The Deciding Authority shall be the Installation or Regional Commander with authority over the Premises.
- 4. Treatment of Rent Payments Pending Dispute Resolution.** If an Eligible Housing Dispute alleges failure to meet applicable maintenance guidelines and procedures prescribed under the terms of the Lease agreement or applicable Schedules and addenda, or the housing unit is otherwise alleged to be uninhabitable according to applicable State or local law, a Tenant may request Owner to withhold all or part of the Rent payments received by Owner

during the Dispute Resolution Process (not to exceed 60 calendar days), on the Request Form for Dispute Resolution Process. Upon receipt of an administratively complete Request Form for Dispute Resolution Process in which the Tenant has requested a partial or complete withholding of Rental payments, the MHO will notify the Owner to initiate the process to withhold such payments from use. The Owner shall segregate amounts equal to such payments (the "Segregated Rental Payments") in a project level reserve account unavailable to the Owner, or Owner's property manager, employees, agents, or contractors for any purpose pending completion of the Dispute Resolution Process.

- 5. Owner and Tenant Obligations Pending Dispute Resolution.** The rights and responsibilities of both Owner and Tenant under the Lease shall be unaffected by, and continue, pending the Dispute Resolution Process, including the ability of the Owner to access, maintain, and repair the premises. Any actions taken by the Owner to repair the premises during the Dispute Resolution Process shall be considered by the Deciding Authority in rendering a decision.
- 6. Inspection.** Within seven (7) business days of receiving an administratively complete Request Form for Dispute Resolution Process, if the Eligible Housing Dispute is related to living conditions or the physical condition of the Premises, the MHO shall schedule and conduct a physical inspection of the Premises. The Owner and its designee, the Tenant or Tenant's representative, and the Dispute Resolution Investigator shall be notified of any inspection schedule and be afforded the opportunity to be present at the inspection. The Owner or its designee may schedule a separate inspection, at which the Tenant or Tenant's representative shall be allowed to be present. The Tenant shall grant access to the Premises for these inspections at a time or times and for a duration or durations mutually agreeable to the attendees. The Deciding Authority may grant an additional seven (7) business day extension in writing, if necessary, at the request of the MHO, the Owner, or the Tenant to facilitate inspections. If a Tenant fails to grant access to the Premises for inspections discussed in this Section, the Dispute Resolution Process shall terminate, no decision rendered, and the specific subject of the dispute deemed ineligible for future consideration. Within three (3) business days of the MHO inspection, the MHO shall make a written report of findings, and transmit the results of the inspection to the Deciding Authority, the Owner and the Tenant.
- 7. Consideration of Recommendations.** Before making a decision, the Deciding Authority shall solicit written recommendations or information relating to the Eligible Housing Dispute from each of:
 - (a)** The head of the MHO;
 - (b)** Representatives of the Owner for the subject Premises;
 - (c)** The Tenant of the subject Premises;
 - (d)** If the Eligible Housing Dispute involves maintenance or other facilities related matter, one or more professionals with specific subject matter expertise in the matter under dispute, selected and provided by the Deciding Authority. The cost of any other additional inspections, reports, or evidence gathered by the Parties will be borne by the Party requesting additional inspections; and
 - (e)** An independent Dispute Resolution investigator (the "Dispute Resolution Investigator") selected by the Deciding Authority who shall consider the recommendations or information collected pursuant to Sections 7(a) through 7(d) of this Schedule in making a recommendation.

The Deciding Authority shall make any written recommendation or information relating to the Eligible Housing Dispute provided pursuant to this Section 7 available to the Owner and Tenant for review within three (3) business days of receipt by the Deciding Authority of all written recommendations or information collected pursuant to Section 7(a) through 7(e) of this Schedule. Both the Owner and Tenant shall have up to three (3) business days to submit a written rebuttal to any information received by the Deciding Authority. The Deciding Authority shall make any rebuttal submission available to the other Party within three (3) business days of receipt. At the end of any applicable period for rebuttal, the fact-finding portion of the Dispute Resolution Process shall be considered completed.

- 8. Decision.** The Deciding Authority shall issue a final written decision in the Dispute Resolution Process no later than thirty (30) calendar days after MHO's receipt of an administratively complete Request Form for Dispute Resolution, unless good cause exists for the Deciding Authority to take up to an additional thirty (30) calendar days. In no case, however, shall the Deciding Authority make a decision more than sixty (60) calendar days after the MHO accepts as complete the Request Form for Dispute Resolution Process. The Deciding Authority shall transmit the decision to the Tenant, the Owner, and the MHO on or before the deadline outlined herein. The decision shall include a certification that the Deciding Authority solicited and considered the recommendations described in Section 7 of this Dispute Resolution Process; a concise statement of the rationale underlying the decision; and the resolution of the Eligible Housing Dispute, which may include direction of any remedies available under Section 9 of this Dispute Resolution Process, or a finding of no fault by the Owner, as applicable.
- 9. Remedies.** The Deciding Authority (i) shall direct the final determination of the disposition of any Segregated Rental Payments, and (ii) may direct one or more of the following remedies and specify a reasonable time for the Owner and/or Tenant to comply, as applicable:

 - (a)** Direct the Owner to take action to remediate the Premises. Such an order may identify specific commercially reasonable outcomes but shall not specify methods of repair;
 - (b)** Direct the Owner to fund Tenant relocation in accordance with the Minimum Standard Tenant Displacement Guidelines (Schedule 4);
 - (c)** Direct the distribution of any Segregated Rental Payments to Owner or Tenant, as applicable;
 - (d)** Direct a reimbursement or credit, as appropriate, for the payment of any fees, charges, or move-out damage assessments determined to be due to Owner or Tenant; or
 - (e)** Allow Tenant to terminate the Lease or excuse Tenant from minimum move-out notice requirements and any associated fees.

The Deciding Authority may not order any remedies other than those specified in Sections 9(a) through 9(e) above. The Deciding Authority's decision is the final action available under this Dispute Resolution Process. To the extent, the decision requires Owner to perform work at the Premises; such decision shall stipulate that the Tenant shall not interfere with Owner's ability to perform work at the Premises. The Deciding Authority shall reasonably determine whether such work ordered to be performed by Owner pursuant to the Dispute Resolution Decision has been satisfactorily completed.

- 10. Availability of Assistance to Tenants.** While the Dispute Resolution Process does not require the use of legal services, military legal assistance attorneys may provide legal services

in furtherance of this Process to Tenants statutorily eligible for military legal services to the extent those services are available at the military installation. Private civilian attorney or other assistance may be obtained by the Parties at each Party's own expense without reimbursement. In addition, a Tenant Advocate from the MHO may provide the Tenant advice and assistance on the Dispute Resolution Process.

- 11. Relationship to Applicable Laws.** Nothing in this Dispute Resolution Process, or any decision rendered by the Deciding Authority, shall prohibit a Tenant or Owner from pursuing the original Eligible Housing Dispute in any adjudicative body with jurisdiction over the housing unit or claim in accordance with applicable state and/or federal law. Nothing in this Dispute Resolution Process shall prohibit a Tenant or Owner from pursuing an ineligible dispute in any appropriate adjudicative body.
- 12. Confidentiality and Use of Information in Subsequent Litigation.** By using the Dispute Resolution Process, the Parties agree and agree to cause their representatives to maintain the confidential nature of the proceeding and the Decision. No action taken by the Parties in connection with this Process shall be deemed or construed to be: (a) an admission of the truth or falsity of any claims heretofore made, or (b) an acknowledgment or admission by either Party of any fault or liability whatsoever to the other Party or to any third Party. Further, any recommendation gathered by the Deciding Authority pursuant to Sections 7(a) through 7(e) of this Dispute Resolution Process, and any written decision or remedy rendered pursuant to Sections 8 or 9 of this Dispute Resolution Process shall remain confidential and may not be released or used as evidence in a court of law or other similar judicial proceeding, except to the extent necessary to demonstrate that any alleged damages have or have not been remedied, and shall be withheld from release, as applicable, under the Freedom of Information Act (FOIA).

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This document continues on the following page.

EXHIBIT A — REQUEST FORM FOR FORMAL DISPUTE RESOLUTION PROCESS

REQUEST FORM: GOVERNMENT FORMAL DISPUTE RESOLUTION

1. Tenant Name (Rank, Last, First):

2. Premises Address (Street, City, State, Zip):

3. Tenant Contact Information:

(a) Phone # (Home/Cell): _____

(b) Email: _____

4. Owner Company Name: _____

5. Owner Contact Information:

(a) POC Name (Last, First): _____

(b) Phone # (Home/Cell): _____

(c) Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below.

_____ Tenant requests full Rent segregation in the amount of \$ _____ per month, or

_____ Tenant requests partial Rent segregation in the amount of \$ _____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures set forth in Section 9 of the Lease agreement.

Name: _____ Signature: _____ Date: _____

(TO BE COMPLETED BY THE MHO)

This is an administratively complete request eligible for Rent segregation in accordance with Lease Section 9 and Section 4 of Schedule 3 (Dispute Resolution Process). Owner is directed to segregate an amount equal to \$ _____ per month in a segregated account unavailable to the Owner, or Owner's property manager, employees, agents, or contractors.

Name of MHO Representative: _____ Date: _____

Signature: _____