

A RESIDENT'S GUIDE



201 Langley Drive
Barksdale AFB, LA 71110
318-747-2723
www.barksdalefamilyhousing.com

TABLE OF CONTENTS

A Letter from Management.....	3
Your Leasing Centers	4
Your Maintenance Center	5
Your Barksdale Family Housing Staff.....	6
Family Matters	7
Get Connected with Social Media	8
Barksdale Family Housing Web Site	9
Leasing Center Amenities	10
Community/Base Amenities	11
A Letter from Maintenance.....	12
Maintenance Programs.....	13
Refuse Collection	14
School Information	16
Welcome Center Location	17
Community Center Location.....	18
Base Numbers	19
Entertainment.....	20
Local Information	21
Your Resident Council	22



for making yourself at home with Barksdale Family
Housing!

A LETTER FROM MANAGEMENT

Dear Resident,

Welcome to Barksdale Family Housing! As you serve our country, we consider it our privilege and honor to be of service to you while your family calls Barksdale home!

Our office is located at 201 Langley Drive. Our Welcome Center is open daily from 0800-1730 by appointment. To contact the Welcome Center, call 318-747-2723. For emergencies after hours, please call **318-747-2723**; your maintenance issue will be forwarded to an on-call maintenance technician.

We have many exciting changes coming your way, and your opinions matter. We always welcome suggestions from our residents and take them into consideration. Be sure to visit our amenities located here at Barksdale Family Housing, including our saltwater pool, tennis courts, numerous playgrounds and more. These easily accessible facilities will enhance the lifestyles of today's on-the-go military family. In addition to our many amenities, we hold activities to bring our families together so they can enjoy their community together. Watch for the monthly newsletter on Facebook, our Web site and your inbox!

We understand you have many options when it comes to choosing your home and we sincerely hope you will find our service exceptional.

Remember to check our Web site at www.barksdalefamilyhousing.com, and like us on Facebook at www.facebook.com/BarksdaleFamilyHousing for more information, updates and even contests!

Respectfully Yours,

Dreamer Thorn

Dreamer Thorn
Community Director

YOUR LEASING CENTERS

Phone: 318-747-2723

Fax: 318-747-2725

Email:

barksdaleleasing@huntcompanies.com



Welcome Center

201 Langley Drive
Barksdale AFB, LA 71110

~ Currently open by appointment only ~

Monday-Friday: 0800-1730
Saturday: 1000-1700
Sunday: CLOSED

~ Currently open by appointment only ~

Community Center

1001 Liberty Avenue North
Barksdale AFB, LA 71110

0800-1700, Monday-Friday



YOUR MAINTENANCE CENTER



Housing Maintenance

320 Rickenbacker Dr.
Barksdale AFB, LA
71110

24-hour phone line:
318-747-2723



YOUR BARKSDALE FAMILY HOUSING STAFF

Dreamer Thorn – *Community Director*

Gary Moore - *Maintenance Director*

Chad Moon- *Community Manager*

Shelley Dooley - *Community Manager*

Joe Jackson - *Maintenance Manager*

Darryl Beck - *Maintenance Manager*

- *QA/QC Manager*

John Harrison - *Community Supervisor*

Patrick Carter - *Warehouse Supervisor*

John Musgrove - QA/QC Specialist

Chauncy Cooper - Leasing Specialist

Nadaya Wynter – Leasing Specialist

Mary Davis – Leasing Specialist

Delores Shipley – Resident Service Specialist

Renee Jackson - Resident Service Specialist

Amy Demarest - Resident Service Specialist

Embriell Cummings-Stephenson – Resident Service Specialist

Jade Kerouac - Resident Service Specialist

Lamarcus Scott – Maintenance Tech

Glenn Carey – Maintenance Tech

George Davis – Maintenance Tech

Joshua Adkins - Maintenance Tech

Michael Williams – Maintenance Tech

Henry Grant - Maintenance Tech

David Chambers – Maintenance Tech

Joe Kirchoff – Maintenance Tech

Roland Marchman - Maintenance Tech

Daryl Mathews - Maintenance Tech

Falik Webster - Maintenance Tech

Condridge Thedford (TC) - Maintenance Tech

Casey Goynes - Painter

Justin Cunneen - Painter

Michella Lawson – Housekeeper

CC Gradick - Housekeeper

Johnny Jackson - Porter

FAMILY MATTERS

Your family matters to us. We have created this unique program to strengthen our community, improve our communication and to increase resident satisfaction. Our initiatives are designed to help make you feel at home, enjoy family time, build relationships and enjoy the company of others within your community, all while making memories to last a lifetime.

Programs

We are committed to building a sense of community through the following: Hunt Heart ~ Deployed Spouse Program; Welcome Center Rental; and the Resident Referral Program.

Events & Activities

Monthly events are held for our residents. Kids' Crafts, Pinterest classes, festivals and seasonal celebrations are regularly scheduled.

All activities and events are free to our residents; come out and enjoy!

Knock & Talk

Hunt staff has been visiting our homes to address any concerns or questions you may have. Your satisfaction is important to us and we want to hear what you have to say.

Touch Program

We reach out to our residents on a regular basis through phone calls and email to keep you informed, let you know that we appreciate you and to encourage you to contact us with any questions or concerns you may have.

Improved Communication Tools

We provide updated information, news and photos through a number of media outlets, including monthly newsletters; resident app; an interactive Web site; e-mail campaigns; Twitter and Facebook.

Warm Calls

Our staff calls residents to follow up on work orders and maintenance requests to ensure satisfaction with the service provided and to inquire about any additional assistance, if needed.



GET CONNECTED WITH SOCIAL MEDIA



@Huntmilitary

Hunt Military



Barksdale Family Housing

BARKSDALE FAMILY HOUSING WEB SITE

www.barksdalefamilyhousing.com



Our web site features many convenient ways to communicate with us! You can view our newsletter to see our upcoming events, check out photos from past events, contact management and much, much more!

*Please call our office for urgent or emergent work orders! These are processed in an expedited manner and require verbal notification.

LEASING CENTER AMENITIES

- Rentable multipurpose room! Rental also includes lounge with fireplace, full kitchen and restrooms. We hold a fully- refundable \$50 damage deposit, returnable upon completed inspection the business day following your reservation. A \$50 dollar fee is required to rent the multipurpose room. (Currently closed, due to Covid)
- 24-hour Fitness Room at Welcome Center. Community Center Fitness Room is currently open during business hours by appointment.
- Large playground with covered pavilion outside the main base Welcome Center.



COMMUNITY/BASE AMENITIES

- We offer the ultimate gated community
- Commissary
- BX
- On-site post office (limited services available)
- Library
- State-of-the-art work-out facility including indoor and outdoor tracks
- Two outdoor pools for the summer months, one includes a slide
- Many playgrounds throughout which offer recreation and fun for children of all ages
- Airpark featuring historic planes
- Global Power Museum and gift shop
- Inexpensive Boat Storage
- Two Shoppettes with gas stations
- 18-hole golf course and snack bar
- 16-lane bowling center and snack bar
- Two tennis courts
- Center for arts, crafts and wood working
- Youth centers for children aged 5-18
- Child Development Center (CDC)
- ITT, tickets and tours; provides tickets to all the local attractions at the lowest prices
- Auto craft shop
- Equipment rentals
- Veterinarian clinic
- Lemon lot
- Landscaping provided at no additional cost to you (except flowerbeds)
- No monthly pet rent
- No security deposits for qualified individuals



Base Vet Information

480 Billy Mitchell Avenue
318-456-3923

Please register your pet with the base vet within five days of moving in.



A LETTER FROM MAINTENANCE

Dear Resident,

On behalf of your maintenance team, I would like to welcome you to your new home. We are here to assist you with your maintenance requests and/or concerns. Below is a summarized list of definitions for service call classifications:

Emergency: Service calls will be classified as an emergency when the problem presents an immediate danger to residents or threatens to damage the property. Such as overflowing drains, roof leaks, broken pipes, sewage back-ups and electrical power outages, electrical defects which may cause fire or shock, gas leaks, loss of heat or air conditioning. Technician will arrive on job site within 1 hour of reported emergency.

Urgent: Service calls will be classified as urgent when the work which does not immediately endanger residents or property, but would soon inconvenience and/or effect the health or well- being of residents, such as failure of ranges, refrigerators or water heaters. Technician will arrive on job site within 4 hours of reported urgent call.

Routine: Service calls will be classified as routine when the work does not qualify as an emergency or urgent call. Such as broken floor tiles, loose base boards & dripping faucets. Routine service requests will be handled on a “first come, first served” basis. Technician will respond within 72 business hours of reported routine call.

To provide you with landscaping services including mowing, trimming, weed removal, edging and pruning we have contracted with Tidewater Landscape Management. Please keep in mind your yards should be free of obstacles that may prevent proper mowing on your scheduled day.

We take great pride in servicing each and every family within the community. If you have any questions or concerns please feel free to call our office and our Maintenance Coordinator will be glad to assist you.

Respectfully Yours,

Gary Moore

Gary Moore
Maintenance Director
318-747-2723

MAINTENANCE PROGRAMS

Maintenance Shop
320 Rickenbacker
318-747-2723

Self Help Items (currently closed due to Covid, please call)

Batteries -For thermostats, garage door
openers, smoke & CO detectors (one-
for-one exchange)

Specialty Lightbulbs- Appliance Bulbs

Air Filters

Zip Its for clogged sinks

Touch Up Paint

Check-Out Items

Blower
Shovel
Posthole digger
Weed eater
Rake

* One-for-one exchange



Pest Control

Barksdale Family Housing has developed a preventative pest control program to include a quarterly treatment plan.

Please call the office to report all of your pest control needs and our team of professionals will service your request on the following service day.

Landscaping – provided by Tidewater Landscape Management

Biweekly mowing: November – March

Weekly mowing: April – October

Biannual mulch available for resident pickup

Barksdale East: Mowers will be through on Monday and Tuesday during weekly mowing, starting in Heritage Heights, finishing in Liberty Heights.

Main Base: Mowers will be through on Wednesday and Thursday, starting on south main base and finishing up on north main base on Thursday.

Off-season, bi-weekly mowing will be on alternating weeks (i.e. Barksdale East one week, main base the following week). Days when mowing is not being completed, the landscapers may be coming through to complete community clean-up and hedge trimming. Your assistance in keeping a tidy yard helps our vendor complete their beautification!



REFUSE COLLECTION

Our refuse collection contractor will pick up your trash and recycling from your designated curbside location on your scheduled day! Please be mindful to not place your cans on the grass, as this can prevent landscaping from servicing; your placement on the road is appreciated!



Main Base

Trash pick-up: Tuesdays
Recycling pick-up: Every other Friday

Liberty Heights and Heritage Heights

Trash pick-up: Mondays
Recycling pick-up: Every other Friday

Trash Schedule

Main Base

Trash pick-up: Tuesdays
Recycling pick-up 13, 27 Nov
*Bulk trash will be picked up every other week on your assigned trash day

Liberty Heights

Trash pick-up: Mondays
Recycling pick-up: 6, 20 Nov
*Bulk trash will be picked up every other week on your assigned trash day

Heritage Heights

Trash pick-up: Mondays
Recycling pick-up 6, 20 Nov
*Bulk trash will be picked up every other week on your assigned trash day

Check out our newsletter for your specific recycling days each month!



**RECYCLE OFTEN.
RECYCLE RIGHT.SM**



RECYCLE OFTEN.



Metal Cans

Steel, tin & aluminum soda, vegetable, fruit & tuna cans



Plastic Bottles & Containers



Paper

Brown paper bags, non-confidential office paper, newspaper, magazines



Paper Cardboard, Dairy & Juice Containers



Flattened Cardboard & Paperboard

RECYCLE RIGHT. Things you can do to ensure quality material is recycled:



DO NOT INCLUDE: Food waste, plastic bags, polystyrene foam cups & containers, hangers or hazardous waste

- Paper and cardboard must be dry and free of food debris.
- Tissues, paper towels or other paper that has been in contact with food is not acceptable.
- Make sure food contamination and caps are removed from cans and plastics and all containers are empty.
- Separate plastic lids from plastic bottles (often made from different materials).
- Do not place medical waste (needles, catheters or lancets) into the recycling containers.

SCHOOL INFORMATION

Contacts to Know

Sabrina Evans
Bossier Parish Schools Liaison
318-456-8400

Georgette Price
Military Student Transition Consultant
Bossier Parish School Board
318-549-6164

Main Base Zoned Information

Bossier High School
777 Bearkat Drive
Bossier City, La 71111
(318) 549-6680
<http://bossierh-bps-la.schoolloop.com/>



Rusheon Middle School
2401 Old Minden Road
Bossier City, La 71112
318-549-6610
<http://rusheon-bps-la.schoolloop.com>



Waller Elementary
1130 Patricia Dr.
Bossier City, LA 71112
318-549-6850
<http://waller.bossierschools.org>



Barksdale East Zoned Information

Haughton High School
210 East McKinley Street
Haughton, La 71037
(318) 549-5450
<https://haughtonh-bps-la.schoolloop.com/>



Haughton Middle School
250 Champion Shores
Haughton, La 71037
318-549-5560
<https://haughtonm-bps-la.schoolloop.com/>



Haughton Elementary
395 South Elm Street
Haughton, LA 71037
318-549-7400
<https://haughtone-bps-la.schoolloop.com/>



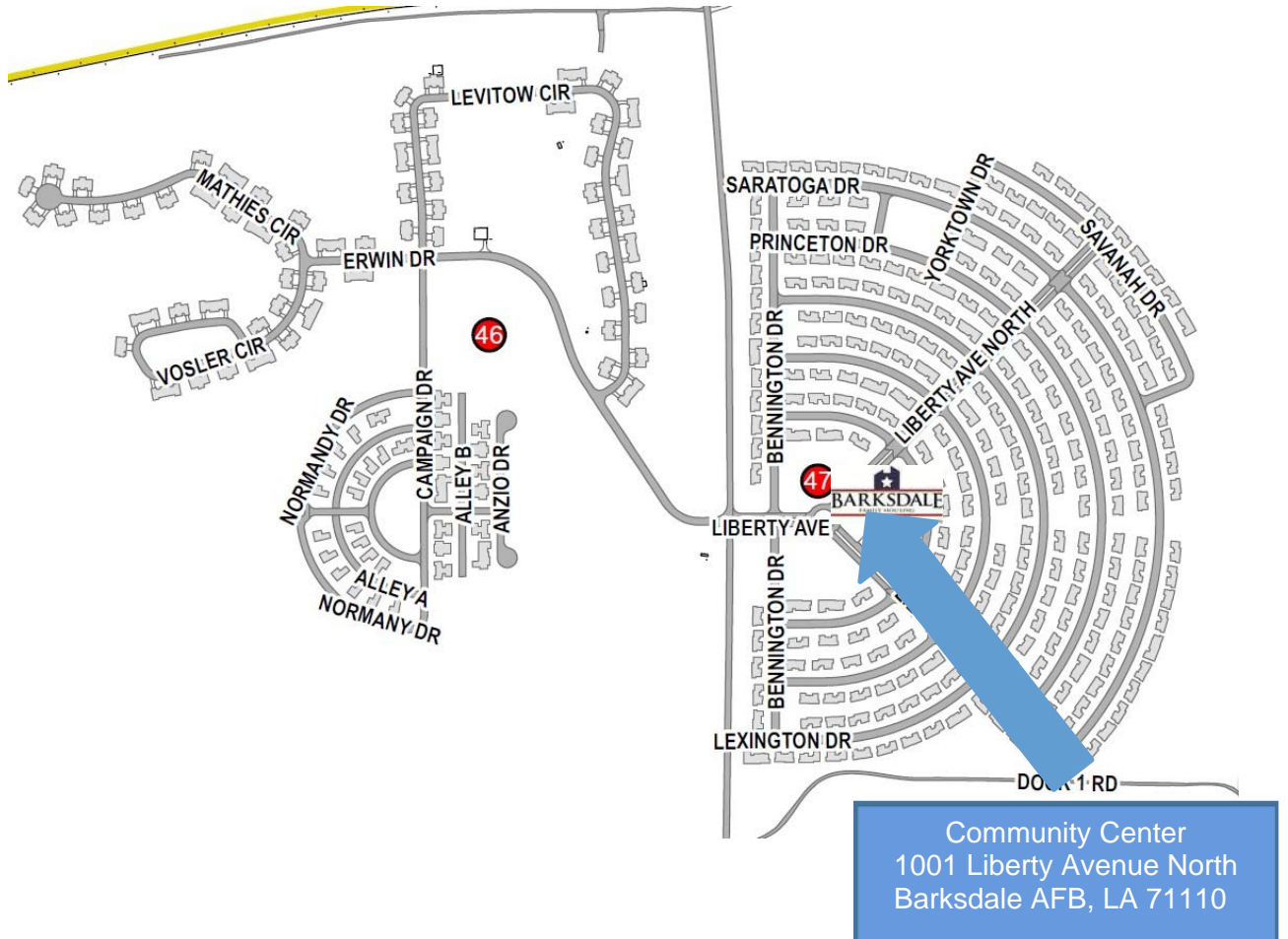
All military have school of choice and can use any school in Caddo or Bossier Parish. Please contact school liaison listed above for specific questions.

WELCOME CENTER LOCATION



Welcome Center
201 Langley Drive
Barksdale AFB, LA 71110

COMMUNITY CENTER LOCATION



BASE NUMBERS

Ambulance/Fire Reporting	911
American Red Cross.....	456-8073
Chaplain.....	456-2111
Law Enforcement.....	456-2551
Operator Assistance	456-1110
Child Development Center.....	456-4139
Exchange.....	752-9227
Family Child Care.....	456-8912
Family Support.....	456-8400
Gym.....	456-4692
Golf Course.....	456-2263
Golf Course Snack Bar.....	456-4195
ITT (Ticket & Tours).....	456-1866
Equipment Rental.....	456-3426
Bowling Center.....	456-4133
Bowling Center Snack Bar.....	456-4162
Shoppette.....	746-5662
Youth Center.....	456-3448
Crime Watch.....	456-3000
CE Customer Service - Fence/Satellite Markings	456-3071

ENTERTAINMENT

Cable/Telephone/Internet Bundle

Suddenlink
725 Benton Rd.
Bossier City, LA
844-874-7558



Telephone/Internet Bundle



AT&T
1-888-757-6500



DirecTV
1-800-531-5000



Dish Network
1-844-848-1071

Radio Stations

KDAQ 89.9 FM
KLKL 92.1 FM
KITT 93.7 FM
KRUF 94.5 FM
KSTR 95.7 FM
KVKI 96.5 FM
KTAL 98.1 FM
KTUX 98.9 FM
KIOU 1480 AM
KMJJ 99.7 FM
KDKS 103.7 FM
KRMD 101.1 FM/1340 AM
KEEL 710 AM
KOKA 980 AM
KBCL 070 AM
KWKH 1130 AM
KFLO 1300 AM

Newspapers

The Times (Shreveport)
www.shreveporttimes.com

Bossier Press-Tribune
www.bossierpress.com

The Forum
www.theforumnews.com

The Barksdale Warrior
www.barksdale.af.mil

LOCAL INFORMATION

Harrah's Louisiana Downs

451 Clyde Fant Pkwy
Shreveport, LA 71101
Phone: 318-220-0711

Horseshoe Casino and Hotel

711 Horseshoe Blvd.
Bossier City, LA 71111
Phone: 318-742-0711

Sam's Town Hotel and Casino Shreveport

315 Clyde Fant Pkwy
Shreveport, LA 71101
Phone: 318-424-7777

OFFICE OF MOTOR VEHICLES

Shreveport DMV

9310 Normandie Drive
Shreveport, LA 71118
M - F, 8:00 a.m. to 4:00 p.m.

Bossier DMV

3802 Kilpatrick Blvd.
Bossier, LA 71112
M - F, 8:00 a.m. to 4:00 p.m.

CHAMBER OF COMMERCE

Bossier Chamber of Commerce

710 Benton Road
LA 71111
Phone: 318-746-0252
Fax: 318-746-0357

Shreveport Chamber of Commerce

400 Edwards St. Bossier City,
Shreveport, LA 71101
Phone: 318-677-2500
Fax: 318-677-2541

PIZZA

Dominoes

Phone: 318-747-9303

Papa Johns

Phone: 318-742-7272

Pizza Hut

Phone: 318-746-8888

CHAIN RESTAURANTS

Chili's

3025 E. Texas
LA 71111
Phone: 318-752-8700

Applebee's

2126 Airline Dr. Bossier City,
Bossier, LA 71111
Phone: 318-742-5484

Olive Garden

2935 Meadow Creek Dr.
Bossier City, LA 71111

Phone: 318-752-4038

Red Lobster

2968 E. Texas Ave.
Bossier City, LA 71111

Phone: 318-741-3618

Texas Roadhouse

1005A Gould Dr.
Bossier City, LA 71111

Phone: 318-746-7122

Olive Garden

7150 Youree Dr.
Shreveport, LA 71105

Phone: 318-797-8303

Trejos

929 Westgate Ln.
Bossier City, LA 71112

Phone: 318-742-3535

Joe's Crab Shack

635 Boardwalk Blvd.
Bossier City, LA

Phone: 318-549-2332

Carrabba's Italian Grill

1706 E. 70th St.
Shreveport, LA 71105

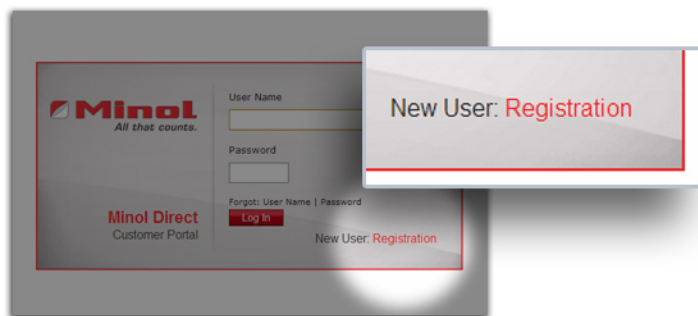
Phone: 318-798-6504

Setting up your online account is easy. Just go to www.minolusa.com and follow these simple steps:

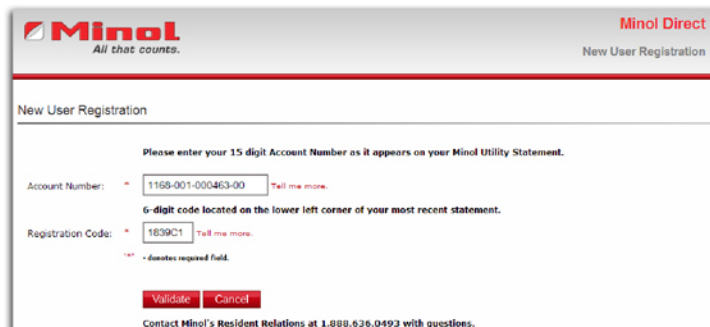
Step 1:
Click "Login"



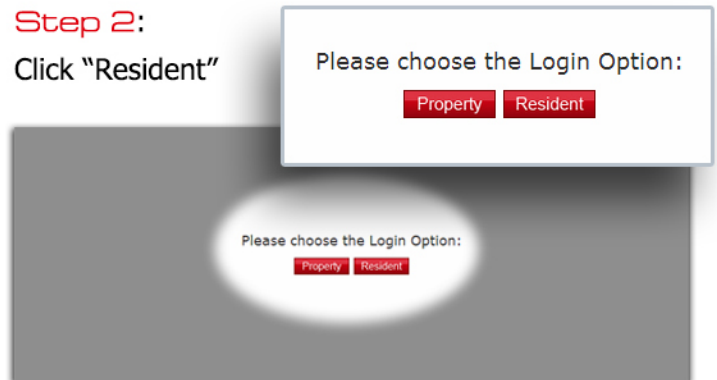
Step 3:
Click on the "Registration" link.



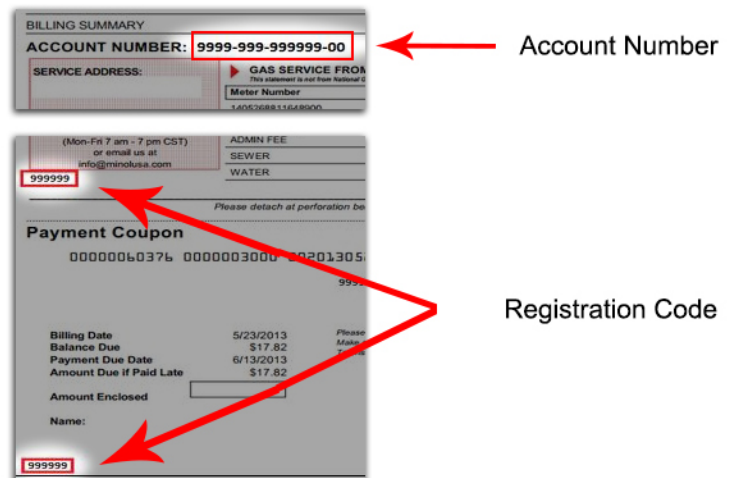
Step 5:
Key in your Account Number and Registration Code, into the New User Registration Screen. Click "Validate" to check for accuracy.



Step 2:
Click "Resident"



Step 4:
Find the Account Number and Registration Code on your last billing statement or postcard.



Step 6:
If correctly entered, user moves on to next screen.

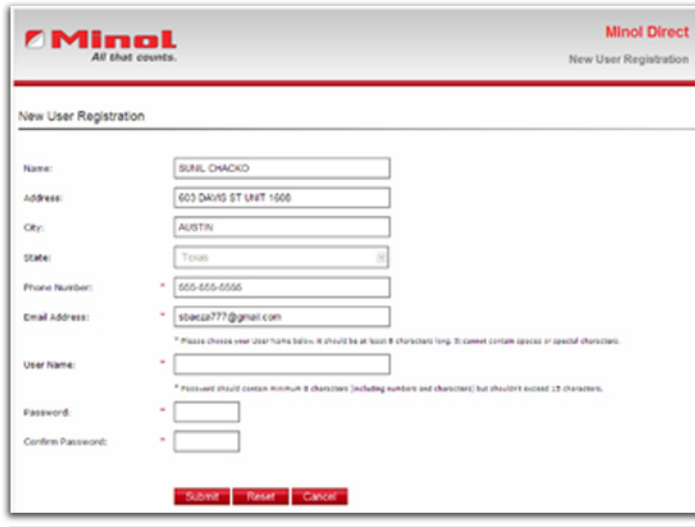
If incorrect Account or Registration is keyed, an error message appears prompting user to re-enter information.

From initial registration, the screen shows Minol's Resident Relations number if assistance is needed when registering their account.

Step 7:

After data validation, a user profile screen appears with resident information pre-populated. Enter the required information and click Submit.

Note: Reset will change fields back to their default.



Minol Direct
All that counts.

New User Registration

Name:

Address:

City:

State:

Phone Number:

Email Address:

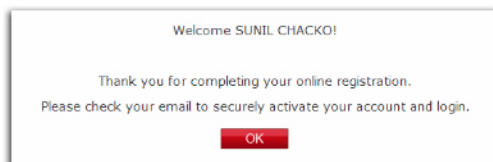
User Name:

Password:

Confirm Password:

Step 9:

User is notified to check their email in order to activate account. Once OK is selected, they will be logged out of the Web Portal. *** Remember to check junk or spam email folders if you do not see the activation email.**



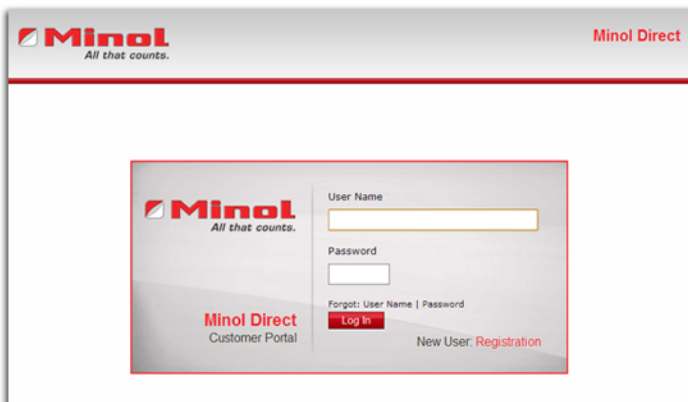
Welcome SUNIL CHACKO!

Thank you for completing your online registration.

Please check your email to securely activate your account and login.

Step 11:

The hyperlink will bring user to a Welcome Screen. Click "Login".



Minol Direct
All that counts.

Minol Direct
Customer Portal

User Name:

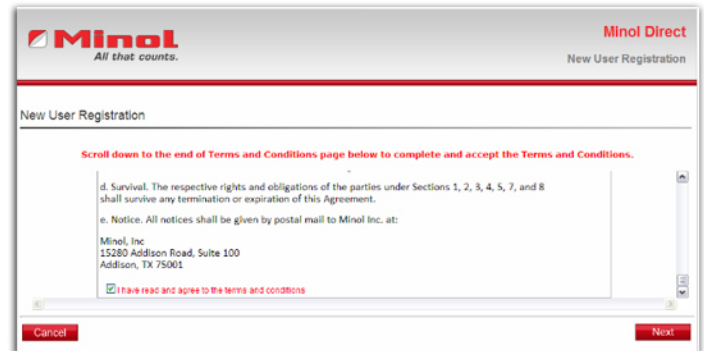
Password:

Forgot: User Name | Password

New User: [Registration](#)

Step 8:

Read and accept the terms and conditions by selecting the acknowledgment at the end. Then, press Next.



Minol Direct
All that counts.

New User Registration

Scroll down to the end of Terms and Conditions page below to complete and accept the Terms and Conditions.

d. Survival. The respective rights and obligations of the parties under Sections 1, 2, 3, 4, 5, 7, and 8 shall survive any termination or expiration of this Agreement.

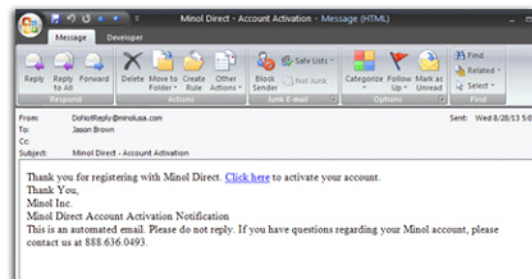
e. Notice. All notices shall be given by postal mail to Minol Inc. at:

Minol, Inc.
15280 Addison Road, Suite 100
Addison, TX 75001

☒ I have read and agree to the terms and conditions

Step 10:

Click on the hyperlink from within the email to activate the account.



Minol Direct - Account Activation - Message (HTML)

From: OnlineReply@minolusa.com
To: Jason Brown
Cc: Minol Direct - Account Activation
Subject: Minol Direct - Account Activation

Thank you for registering with Minol Direct. [Click here](#) to activate your account.

Thank You,
Minol Inc.
Minol Direct Account Activation Notification

This is an automated email. Please do not reply. If you have questions regarding your Minol account, please contact us at 888-636-0493.

For more Information, or help with account access, please contact:

888-636-0493

or

customerservice@minolusa.com

Account Summary
Statement History
Your Profile
FAQ
Contact Us
Change Password
Log Out

Resident Relations
1.888.636.0493
customerservice@minolusa.com
Monday – Friday
7:00 a.m. – 7:00 p.m. (Central)

Account Number: [REDACTED] Name: [REDACTED]
Start Date: 12/11/2014 Address: 106 CRESENT DRIVE
WARNER ROBINS, GA 31098
End Date: - Property Info: ROBINS II AFB - CRESTVIEW

Account Summary

Current Balance : \$0.00
Last Statement Date [View Now](#) : 08/07/2016
Payment Due [Pay Now](#) : \$0.00
Payment Due Date : -
Last Payment Received :
Last Payment Posted On : -

Message Center

A compact fluorescent light bulb uses 75% less energy than a regular bulb and can last up to four years.

Account Options

[Cancel eStatement](#)

[Enroll In AutoPay](#)

[Rebate Opt In/Out](#)

Activity Since last Statement

Activity Type	Activity Date	Description	Amount
No record found			





IS MOLD GOING TO AFFECT MY FAMILY OR MY HEALTH?

Not necessarily. Just because mold or mildew is present doesn't mean it will make you sick. According to the CDC, less than 500 of the 100,000 mold species have been described as human pathogens. Individual factors such as general health, age and preexisting conditions contribute to how susceptible a person is to mold as an allergen. Only your medical provider can determine if an allergy to a specific mold exists the same way they would determine if you are allergic to dogs, oak pollen or grass. If you feel you may have an allergy, visit your medical provider.

Additionally, there are many environmental causes other than mold that can act as respiratory irritants, including:

- Pet dander
- Household dust
- Scented candles
- Tobacco smoke
- Local pollen
- Household cleaning products
- Air fresheners

Information from Centers for Disease Control:

<http://www.cdc.gov/mold/>

EPA <https://www.epa.gov/mold>

WHAT TO DO IF YOU SUSPECT MOLD?

RESOURCES

More information about mold is readily available at these reputable sites,

- Centers for Disease Control, Environmental Health: <http://www.cdc.gov/mold/>
- Environmental Protection Agency: <http://www.epa.gov/mold/>

WHAT TO DO IF YOU SUSPECT MOLD?

Complying with this information will help prevent mold and mildew growth in your home. Immediately notify the Maintenance Department at _____ if you discover a leak, suspect water intrusion of any kind or discover mold in your home. Remember, your community can only address problems in your home that we are aware of. If you have questions regarding this information, please contact a Community Representative at _____



HuntMilitaryCommunities.com

for more information.



WHAT IS MOLD?

Mold is found virtually everywhere in our environment; both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms that break down organic matter in the environment. Mold is capable of sustaining itself anywhere there is moisture and a good source such as wood, wallpaper, upholstery, dust, etc. Mold spores (like plant pollen) are spread through the air and are commonly transported by shoes, clothing and pets. According to the EPA, it is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow if moisture is not present. Moisture control is the key to preventing mold.

SHOULD I HAVE MY HOME AIR TESTED FOR MOLD

Generally, it is not necessary to identify the species of mold growing in a residence, and CDC does not recommend routine sampling for molds. Since the susceptibility of individuals can vary greatly either because of the amount or type of mold, sampling and culturing are not reliable in determining your health risk. Furthermore, the U.S. EPA has not identified any threshold limit values for mold spores in air, and as such there is no way to verify a building's compliance. If mold is seen or smelled no matter what type of mold is present, you should arrange for its removal.

Information from Environmental Protection Agency:
<https://www.epa.gov/mold>
<https://www.epa.gov/mold/printable-version-brief-guide-mold-moisture-and-your-home>



PREVENTING MOLD BEGINS WITH YOU



MINIMIZE THE POTENTIAL FOR MOLD GROWTH IN YOUR HOME BY: CLEANING YOUR HOME REGULARLY

Regular vacuuming, mopping and cleaning is important to remove the household dirt and debris that creates an environment supportive of mold growth. Use household cleaners on hard surfaces and flooring when possible.

Immediately dispose of moldy food. When you see mold/mildew accumulating on household surfaces, immediately remove it using a mixture of soap and water. The EPA also recommends cleaning products such as Lysol Disinfectant, Clorox Cleanup or Tilex Mildew Remover as options. The EPA does not recommend the use of chlorine bleach for mold clean up. Ensure to dry all items completely after clean up.

REMOVING VISIBLE MOISTURE ACCUMULATION

Remove moisture on windows, walls, ceilings, floors, registers and other indoor surfaces as soon as reasonably possible. Pay particular attention to bathrooms, the kitchen and the laundry room where moisture commonly accumulates.



INSPECTING YOUR HOME

Check your home for damage to the roof and siding, as well as clogged gutters or standing water against the home after heavy rain or strong winds for sources of water intrusion.

Inspect washing machine hoses and discharge lines for signs of leaks or moisture accumulation.

Inspect your utility closet regularly and ensure it is free of dust and debris.

REPORTING FLOODING, LEAKS, AND SIGNS OF WATER DAMAGE IMMEDIATELY

If you experience an appliance or plumbing overflow/signs of water leaking, take steps to stop the flooding and immediately notify the Maintenance Department. Even if you consider the issue minor, notify the maintenance team so they can inspect the area to ensure moisture is not trapped in the flooring or walls. Completely dry out or dispose of any personal items affected by the flooding. Report overflowing air conditioning drip pans or condensation lines.

MAINTAINING YOUR AIR CONDITIONING & HEATING SYSTEM

Change the air filters in your home on a regular basis. The Maintenance Department provides air filter replacements free of charge. Contact _____ for information on where to get filters for your home.

Promptly notify the Maintenance Department about any air conditioning or heating problems you encounter.

Heating and cooling temperature settings are dependent on your region and vary greatly. Therefore, to understand your temperature range, please contact your maintenance department.

Leave ceiling fans on low to keep air circulating throughout the home. This will control the amount of humidity inside the home and can prevent water intrusion in the form of burst pipes.

To ensure proper airflow, do not block returns or supply registers.

FOLLOWING THESE ADDITIONAL TIPS

Always turn on exhaust fans in the bathroom and kitchen before you start showering or cooking and keep the fan running for several minutes after you finish.

When showering, keep the shower curtain inside the tub or fully close the shower door.

After showering, wipe moisture off of shower walls, shower doors, bathtubs and bathroom floors. Leave the bathroom door open until all moisture on the mirror and bathroom walls has dissipated. Hang towels and bath mats so they will completely dry.

When using a sprinkler to water your lawn, ensure the stream is not hitting your home.

If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing ventilation and cleaning more frequently will usually prevent the mold from recurring, or at least keep the mold to a minimum.

Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over-watering.

Be cautious when installing humidifiers. Humidifiers create extra moisture in the air and can encourage the growth of mold.

Barksdale Family Housing Utility Fact Sheet

Why are we doing this?

The resident utility policy is mandated by the Office of the Secretary of Defense and is Congressionally Supported. The goal is to encourage residents to reduce energy consumption and our dependence on foreign oils by conserving natural resources and lowering energy consumption by 20 percent. The Armed Forces are supporting this policy by providing financial incentives to families living on-base. These incentives motivate families to conserve by making them more financially responsible for and aware of their electric and natural gas energy. Average users will have no out of pocket costs, residents with above average consumption habits will have some out of pocket costs and residents who use below the average for utilities in their like type home group will receive a rebate for their conservation.



How does it work?	What are the billing actions	Will I pay out of pocket?	Will I pay out of pocket?	When will I be billed?
The essence of the Utility Program is simple; your Basic Allowance for Housing (BAH) will continue to cover your electric and gas costs up to a certain baseline amount that is calculated each month using current consumption for your home type. You will not be responsible for paying all of your utility costs. In fact, the program could actually result in a rebate check to you!	The amount your utility usage falls above or below the baseline each month will determine whether you: a) receive money back as a rebate; b) must supplement your energy costs; or c) do nothing.	Many families currently enrolled in the program are receiving BAH rebates as a direct result of their smart energy usage and conservation efforts. These families continually conserve energy, so their usage fell below the baseline. Only those whose usage exceeds the baseline are required to supplement their energy costs.	These families will not be required to pay for all of their home's energy usage out of pocket. They will only be charged for what is considered "excess" usage – the amount above the baseline, not the entire bill. The answer depends on your energy usage and how much you choose to conserve. Your usage may require no action, a rebate or payment.	Utilities are typically billed in arrears since our billing cycle follows that of the local utility provider. For example, a billing statement mailed to a resident in February normally reflects usage for the previous month of January. Your first billing statement and Frequently Asked Questions & Glossary of Terms Resident Energy Conservation Program will arrive within 4-6 weeks of your move in date
What is a Group?	What is a baseline?	Baseline calculation	Does electricity cost less on base?	Does electricity cost less on base?
Like type groups are created using varied types of information about your home's attributes such as floor plan, renovation level, size of home. Your home is grouped with same or similar homes to create a like type. Each like type group will have the same efficiencies or inefficiencies. For example, 3 bdrm homes will not be group with 2 bdrm homes. All groups are approved by housing and AFCEC.	The baseline is the average of the consumption (electric and/or gas) applied to you homes usage. Or the amount allotted to you for the applicable cycle that you are not responsible to pay. If your usage is 500 kWh's for electric and your baseline is 1000 kWh's, you will receive a rebate for the amount you are under the baseline or 500 kWh's.	The baseline is recalculated monthly. This monthly calculation removes homes within your Like type group that are vacant removes zero usage, removes the top 10% highest usage and bottom 10% lowest usage. The remaining usage is then averaged and becomes the baseline for the group for the billing cycle.	Yes. Military installations, as a bulk utility user, receive a discounted electricity rate. In other words, if you lived off base, you would pay more for using the same amount of electricity. Your electric and gas rate reflect the actual energy rate/cost billed.	Off base housing paying direct to a provider can include customer charges, taxes and base fees which are paid for by Hunt Communities for on base residents. (average \$10-\$15 customer charges, taxes, base charges, etc.).

Barksdale Family Housing Fact Sheet

Is this a way for the Management Company to make more money?

No. This program is required by the Department of Defense and the U.S. Air Force. Money collected to supplement utility costs does not increase the Management company profits. Instead, collected funds pay for the cost of utilities above the average usage.

As utility costs decline due to conservation, monies saved on utility costs are funneled back into the housing program for renovations, parks, etc.

www.barksdalefamilyhousing.com



What about during harsh weather?

By using the current usage to calculate the baseline, weather will be automatically accounted for. During a harsh winter or an unusually warm summer, the baseline will move accordingly; therefore, the percentage of the variances from the baseline should remain consistent.

What if my home is not energy efficient?

Your home will be grouped with like homes in order to establish the baseline. Consumption among that group of homes should be similar for the average. Your government partners approved your groupings.

Monthly Conservation Statement

A written statement mailed to your home each month that will include your meter readings, the amount of your consumption and where you stand (including your buffer) in relation to your home's established energy consumption baseline.

When will this start?

Live Billing began in July 2018

Like-Homes

Homes of the same type or similar homes that are grouped together. There are many instances of larger families conserving below their established baselines, without implementing extreme measures. If a large family and a small family are in the same profile, the difference in consumption is a result of behaviors of those occupying the home.

Will we have training?

YES. You will have multiple emails, flyers and training sessions prior to the program launching

BFH Leadership

Community Director

Dreamer Thorn
dreamer.thorn@huntcompanies.com

Community Manager

Chad Moon
chad.moon@huntcompanies.com

Who should I contact with questions?

Community Supervisor

John Harrison
john.harrison@huntcompanies.com

Main Base

Jade Kerouac
jade.kerouac@huntcompanies.com

Who should I contact with questions?

Liberty Heights

Delores Shipley
Delores.shipley@huntcompanies.com

Embriell Cummings-Stephenson

embriell.cummings@huntcompanies.com

Amy Demarest

amy.demarest@huntcompanies.com

Who should I contact with questions?

Heritage Heights

Renee Jackson
Renee.jackson@huntcompanies.com

YOUR HOME

WHAT YOU NEED TO KNOW

LOCATING AND OPERATING WATER SHUT OFF VALVES

Knowing how and where to shut off your toilet or sink water supply is important in times of emergencies.

Toilets: Toilets have a single cold-water valve, called a "stop valve." Turn the handle clockwise to shut off the water if your toilet is overflowing.

Sinks: Look for the valve under the sink, usually at the back of the cabinet, they are connected to the water supply tubes that serve the faucet. One for hot, one for cold, usually with the cold on the right-hand side. Turn the valve(s) clockwise to turn off the water.



YOUR THERMOSTAT



Generally speaking an air conditioning system is designed to accommodate up to a 20 degree difference between the outside air and inside air while still keeping around a 55% humidity level which is comfortable. This means that if it is 80 outside, your AC can easily reach 70 degrees, since that is only a 10 degree temperature difference. So even if it is 90 degrees out your air conditioner should still easily reach the 70 degree mark. However, if it is 100 degrees outside, it will be nearly impossible to reach 70 degrees inside without the air conditioner working completely overtime and causing problems such as excess humidity.

Keep your ac settings on AUTO and Cool or Heat

Our #1 goal is to provide our residents with safe and high quality communities in which to live.

HELPFUL TIPS

DRYERS, AC FILTERS AND PESTS

Dryer:

You should be checking your dryer lint tray weekly. Did you know dryer lint is one of the leading causes of household fires?

Filters:

Check your filter monthly. Your central heating and air conditioning unit work hard to push air throughout your house. By changing your filters on a regular basis, you help the unit operate efficiently and effectively. We change them quarterly for you, visit our self help section in our Maintenance Shop if you would like to change monthly.

Pests:

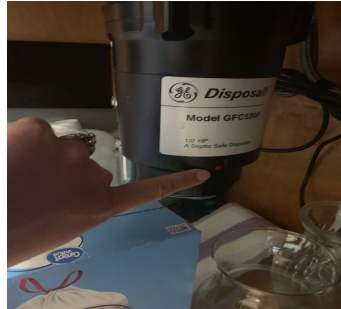
Want to keep pests away from your home? Clean cobwebs in the inside and exterior of your homes to prevent spider nests. Need Pest Control Service? Contact our office. Did you know that with our new pest control company every home will have an exterior service semi-annually?

If you have a maintenance request, contact us

CALL (318) 747-2723 - 24 hours a day
Enter a work order on line :

www.barksdalefamilyhousing.com

You can also place a work order in person at one of our welcome centers or you can contact your Resident Service Specialist.



GARBAGE DISPOSALS

If your garbage disposal stops working try to press the red reset button first to see if it resets. Be sure to call Maintenance if it doesn't rest.

SINK AND TUB STOPPERS



Closing your sink stopper while brushing your hair will prevent drain clogs. When finished remove hair and unstop your sink.



Adding a cover to your drain in the bathtub will also eliminate clogs.



GFCI OUTLET

Did you have an outlet stop working? If there is a GFCI on the outlet press the red RESET button.

If it doesn't work let us know!



LED LIGHTBULBS

Incandescent	LEDs
	
Uses 60 watts per 10 LED watts	Uses over 5x less energy
Last only a few months	Last 25x longer
Costs \$200+ over 20 years	Cost 6x less
Only a few buying options	Endless options



Routine Maintenance Requests through the Hunt Resident App or Online Portal

➤ Service Requests submitted through the Portal or App, are **ONLY** for Routine Maintenance Requests.

- These are Maintenance requests that are **not** a potential threat to life, health, or safety. Examples Include:

- | | | |
|------------------|--------------------------------|---------------------------------|
| ○ Air Filters | ○ Flags/Flag Poles/Flag Holder | ○ Mailbox Repair |
| ○ Blind Repair | ○ Flooring Repair | ○ Routine Pest Control Requests |
| ○ Cabinet Repair | ○ Light Bulbs over 10ft | ○ Toilet Seat Repairs |

➤ For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****

- Urgent or Emergency Maintenance may be defined as, but not limited to:
 - Appliances that are Inoperable
 - Clogged Toilets
 - Door Security
 - Gas Concerns
 - HVAC Not Heating or Cooling Your Home
 - Leaks/Water Intrusions
 - Lock Outs/Key Issues
 - Mold Concerns
 - No Power
 - No Water
 - Smoke Detector/CO Detector Chirping or Inoperable
 - Water Heater Concerns
 - Any other work order that is a potential life, health, or safety concern

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion

Barksdale Family Housing Fact Sheet

Your Management Team

Community Director Dreamer Thorn

dreamer.thorn@huntcompanies.com

Maintenance Manager Darryl Beck

darryl.beck@huntcompanies.com

Community Manager TBD

@huntcompanies.com

Community Manager Chad Moon

chad.moon@huntcompanies.com

Community Supervisor John Harrison

john.harrison@huntcompanies.com

Quality Assurance Manager

Shelley Dooley
shelley.dooley@huntcompanies.com

Maintenance Director Gary Moore

gary.moore@huntcompanies.com

Maintenance Manager Joe Jackson

joe.jackson@huntcompanies.com

Quality Assurance Specialist John Musgrove

john.musgrove@huntcompanies.com

Work Order Calls

If you have a work order call 318-747-2723 24 hours a day or enter a work order online at www.barksdalefamilyhousing.com. After hours a call center will take the call and notify the on call maintenance technician. You can also visit one of our offices and place a work order in person. Each work order is assigned a work order number.

Additionally, you can place a work order request through the resident portal, in person at one of our welcome centers or by contacting your Resident Service Specialist (RSS) of your neighborhood.

Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: roof leak, overflowing drains, broken water pipes, sewage back ups, electrical outages, fire, gas leak, or loss of heat or air conditioning.

Target Response Time:
1 hour

Target Completion Time:
24 hours

Urgent

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: roof leak, overflowing drains, broken water pipes, sewage back ups, electrical outages, fire, gas leak, or loss of heat or air conditioning.

Target Response Time:
4 hours

Target Completion Time:
24 hours

Routine

Classified when the problem does not present an immediate danger to residents or threaten to damage property. Examples include: Failure of appliances, water heaters, defective electrical outlet, exhaust fan's, lights out, low pressure, slow leaks, sink stoppage etc.

Target Response Time:
24 hours

Target Completion Time:
72 business hours

My Work Order Is Not Complete What Do I Do?

If a part needs to be ordered or a vendor needs to be called out this will change the category of your work order and times may change for completion. You will be notified of this change. If the work order is not responded to within the time frame you call 318-747-2723 for an update.

You can contact your Resident Service Specialist or RSS to escalate an issue. If you do not know who your RSS is call 318-747-2723.

Completed Work Order

The Maintenance Team Member who completed the work should leave a note at completion letting you know the work is done.

After completion a work order survey is automatically generated. Watch your non.us.af.mil email address to give your feedback.

The sender is: survey@satisfacts.com
And the email message is Work Order Survey.

Work Order Surveys

Your RSS will call each completed work order to ensure you are satisfied. Your completed work order survey is compiled into a report and is reviewed monthly. The Community Manager for your section will reach out as will the RSS for feedback should the survey warrant one and expedite an issue if needed.

What Happens After Hours?

An on call technician receives the call from the call center if it is classified as emergency or urgent. A routine work order will be addressed the next business day.

On call tech makes contact with the resident and gives a time frame for arrival.

There is one on call tech and one back up tech on call daily. There could be delays.

What Happens After Hours?

An email is generated from the call center after they enter the work orders.

The next business day the Maintenance Manager reviews and properly dispatches work orders if they are routine.

Some after hour calls will result in follow up work the next day.

Mobile Yardi

Our technicians use cutting edge technology for work orders. Their phones are equipped with the ability to open work orders, close work orders and gives them the ability to review and update work orders.

Calls are sent to their phones by the Maintenance Manager while they are out in the community.

Barksdale Family Housing Fact Sheet

Your Barksdale Family Housing Team

Resident Service Specialists

Delores Shipley

Renee Jackson

Amy Demarest

Embriell Cummings-Stephenson

Jade Kerouac

barksdaleleasing@huntcompanies.com

Leasing Specialists

Chauncy Hill

Mary Davis

Nadaya Wynter

barksdaleleasing@huntcompanies.com

Warehouse Supervisor

Patrick Carter

patrick.carter@huntcompanies.com

Allotments

Your move in date determines when your allotment begins. If you will owe at move in your Leasing Specialist will ensure that you are aware.

Monitor your LES if you notice any inconsistencies reach out to us at 318-747-2723 and speak to your Community Manager.

If your allotment does not start you will need to come into the office to remit payment in full.

CEL Surveys

We value your feedback and consistently reach out to our residents with surveys. These include a move in survey, move out survey, work order survey, Satisfaction survey and an annual CEL Survey.

All surveys are sent via email so please make sure you update us if your contact information changes. Personal emails are preferred as the government email servers typically bounce back emails or limit content.

Deployed Spouses Program

We have Self Help items for your convenience. They are located at the Main Base Maintenance Shop and the East Side Office.

Items available include: specialty light bulbs, grass seed, plungers, toilet seats, HVAC filters, lawn mowers, shovels, rakes, specialty batteries and much much more.

If an item is not listed that you would like to consider adding please contact your RSS.

Landscaping

Landscaping is completed weekly from April to October. It is bi weekly from November to March.

If you choose to fence in your backyard you will be responsible for the lawn maintenance.

You are also responsible for the maintenance of your flower beds.

Semi annually we provide mulch and flowers should you choose to enhance your yard.

Communication

We love our residents and provide several free monthly events and information to you.

Monitor us as follows:

Facebook page at www.facebook.com/barksdalefamilyhousing

Website: www.barksdalefamilyhousing.com

Other avenues include: emails, text messages, phone calls and flyers.

Social Media Requests

Our team is here to assist you should you have any issues we kindly ask you to reach out to us for issues you may have.

We monitor our Facebook page, but not hourly, so the quickest way to reach us is via 318-747-2723 or email. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

Appropriate Contact Methods

Your first point of contact should be our offices for your housing needs. That is why we have a dedicated Resident Service Specialist for each neighborhood.

If you are unsure of who your RSS is please contact our team as we are happy to introduce you.

Concern Resolution

Should you have an issue that you feel is unresolved you can escalate your concern.

All disputes should be brought to the attention of your RSS.

Should you feel the response is inadequate your issue should be escalated to your Community Manager and then the Community Director as needed. We are here to serve you.

Dispute Resolution

If you still feel your issue is not resolved we will work in conjunction with the MHO Office on the dispute resolution. The MHO will facilitate a discussion with Barksdale Family Housing and you so we can jointly determine a way forward.

BFH and Leadership

BFH and your Air Force Leadership work hand in hand to serve our residents.

Our goal is to handle disputes per your lease agreement and handle all concerns at the lowest level so that we can provide the quickest resolution possible. We believe this provides the best service possible to you.



HUNT EMBRACES: ACTIVITIES, RESOURCES & TRAINING

SPOUSAL OUTREACH SUPPORT

Life as a military spouse has its own challenges, but deployment brings on additional challenges for the spouse who cares for the home. Today's military families may be faced with multiple deployments or have to leave home for extended periods of training and the spouse who stays home shoulders the responsibility of maintaining the home life, and caring for children and pets, often while supporting a career. Spouses of deployed service members are faced with fulfilling the roles of both parents while bearing the emotional load of concern about the safety of the deployed spouse and the risk they face abroad.

Hunt recognizes these challenges and cares about our service members and their families. This is why we have established the **Hunt Heart Spousal Outreach Support (SOS) Program** for our resident families during a time when the spouse is deployed or away from home.

The **Spousal Outreach Support (SOS) Program** is backed by a team of caring individuals whose goal is to make life a little bit easier and bring smiles to the faces of family members while the service member is not there.

QUALIFICATIONS

Any resident with a spouse who is deployed, will be deploying or will be leaving for an extended period of time qualifies to be in the Hunt Heart Spousal Outreach Support Program (SOS).

ENROLLMENT

Residents who want to be considered for the SOS Program should contact the leasing office for enrollment. You will need a copy of your orders and a Power of Attorney to get started.

The **SOS Program** serves as an added bonus to living at a Hunt military community by providing deployed or absent service members peace of mind knowing that their loved ones will always have someone to contact for assistance while they are away.

SPOUSAL OUTREACH SUPPORT (SOS) BENEFITS:

- Maintenance Plus
- SOS Days
- SOS Resources

SOS MAINTENANCE PLUS

Maintenance Plus is designed to assist families with tasks that are traditionally done by the absent family member. Services provided are in addition to the 24 Hour Emergency and routine maintenance services that are already provided.

Services may include but are not limited to:

- Assistance with hanging pictures
- Assembling bikes and toys
- Changing light bulbs or moving furniture
- Mowing lawns
- Putting up or taking down Christmas decorations
- Grass cutting
- Weed removal from flowerbeds
- Shoveled sidewalks during snow events
- Box and packing material up

SOS DAYS

SOS Days are special events and days of family oriented activities dedicated to family of absent or deployed spouses.

SOS RESOURCES

SOS Resources are provided to assist our families in preparing and planning for deployment.

There are many decisions that have been made prior to deployment and preparing for deployment and preparing for deployment is paramount to family well-being.



HUNT HEART SPOUSAL OUTREACH SUPPORT

ENROLLMENT

NAME OF SERVICE MEMBER: _____ DATE: _____

ADDRESS: _____

PHONE NUMBER: _____ ALT. PHONE NUMBER: _____

EMAIL ADDRESS: _____

SPOUSE NAME: _____

DEPLOYMENT, REMOTE TOUR OR EXTENDED TDY*: _____

**TDY for more than 60 days*

COPY OF ORDERS RECEIVED? YES / NO FENCED IN YARD? YES/NO

DURATION OF DEPLOYMENT FROM _____ TO _____

I would like to participate in the Barksdale Family Housing Spousal Outreach Support Program. I acknowledge that certain services will be provided while I am in the program, some of which will be a one-time courtesy and all services included with enrollment to the program will end 30 days after the date in which the service member listed above returns. I consent to receiving emails and phone calls from the Barksale Family Housing team and to having my photograph taken and used in marketing materials by the company.

SIGNATURE: _____ DATE: _____

LEASING AGENT'S SIGNATURE: _____ DATE: _____



BARKSDALE FAMILY HOUSING RESIDENT GUIDELINES

Revised: 7 July 2017

TABLE OF CONTENTS RESIDENT GUIDELINES

1.	INTRODUCTION	6
2.	RESPONSIBILITIES AND DUTIES	6
2.1	Landlord Responsibilities	6
2.2	Resident Responsibilities	6
3.	GENERAL INFORMATION	7
3.1	Conditions of Occupancy	7
3.2	Landscaping	7
3.3	Lease	8
3.4	Maintenance	8
3.5	Maintenance Request Procedures	10
3.6	False Trip Charge	10
3.7	Notice of Correction Action	11
3.8	Office Hours	11
4.	MOVE-IN / MOVE-OUT RESPONSIBILITIES	11
4.1	Move-In Inspection	11
4.2	Intercommunity Move and Transfers	12
4.3	Termination/Vacate Notice	12
4.4	Cleaning Requirements (Vacating Home)	13
4.5	Normal Wear and Tear	14
4.6	Pre Move-out Inspection	14
4.7	Move-Out Inspection	14
5.	CARE OF HOMES	14
5.1	Alterations to Landscaping	14
5.2	Appliances	15
5.3	Basements (where applicable)	15
5.4	Exterior Condition/Appearance	15
5.5	Fences	16
5.6	Flags	16
5.7	Interior Maintenance	16
5.8	Maintenance and Repair	17
5.9	Pest Control	17
5.10	Plumbing	18
5.11	Preventive Maintenance	18
5.12	Self-Help Supplies	18
5.13	Smoke/Carbon Monoxide Detectors and Door Locks	18
5.14	Window Coverings	19
6.	SAFETY GUIDELINES	19
6.1	Barbeque Grills	19
6.2	Care of Children	19
6.3	Fire Prevention	19
6.4	Fireworks	20
6.5	Fire pits and Chimneas	20

6.6	Heaters	20
6.7	Ingress and Egress	20
6.8	Security Devices	20
6.9	Window Safety	20
6.10	Compact Florescent Lights (CFL)	21
7.	UTILITIES	21
7.1	Utilities Provided	21
7.2	Utility Malfunctions	21
7.3	Telephone and Cable Television and Internet Service	21
8.	PROPERTY POLICIES	21
8.1	Access to Homes	21
8.2	Automobile/Motorcycles/Other Motor Vehicles	22
8.3	Basketball Backboards/Soccer and Hockey Goals	22
8.4	Changes in Resident Status	22
8.5	Dispute Resolution	22
8.6	Deliveries	23
8.7	Eviction/Termination of Agreement	23
8.8	Extended Absence	23
8.9	Emergency Access	24
8.10	Energy Conservation	24
8.11	Failure to Repair	24
8.12	Family Child Care in the Home	24
8.13	Holiday Decorations/Outside Lighting	25
8.14	Home Business	25
8.15	Hot Tubs/Spas and Water Features/Ponds	25
8.16	Locks & Keys	26
8.17	Lockout Services	26
8.18	Noise/Quiet Hours	26
8.19	Parking	26
8.20	Pet Policy	27
8.21	Pools	27
8.22	Prohibited Conduct	27
8.23	Reimbursement for Damages	27
8.24	Resident Services and Facilities	27
8.25	Satellite Dishes	28
8.26	Snow Removal	28
8.27	Social Visitors and Immediate Relatives	29
8.28	Soliciting	29
8.29	Speed Limit	29
8.30	Storage Sheds	29
8.31	Tents	29
8.32	Trampolines	29
8.33	Trash, Bulk Trash and Recycling	30
8.34	Waterbeds	30
8.35	Weapons (on Installation)	30
8.36	Yard Sales	30

9.	LEASE / RESIDENT GUIDELINES CHANGES	31
9.1	Changes in the Agreement	31
9.2	No Oral Agreements.....	31
10.	SPECIFIC INSTALLATION ITEMS ADDED HERE	31
11.	IMPORTANT CONTACT INFORMATION AND NUMBERS	32
12.	DAMAGE AND CLEANING CHARGES AT MOVE-OUT	33

Dear Resident of BARKSDALE FAMILY HOUSING:

Welcome to BARKSDALE FAMILY HOUSING! We are deeply honored and proud to have the privilege of serving you at home. We recognize how much you and your family sacrifices for our country. While you are protecting our way of life, we are dedicated to providing a better quality of life for your family.

We know quality of life depends not just on your home, but on your community and the services you receive. Our management team will strive to respond to your needs, providing you with such services as on-site community Directors in your neighborhood, grass cutting in un-fenced yards, leaf removal, and full-service maintenance, including 24-hour emergency maintenance and a 24-hour maintenance request line. We also will provide opportunities for you to socialize with your neighbors by holding community events such as barbecues and movie nights and sponsoring existing installation events. And we will make every effort to communicate with you about housing maintenance, events and policies through our quarterly newsletters and housing website, www.barksdalefamilyhousing.com.

These Resident Guidelines are an integral part of your Lease, providing more details and information about the community you have joined, our operations and services and your responsibilities as a Resident. Please review these Resident Guidelines thoroughly as it is designed to assist you while residing with us. Please feel free to provide comments and suggestions to make these Resident Guidelines as useful and informative as possible.

We care about the work you are doing on our behalf. We care about you! On behalf of Barksdale Family Housing, we are proud to serve those that serve our country and welcome you home.

Sincerely,

The Hunt Management Team at
BARKSDALE FAMILY HOUSING

1. INTRODUCTION

The Air Force has entered in to a 50-year ground lease with BLB Privatized Housing, LLC ("Landlord") for the land and improvements comprising the single-family housing on Barksdale AFB. The Landlord is the owner of the family housing on the Installation and is responsible for its maintenance and operation. Landlord's property manager, Hunt Military Communities, (an affiliate of Hunt Companies, Inc.) manages the family housing.

BLB Privatized Housing, LLC is proud to take care of Residents' family housing needs at Barksdale AFB. Our goal is to provide quality, affordable housing for qualified residents and their families living at Barksdale AFB.

About Hunt

Hunt is a nationally recognized leader in the most successful public-private partnership program in the U.S, the Military Housing Privatization Initiative. Hunt Military Communities manages 17,750 privatized military homes throughout 25 military installations. As the premier military housing community developer, we have a reputation for providing unsurpassed quality and service to the men and women who serve in our nation's Armed Forces. It's a core focus for Hunt, and a mission our company takes seriously. Our focus is on creating great places to live. Hunt works with the best land planners, architects and community designers to provide quality communities with community centers, parks and amenities that rival those outside the gate. Hunt Military Communities is committed to provide our residents with superior customer service while living in a quality community.

2. RESPONSIBILITIES AND DUTIES

2.1 Landlord Responsibilities

Landlord agrees to maintain all electrical, plumbing, heating, ventilating, air conditioning, appliances and other facilities and common areas in good and safe working condition, subject to the covenants and duties undertaken by Resident(s). Landlord further agrees to comply with all applicable building and housing code requirements governing residential rental property in the State of Louisiana.

2.2 Resident Responsibilities

Resident agrees to keep the home (referred to in these Resident Guidelines as the "Premises" or "Home") clean and safe, to use all electrical, plumbing, heating, ventilating, air conditioning, appliances and other facilities and common areas in a reasonable manner, to conduct themselves (including guests and invitees) in a manner that will not disturb other residents' peaceful enjoyment or cause annoyance to other residents, to take care not to intentionally or negligently destroy, damage or remove any part of the Premises, nor permit any member of the Resident's family, any guest or

other person to do so, to abide by all rules, responsibilities and regulations imposed by the Landlord and to comply with all applicable laws.

3. GENERAL INFORMATION

3.1 Conditions of Occupancy

Residents will use the Premises solely as a single-family residence for the Resident and qualified family members. Except as otherwise provided in the Lease, use of the home for any other purpose is not permitted, including shelter for any additional persons, except that temporary guests residing in the home for more than 14 consecutive days is permitted (with a maximum of 30 days within a calendar year, unless a longer stay is approved by the Community Director and Installation Commander). For further information, please refer to Section 8.27 of these Resident Guidelines (Social Visitors and Immediate Relatives) and Sections 9 and 15 of the Lease.

3.2 Landscaping

Standard landscaping maintenance services, including mowing, edging and leaf removal, will be provided by BARKSDALE FAMILY HOUSING in the family housing common areas and unfenced yards of all residences on a designated schedule, provided Resident has removed any personal items that would prevent landscaping maintenance service. Flower Beds are the responsibility of the resident to maintain.

Any fenced backyards will not receive landscape maintenance services. Residents will be responsible for turf mowing, trimming and clipping removal to BARKSDALE FAMILY HOUSING specifications of all fenced back yards. Shrubs within the fenced area must be trimmed to the proper height so as not to block windows and must be neat in appearance. Should Resident fail to maintain the fenced in area, a yard violation notice will be sent to the Resident. If the violation is not corrected within the timeframe indicated on the violation notice, BARKSDALE FAMILY HOUSING will correct the violation and the Resident will be charged for any lawn maintenance services performed in these areas to restore the yard to proper appealing conditions.

In order to conserve natural resources and manage utility costs, the frequency and duration of watering lawns and plantings by Residents may be restricted. When watering restrictions are necessary, information will be published on the Community Website outlining the restriction requirements for each housing area. Residents are required to adhere to the published requirements during times of watering restrictions.

Residents are encouraged to make additions to their gardens for their own gardening pleasure. Flower gardens are restricted to areas currently landscaped for this purpose. Removal of flowerbeds are not authorized. For further information, please refer to Section 5.1 of the Resident Guidelines.

Residents are required to maintain their flower gardens and other plantings in living condition, free of trash, weeds, dead vegetation and fallen leaves. Should Resident fail to maintain the flowerbeds, a flowerbed violation notice will be sent to the Resident. If the violation is not corrected within the timeframe indicated on the violation notice, BARKSDALE FAMILY HOUSING will correct the violation and the Resident will be charged for any flowerbed maintenance services performed in these areas to restore the flowerbed to proper appealing conditions.

3.3 Lease

Resident will sign a Lease with BLB Privatized Housing, LLC prior to moving in. Resident is required to comply with all terms stated in the Lease and these Resident Guidelines.

3.4 Maintenance

All maintenance requests should be routed through the neighborhood management offices. Contact information for the neighborhood management offices is available on the back cover of this document, which is also located on the BARKSDALE FAMILY HOUSING website or can be obtained from any BARKSDALE FAMILY HOUSING office. Residents may enter maintenance requests by telephone 318-747-2723, through the BARKSDALE FAMILY HOUSING website or in person at the neighborhood management offices.

BARKSDALE FAMILY HOUSING provides 24-hour emergency and urgent maintenance service. After normal office hours, Residents may call 318-747-2723 to place any maintenance request (including emergency needs) or leave messages for the office staff for the next business day.

Emergency work orders take priority over all other work orders because they require immediate action. BARKSDALE FAMILY HOUSING personnel will respond promptly, either by telephone or in person, to confirm the classification of emergency maintenance requests and establish priorities for addressing multiple emergencies. A service request number will be issued for tracking purposes. The following situations are examples of the classification of requests, but are not limited to these situations only.

- **Emergency Maintenance Requests**

Service calls will be classified as an emergency for any conditions that may constitute an immediate threat to life, mission, security or community. Emergencies will be handled immediately.

Some examples of emergency situations include:

- Loss of Heating (when exterior temperature is below 60 degrees)
- Loss of Air Conditioning (when exterior temperature is above 80 degrees)
- Sewage Back-up

- Roof Leaks
- Power Outage
- Electrical Hazards which may cause fire or shock
- Broken or Non-Working Exterior Doors, Locks, Windows
- Locked Out of Home
- Broken Water Line
- Flooding
- Cold or Hot Water - None
- Overflowing Drain or Commode
- Non-Functioning Toilet when only one exists in the Home
- Refrigerator won't hold cold temperature
- Kitchen Range – all burners inoperative
- Critical Circuits Out (appliances)
- Inoperative Smoke or CO2 Detector
- Standing Water Removal and Clean-Up
- Fire and Natural Gas Leaks **should be reported to 911 immediately** and then reported to the management office.

- **Urgent Maintenance Requests**

Service calls will be classified as urgent when the work does not immediately endanger life or property but would soon inconvenience and/or affect the health or well-being of individuals. These requests will be responded to within four (4) hours after receipt of the request.

Some examples of urgent situations include:

- Range/Oven Failures
- Refrigerator Leaking
- Water Heater Failure
- Plumbing Leaks
- Low Water Pressure
- Sink Stoppage
- Tub Stoppage (only one in the house)
- Garage Door Jammed or Inoperable;
- Defective Outlets or Switches (Kitchen)

- **Routine Maintenance Requests**

Service calls will be classified as routine maintenance requests when the work does not meet the category of emergency or urgent. Routine service calls are typically handled during normal working hours. Appointments requested after normal business hours for routine service requests will be handled on a case-by-case basis.

Some examples of routine maintenance include:

- Dishwasher not working properly

- Light Inoperative
- Dripping Faucet
- Door Seal Torn
- Shelf Broken
- Window Cracked
- Lock Sticks
- Screen Torn
- HVAC not cooling enough
- Garbage Disposal Inoperative

Residents are encouraged to contact their management office if there are any questions concerning any maintenance issues.

Residents are encouraged to complete a maintenance survey each time that maintenance is performed.

3.5 Maintenance Request Procedures

Residents are encouraged to submit maintenance requests via the website, www.barksdalefamilyhousing.com. In addition, the Resident has the option of either calling 318-747-2723 to submit maintenance requests, or hand-delivering requests to the maintenance or neighborhood housing office. By submitting a maintenance request, the Resident is giving BARKSDALE FAMILY HOUSING permission to enter the home to complete the request during regular business hours, unless the Resident specifically requests, at the time the maintenance request is submitted, to be present in the home while the work is being performed (or if Resident requests that a representative of Resident be present).

If the Resident specifically requests to be present during the completion of maintenance request work, BARKSDALE FAMILY HOUSING staff will schedule an AM or PM appointment with a two (2) hour window, on an acceptable day to complete the service. If the Resident is not home during the scheduled two (2) hour window appointment, the maintenance request will be cancelled, the Resident will need to submit another maintenance request, and the Resident is subject to the false trip charge as described below. For emergency related items, permission to enter from the Resident is not needed to complete work in the home.

Prior to entering a home, a maintenance technician will politely knock on the front door or use the doorbell, if applicable. If unaccompanied minors are present in the home, the maintenance technician will not enter the home to perform any repairs or inspections. When a maintenance technician is inside of a home, he/she will hang a tag on the entry door that states "MAINTENANCE TECHNICIAN INSIDE". When performing repairs in a home, a maintenance technician will never (i) smoke or chew tobacco, (ii) turn on a radio, stereo or TV, (iii) help himself or herself to food or drink, or (iv) use the resident's bathroom.

3.6 False Trip Charge

A false trip charge of \$20 will be charged to Resident when a Maintenance Technician responds to the following situations:

- If Resident requests to be present for maintenance request work and the Resident is either not home or access is denied to the home during the scheduled two (2) hour window for the routine maintenance appointment.
- When an Emergency Maintenance Request is falsely reported by the Resident.
- When access is denied to the home for scheduled Preventative Maintenance, so long as the Resident is provided with prior written notice of such maintenance.

To avoid a false trip charge, contact your Management Office at least two (2) hours prior to the start of the scheduled two (2) hour window appointment. For example, if you have an appointment window of 12 – 2 pm, you will need to contact your Management Office by 10 am the same day. If you have an appointment window of 8 – 10 am, you will need to contact your Management Office by 3:00 pm the day prior to the appointment.

3.7 Notice of Correction Action

Violations of Resident Guidelines requirements may result in a written notice to the Resident from BARKSDALE FAMILY HOUSING. The notice will detail the misconduct or violation, the corrective action that is required, the timeframe for the corrective action, and what action will be taken if further violations occur. For more serious violations, a termination of the Lease may occur as outlined in the Lease. Serious violations will be reported to the Installation Commander.

BARKSDALE FAMILY HOUSING may choose to issue notices and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations. Based on the nature of the incident and any other documentation contained within the Resident's file, BARKSDALE FAMILY HOUSING will determine the appropriate enforcement notice or letter to issue. Should a Resident wish to appeal a notice of corrective action, the dispute resolution process may be utilized.

3.8 Office Hours

Management Offices are open during normal business hours Monday through Friday. Specific office hours can be found on the BARKSDALE FAMILY HOUSING website (www.barksdalefamilyhousing.com), in community newsletters, and posted on all management office doors. Current business hours are:

Monday – Friday 0730 to 1730
Saturday 1000 to 1700

4. MOVE-IN / MOVE-OUT RESPONSIBILITIES

4.1 Move-In Inspection

The Resident will inspect the house upon move-in and complete a Move-In Report verifying the condition of the home. Resident will note any damages to the house so that BARKSDALE FAMILY HOUSING can perform any necessary repairs. If repairs are not practical, the Move-In Report will note the existing damage so that the new Resident will not be held responsible for any pre-existing damage when they move-out. After a thorough inspection of the home, the Resident shall provide written acceptance of the Premises "as is", except for those conditions noted on the Move-in Report. If after moving in, Resident discovers any latent defects, then Resident shall have five (5) business days from the date of move-in to provide written notice of such defects to BARKSDALE FAMILY HOUSING. BARKSDALE FAMILY HOUSING will add this written notice to Resident's file as part of the Move-In Report and will address all such defects within fifteen (15) days of receipt of written notice.

4.2 Intercommunity Move and Transfers

During a lease term (as defined in the Lease), the Resident may apply to move to another home within the community. If the Resident would like to move prior to expiration of the Original Term, Resident may apply by completing an application and paying any fees required by Landlord, not to exceed the termination fee as outlined in the Lease. The Resident will be placed on a waiting list for the type of home they qualify for based on rank and number of dependents and will be offered a housing unit after all Priority 1 and 2 applicants. The Resident will sign a twelve month lease in the new home.

In the event of promotion or demotion, the Resident may request a move to the category of housing which is appropriate for his/her rank. If the request is during the Original Term, the Resident will be responsible for paying any fees required by the Landlord, not to exceed the termination fee as outlined in the Lease. The Resident will be placed on a waiting list for the type of home they qualify for and will be offered a housing unit after all Priority 1 and 2 applicants. The Resident will sign a twelve month lease in the new home.

The fees paid by the Resident under this Section 4.2 will be charged in lieu of the termination fee as outlined in the Lease. If the Resident is requesting a move due to a change in the number of dependents that exceeds the local occupancy limits for the home, the Resident will not be charged any fee for the move to another home.

Landlord will deny a move request based on excessive (three or more) late payments, an outstanding current balance on their account, excessive (two or more) resident complaints, or damages to the home. The current home will be inspected and all damages must be repaired or paid in full before the move request is granted.

If the Resident is approved for a move and offered a home, the Resident will have three calendar days to complete the move, without paying double rent. The final walk-through inspection will be completed on the third day and keys will be turned in to the Resident Relation Specialist. If the third calendar day falls on a non-workday, the final walk-through inspection will be completed on the following workday.

4.3 Termination/Vacate Notice

BARKSDALE FAMILY HOUSING requires a notice of intent to vacate prior to vacating the home, including at the end of the Lease term, as outlined in the Lease. Residents who receive short-notice assignments must provide a copy of his or her PCS orders to BARKSDALE FAMILY HOUSING within 72 hours from the time they are received from the Government, and will be exempt from the required notice of intent to vacate. Residents can obtain the notice to vacate form from the website or a Leasing Agent who can answer any questions regarding the move-out process. Residents are required to visit the neighborhood management office to deliver their notice of intent to vacate in order to coordinate terminating the Service Member's monthly rent allotment, scheduling the move-out inspection and providing forwarding information.

4.4 Cleaning Requirements (Vacating Home)

The Resident is responsible for leaving the home in original move-in condition, except for normal wear and tear, in a broom-clean condition and free of any trash or personal items. Broom clean condition means that the home is clean throughout – all surfaces wiped down and all flooring has been swept or vacuumed prior to the move-out inspection. The following outlines the cleaning requirements:

1. Stove/Range and Hood: Remove burned/crusted-on food and grease from accessible surfaces, drip pan, oven rack inside oven, exhaust fan and filters, and range hood. Do not disassemble the range or hood.
2. Refrigerator: Defrost and wipe down inside and outside to remove grease and food particles; accordion folds on seal must be free of food particles, mildew and other debris; refrigerator shall be left on the lowest setting with door closed.
3. Garbage Disposal: Remove residue at the rim in the sink.
4. Dishwasher: Remove any food particles, soap residue, and grease on both interior and exterior surfaces. Do not disassemble.
5. Cabinets, Walls and Other Interior Wood Trim: Wipe down and remove grease and debris.
6. Sinks: Remove Food particles, grease, soap residue and any removable stains.
7. Lavatories, Commodes, Showers, Bathtubs, Glass Enclosures and Medicine Cabinets: Use non-abrasive cleaner to remove soap residue and mildew. Clean removable stains from walls. Wet mop the floors.
8. Walls, Ceilings, Woodwork and Doors: Clean only those walls that are accessible. Spot clean to remove food, pencil and crayon marks, cobwebs, removable stains, grime and excessive dirt. Carefully remove nails and hangars placed by resident.
9. Light Fixtures, Venetian Blinds/Shades: Clean and dust.
10. Ventilation, Air Vents/Grills: Wipe down or vacuum to remove dust.
11. Floors and Installed Carpeting: Sweep, damp mop and/or vacuum.
12. Carport, Garages, Porches, Storage Rooms, Patios and Walls: Remove dirt, cobwebs, etc. from exterior doors, walls and ceilings. Remove excessive oil and grease from concrete paved areas.

13. Grounds: Mow, edge, and trim fenced in yards. Any areas damaged by pets, garden plots, storage sheds, etc. must be restored.
14. Garbage Containers: Trash receptacles must be cleaned.
15. Windows: Residents are not required to clean windows.

Any work not completed by the Resident will have to be completed by the maintenance staff or a contractor and will be charged back to the Resident. Damage and cleaning charges are outlined in Section 12 of the Resident Guidelines and is also available at the neighborhood management office.

4.5 Normal Wear and Tear

Repairs to the home, or repair and/or replacement of equipment provided by BARKSDALE FAMILY HOUSING, due to normal wear and tear will be at BARKSDALE FAMILY HOUSING's expense. The cost of repairs and/or replacements, resulting from damages caused by Resident in excess of normal wear and tear, will be the responsibility of the Resident. A damage cost sheet is located in Section 12 of these Resident Guidelines and can also be obtained at the neighborhood management office.

4.6 Pre Move-out Inspection

When management receives a Notice-To-Vacate, a pre move-out inspection will be scheduled within 14 days of move out date. The purpose of this inspection is to make the Resident aware of any items that will not meet the cleaning standards required for move-out. The Move-in Inspection Form that was completed at move-in will be used to compare to the condition of the Home when performing the pre move-out inspection. During the pre-move-out inspection, the management representative will inspect the home to point out any possible Resident damages beyond normal wear and tear and estimated charges based on its current condition. The management representative will offer suggestions to minimize Resident charges. Resident or Resident's designated representative, are encouraged to accompany the management representative during the pre move-out inspection.

4.7 Move-Out Inspection

The move-out inspection will take place on or before the scheduled move out date. The move-out inspection will only be completed once all items are removed from the home. If damages are not corrected by the date that Resident vacates the home, payment will be due prior to termination of the Lease. Resident or Resident's designated representative, are encouraged to accompany the management representative during the move-out inspection. If you are unavailable to be present during the Move-Out Inspection, any damages will be photographed and charges will be applied to your final account. Further information on move-out requirements are detailed in the Lease.

5. CARE OF HOMES

5.1 Alterations to Landscaping

To maintain landscaping standardization, Resident must obtain written permission from BARKSDALE FAMILY HOUSING prior to starting any alteration or modification to the grounds around their home. This includes, but is not limited to modifications to the landscaping, patios and walkways, fencing, or installing shrubbery, flowers or vegetable gardens. All non-standard garden areas installed by Resident must be returned to their original condition prior to termination of occupancy. This includes the installation of sod in all areas that have been altered. Any new sod must be of the same variety and species as the surrounding area.

5.2 Appliances

Appliances may not be removed or replaced with privately owned appliances without prior written permission from BARKSDALE FAMILY HOUSING. The care and cleaning of the appliances and fixtures are strictly the Resident's responsibility. Oven cleaner may NOT be used on continuous clean ovens.

5.3 Basements and Attics (where applicable)

Basements and attics should be kept free of dust, dirt and clutter, particularly around the water heater, furnace and duct work. Items must not be stored within 36 inches around the water heater and furnace. Basements and attics are not intended as living areas or sleeping space. Water seepage may occur; therefore, it is recommended that all items be stored off the floor. Pets shall not be kenneled in the basement.

5.4 Exterior Condition/Appearance

While BARKSDALE FAMILY HOUSING will be responsible for all exterior repairs and maintenance, Residents are responsible for maintaining the overall appearance of the areas around their homes, including:

- Driveways and sidewalks will be free of oil stain marks and writing.
- Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from BARKSDALE FAMILY HOUSING prior to installation. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by the use of said equipment.
- No new clothes lines are allowed, but pre-existing ones may remain and be used.
- Trees and utility poles will not be used to install dog runs, signs, basketball goals and similar items.
- Bikes, toys and lawn equipment, when not in use, should be moved to the back yard or garage. These items may not be stored in the driveway or carport. Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or a nuisance.
- Patio furniture, used daily, properly maintained and in good taste (as determined by BARKSDALE FAMILY HOUSING) may remain on the backyard patio.
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited.

- The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is prohibited.
- No holes will be made on the exterior surface of the home, including brick/stucco walls, siding or over-hang. Nothing will be fastened to the exterior of the home, including signs, bicycle racks or hooks, plant holders or hooks, hose racks, antennas, satellite dish antenna, basketball goals, dog runs, and similar items.
- Trash or debris will not be allowed to accumulate or be stored in a visible location of the homes. Construction materials for self-help projects should be neatly stored in an unobtrusive location. No self-help projects are permitted that physically alters the exterior or interior structure of a home.
- The use of any extension cords must meet current installation fire safety codes and UL listings.
- Exterior painting of the home is not authorized.
- Dog houses must be within an area enclosed by a fence approved by BARKSDALE FAMILY HOUSING and must not be visible from the front of the home. Dog Kennels and Dog Runs are not permitted.
- Skateboard and bicycle ramps are prohibited.
- See section 8.32 for rules on trampolines.

5.5 Fences

Residents desiring to install a fence, at their own expense, must obtain written approval from BARKSDALE FAMILY HOUSING, in advance, and all fences must be of the type approved by BARKSDALE FAMILY HOUSING, installed in a location approved by BARKSDALE FAMILY HOUSING, and must follow any applicable fence standards. If approved, Resident is responsible for constructing the fence, maintaining the fence, and taking the fence down upon vacating. Detailed instructions, to include fence standards, can be obtained at the neighborhood management office.

Residents are not allowed to paint, attach, or alter fencing in anyway, without written authorization by BARKSDALE FAMILY HOUSING. Residents are required to properly maintain backyard fencing, including mowing at least one mower strip on the outside perimeter of the fence, trimming along both sides of the fence, and removal of weeds, grass and debris.

5.6 Flags

Residents are permitted to fly a United States flag. If a Resident does fly a flag, it must be displayed in accordance with Title 36, U.S.C., Section 17a.

5.7 Interior Maintenance

Broken or unserviceable housing components, structural damage, water leaks, cracked walls, and other maintenance work should be immediately reported as directed by Section 5.8 of the Resident Guidelines.

Written permission must be received from BARKSDALE FAMILY HOUSING prior to starting any alteration or modification to the home, including but not limited to modifications to electrical, plumbing, lighting, telephone and cable systems. If BARKSDALE FAMILY HOUSING approves painting, wallpapering, stenciling or other changes to wall surfaces, the wall must be returned to the original condition prior to move-out.

Nail hangers or screws may be used to mount pictures and curtain rods. DO NOT use the adhesive hangers, since they may damage the sheetrock or plaster on the walls. Awnings, signs, or screen doors are prohibited.

5.8 Maintenance and Repair

Resident shall promptly request any repairs to be made to the dwelling or its fixtures, security devices or other equipment that belong to BARKSDALE FAMILY HOUSING and are necessary to maintain such in proper condition.

BARKSDALE FAMILY HOUSING agrees to keep common areas clean; lawns mowed, trimmed and edged during the growing season (fenced back yards excluded); provide pest control services as needed; maintain fixtures furnaces, water heaters, and appliances in good and safe working condition; and to make all reasonable repairs (subject to Resident's obligation to pay for damages for which Resident is liable under the terms of the Lease). Although BARKSDALE FAMILY HOUSING agrees to comply with the above requirements, failure to do so will not be grounds for Resident's termination of the Lease, unless otherwise provided by law. Resident may not terminate the Lease if Resident, a member of Resident's family or some other persons on the Premises with Resident's consent intentionally or negligently causes the defective condition. BARKSDALE FAMILY HOUSING may make repairs and Resident will be held responsible for the cost.

5.9 Pest Control

Resident acknowledges that good housekeeping prevents pest infestation and agrees to keep the Home in a clean and sanitary condition at all times. Resident will maintain the home in a manner to deny access, harborage, and sustenance to household pests.

Requests for treatment may be made by contacting BARKSDALE FAMILY HOUSING. Depending on the type and severity of pest problem, the Resident may be charged for the service if Resident was at fault for causing the problem. If a Resident is allergic to common pesticides or has any reaction at all, notify BARKSDALE FAMILY HOUSING immediately. Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, people with allergies, and pets. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

Resident shall immediately notify BARKSDALE FAMILY HOUSING of the presence of pests around the outside of homes, including those in trees and shrubs.

Problems involving cockroaches, flies, wasps, bees, termites, ants, ticks, fleas, spiders, snakes, mice, rats and other crawling and flying pests should be reported to BARKSDALE FAMILY HOUSING.

5.10 Plumbing

The equipment in the bathrooms and kitchens shall not be used for any purposes other than those for which they were constructed. No sweepings, rubbish, rags, disposable diapers, sanitary napkins, tampons, ashes or other obstructive substances shall be disposed of in toilets.

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, potato peels, corncobs, paper, wire, bones or non-food substances in the garbage disposal. Resident shall be held responsible for any repairs or damage resulting from the misuse of such equipment and shall reimburse BARKSDALE FAMILY HOUSING for any necessary expenses incurred in the repair of such equipment. Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Portable washers or dryers are prohibited, unless approved in advance, in writing, by BARKSDALE FAMILY HOUSING.

5.11 Preventive Maintenance

BARKSDALE FAMILY HOUSING will conduct a preventive maintenance program to maintain and assess Heating, Ventilation and Air Conditioning (HVAC) systems, appliances, range hood suppression system (if installed), smoke detectors, and carbon monoxide detectors.

Residents will be notified of date and time maintenance personnel will be scheduled to be at the Resident's home to perform periodic inspections or preventive maintenance. If Resident has a "Permission to Enter" form on file, it will not be necessary for anyone to be home to have the inspection or work performed. If there is no permission to enter form on file, the resident will need to be present during this inspection.

A false trip charge of \$20 will be charged to Resident when a Maintenance Technician's access is denied to the home for scheduled Preventative Maintenance, so long as the Resident is provided with prior written notice of such maintenance.

5.12 Self-Help Supplies

BARKSDALE FAMILY HOUSING stocks complimentary self-help items for Resident's use in maintaining their home, such as smoke/carbon monoxide detector batteries, HVAC filters, landscaping supplies and spring seed. Please contact the neighborhood management office for further details.

5.13 Smoke/Carbon Monoxide Detectors and Door Locks

Resident, occupants and visitors present with Resident's consent, shall not disable, disconnect or remove batteries from smoke detectors. Resident shall replace smoke detector batteries and immediately report any malfunctions to their neighborhood management office. Replacement batteries can be obtained at the Self-Help Store. Resident will be responsible for any loss or damage from fire, smoke, or water if that

condition arises from the Resident disconnecting, damaging, failing to replace a battery or failing to report malfunctions to their neighborhood management office.

BARKSDALE FAMILY HOUSING has provided locks, carbon monoxide detectors (when natural gas is provided to the home) and smoke detectors. The Resident agrees that they are safe and acceptable, subject to BARKSDALE FAMILY HOUSING's duty to make needed repairs upon written request of Resident. It is the Resident's responsibility to make sure the smoke detector is in working order. Any additional locks or smoke detectors desired by Resident may be installed at Resident's expense only after prior written approval from BARKSDALE FAMILY HOUSING. When installed, any such additional items shall become the property of BARKSDALE FAMILY HOUSING.

In units that have over-the-range fire suppression systems installed, the Resident agrees to immediately report any malfunctions or discharges to their neighborhood management office. All such fire suppression systems are provided as a convenience and are in no way intended to provide any level of safety to person or property. Residents should never leave any items on the stove or in the oven unattended. As homes containing these fire suppression systems are renovated, these fire suppression systems may be removed. They will not be installed in the new homes.

5.14 Window Coverings

All window blinds that have been provided must remain in place and should always be maintained in good condition. No aluminum foil, sheets, blankets, window tint or any other type of unsightly coverings shall be used over the windows to darken rooms.

6. SAFETY GUIDELINES

6.1 Barbeque Grills

The use of gas-fired and charcoal barbecue grills inside garages, on decks, balconies, covered parking areas or patios and under any building overhang is strictly prohibited. All grills must be used a minimum of 15 feet from any building structure or combustible source. Fuel bottles (propane) from the gas-fired grills (attached or unattached) may be stored inside the garage. Do not store these bottles inside the structure. All grills may be stored in garages, on back porches, back decks, back balconies and back patios, provided the charcoal is completely extinguished or the gas fire is out and the propane is turned off.

6.2 Care of Children

Regardless of the age of the child/youth, parents must be responsible for their children/youth and teens at all times. Residents are required to comply with the Installation-specific youth supervision guidelines for the care of children and any applicable state, local or federal requirements.

6.3 Fire Prevention

All fires must be immediately reported to the Fire and Emergency Services by calling 911, regardless of the size or nature of the fire, including those extinguished without Fire and Emergency Services assistance. Additionally, BARKSDALE FAMILY HOUSING must be notified by telephone 318-747-2723 as soon as possible.

All flammable materials stored on the exterior of homes pose a fire hazard. All flammable liquids such as gasoline, oil and charcoal lighter fluid should be stored in an approved container in a secure location outside of the living space of the home (i.e. the garage or shed) or disposed of promptly and properly.

Open fires such as bonfires or the burning of rubbish are prohibited.

6.4 Fireworks

The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited at the Home or in the community.

6.5 Fire pits and Chimneas

Fire pits and chimneas of any kind are prohibited.

6.6 Heaters

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited either inside or outside the Home.

6.7 Ingress and Egress

Entrances, hallways, walks and lawns and other common areas shall not be obstructed or used for any purpose other than ingress and egress. If it is necessary to temporarily block any ingress or egress areas, Residents must obtain written permission from BARKSDALE FAMILY HOUSING a minimum of 48 hours in advance.

6.8 Security Devices

No additional security devices shall be installed, except with prior written consent of BARKSDALE FAMILY HOUSING. If Resident receives approval to install additional security devices, BARKSDALE FAMILY HOUSING shall be given keys, codes and other applicable information regarding the operation of the device immediately upon installation. Any and all security devices installed by Resident must comply with all applicable federal, state, municipal or other governmental agency, law, code, regulation, ordinance or statute. Resident agrees to hold BARKSDALE FAMILY HOUSING harmless from any actions arising from the use or malfunction of any security device installed by Resident. Resident is responsible to remove the security devices upon termination of the Lease or charges will be applied.

6.9 Window Safety

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards: (i) beds, tables, chairs and other furniture should not be placed in close proximity to windows, (ii) windows

should be locked when not in use, and (iii) do not leave young children unsupervised in rooms with open windows.

Please be advised, ALL windows can be potentially dangerous to residents. In an effort to protect our children, windows should be opened from the top, when possible. This is extremely important when the window is on the second floor.

The screens provided on the windows are to keep pests out and not to contain children or pets. Screens are designed in such a fashion that direct pressure could force the screen completely away from the window. The mesh material could also become detached from the frame if children or pets push against them.

Loose or damaged screens should be reported to BARKSDALE FAMILY HOUSING.

6.10 Compact Florescent Lights (CFL)

For the safety of our residents, we ask that any broken CFL be reported to the maintenance department for appropriate clean up and removal.

7. UTILITIES

7.1 Utilities Provided

BARKSDALE FAMILY HOUSING will pay for only those utilities listed in the Lease, page 6 section 17. IN NO EVENT WILL THESE UTILITIES INCLUDE TELEPHONE, CABLE TELEVISION OR INTERNET SERVICE.

7.2 Utility Malfunctions

Residents will be provided reasonable advance notice, whenever possible, if the utilities provided by BARKSDALE FAMILY HOUSING are scheduled to be temporarily interrupted, for any reason. Any inconvenience or damage caused by unexpected utility interruptions is the responsibility of the utility provider.

7.3 Telephone and Cable Television and Internet Service

Telephone, cable television and internet service are provided by one or more independent contractors. Residents are advised to contact the BARKSDALE FAMILY HOUSING Management Office for information on service providers, connection requirements and fees. If BARKSDALE FAMILY HOUSING enters into an exclusive agreement for telephone, cable television or internet service, newly arriving Residents will be required to use the exclusive provider within the terms of the exclusive contract.

8. PROPERTY POLICIES

8.1 Access to Homes

When practical, BARKSDALE FAMILY HOUSING agrees to enter the unit only during reasonable hours, to provide reasonable advance notice of intent to enter the unit and to enter the unit only after receiving the Resident's consent, except in the case of an

emergency that threatens life or property, or when the situation makes such notices impossible. When submitting a maintenance request, the Resident is providing permission to enter unless specifically requested to be present during maintenance request.

8.2 Automobile/Motorcycles/Other Motor Vehicles

Inoperable or unsightly cars, motorcycles and other motor vehicles (such as cars with flat tires, broken windows, etc.) will not be permitted in or around the premises. Any vehicles that are improperly parked, inoperable, have expired license plates, expired inspection stickers or are unlicensed may be towed away at the vehicle owner's expense. Security Forces will be notified of any vehicles in violation of installation policy and will authorize the towing of the vehicle at the owner's expense. For homes falling outside of the Federal Jurisdiction, vehicles will be automatically towed at the owner's expense. Resident agrees to abide by parking regulations, and to require guests to abide by all parking regulations.

Repairs of any nature to vehicles are prohibited in the community, except for emergency repairs such as fixing a flat tire. Do not empty vehicle trash, including ashtrays, onto the ground or in parking lots.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers is prohibited in the community, except twenty-four (24) hours before or after use for the purpose of loading, unloading or cleaning.

8.3 Basketball Backboards/Soccer and Hockey Goals

Only portable basketball backboards, hockey and soccer goals and other recreation equipment are authorized in the family housing areas.

Basketball backboards will not be attached to any housing structures such as homes, garages, utility poles, fences or trees; nor will backboards be affixed to permanent or semi-permanent freestanding poles. Portable units must be used in approved areas, areas that are safe, that do not threaten to damage houses, ancillary structures or grounds, and that do not create a nuisance or affect the quiet enjoyment of neighbors.

All recreation equipment, including basketball, hockey and soccer goals and related equipment, must be returned to a proper storage area after use. No court markings are to be painted on to the ground or playing surface. The portable basketball goal and all associated equipment must be maintained in good condition at all times.

Residents are encouraged to use the basketball courts and playing fields that are provided throughout the housing areas and in the community recreation centers.

8.4 Changes in Resident Status

The Resident is required to provide notice to BARKSDALE FAMILY HOUSING of any changes in status, in accordance with the Lease. Further information may be found in the Lease.

8.5 Dispute Resolution

In the event of a dispute between Resident and Landlord under the terms of the Lease, Resident agrees to make a reasonable attempt to follow the process outlined below.

1. Resident should bring requests (complaint, dispute) regarding their housing to the neighborhood management office.
2. If Resident feels that the request has not been adequately resolved by the neighborhood management office, the request will be immediately elevated to Landlord's Community Director.
3. If Resident feels that the request has not been adequately resolved by the Community Director, Resident may submit a complaint to the Installation Housing Management Office (HMO). Resident may request a meeting with the Community Director and HMO in order to personally present their request or concern.
4. If Resident feels that the request has not been adequately resolved by the Community Director and HMO, HMO will elevate the request to the Installation Commander. HMO, Installation Commander (IC) and Landlord's Director of Operations will evaluate and attempt to seek resolution of Resident's complaint within 30 days after receipt of the complaint. HMO and IC are only facilitating on behalf of Resident and do not represent a decision making body.
5. After HMO and IC review Resident complaint with Landlord, the Landlord will notify Resident, in writing, of its final decision.
6. If Resident feels the final decision has not adequately resolved Resident's request, Resident may seek independent legal guidance.

8.6 Deliveries

Commercial deliveries may be accepted for Residents by BARKSDALE FAMILY HOUSING representatives at the neighborhood management office, space permitting. If accepted, each delivery will be recorded. Persons picking up the package from BARKSDALE FAMILY HOUSING must sign for each package. Packages are only available for pick up during office hours. Unfortunately, the Resident or Resident's representative will need to pick up the package. For security purposes, the management team is unable to deliver packages. Packages retrieved by persons other than the addressee, require written permission from the addressee. **BARKSDALE FAMILY HOUSING is not responsible for packages that are delivered to the neighborhood management office.**

8.7 Eviction/Termination of Agreement

If the Resident materially fails to comply with any of the terms of the Lease and/or the Resident Guidelines, it may result in termination of the Lease and eviction. Further information on termination and eviction may be found in the Lease.

8.8 Extended Absence

Upon extended absences (7 days or more), it is encouraged that the Residents notify the appropriate neighborhood management office. This practice is requested so if any unusual activity is present during your absence, management can respond on your behalf or can notify you. The Resident also understands that management is not liable

for the premises while the Resident is away. If Resident is absent from the Home for more than thirty (30) days without notification to BARKSDALE FAMILY HOUSING, the Home may be deemed abandoned in accordance with the terms of the Lease.

8.9 Emergency Access

In the event of an emergency, death or illness involving a Resident, BARKSDALE FAMILY HOUSING will not give the Resident's key, allow access to persons not listed as additional residents on the Lease or release the Resident's possessions, unless BARKSDALE FAMILY HOUSING receives written authorization from the Resident or from a duly authorized, legally designated representative (i.e. valid Power of Attorney), unless directed otherwise by a court of competent jurisdiction.

8.10 Energy Conservation

Energy conservation is practiced to include turning off all exterior lights during daylight hours and closing storm windows completely during the heating and air conditioning season. Additionally, turning off lights in rooms that are not in use is encouraged.

8.11 Failure to Repair

In the event of a dispute over the failure to repair an item reported to BARKSDALE FAMILY HOUSING, Resident and BARKSDALE FAMILY HOUSING agree to resolve the dispute in accordance with Section 8.5.

8.12 Family Child Care in the Home

In agreement with the Air Force, housing can be used as an authorized Family Child Care (FCC) home. Residents must contact Barksdale AFB Child & Youth Services Office in order to apply for FCC certification and approval. Only those Residents who have successfully completed the Installation FCC requirements are eligible to function as a Family Child Care Home in BARKSDALE FAMILY HOUSING communities. To become licensed, representatives from the following agencies may inspect your home for licensing and proper insurance: Security Forces, Mental Health, OSI, Base Housing, Medical Clinic, Family Advocacy, Substance Abuse, Public Health, and any others as required by Installation policy. If you are interested in becoming a licensed provider, contact the Installation's Family Child Care office.

Residents providing FCC in their homes agree to hold harmless BARKSDALE FAMILY HOUSING against actions arising from the use of their home as an FCC facility. The cost of adding any equipment or service required to use the home as an FCC facility is the responsibility of the Resident. Any equipment added to the facility must be removed prior to termination of the Lease and the area where equipment was placed restored back to its original condition.

The child care provider must be approved per United States Air Force requirements and meet all applicable state and local license requirements. The child care provider must abide by the United States Air Force requirements as outlined in AFI 34-276, *Family Child Care Programs*.

8.13 Holiday Decorations/Outside Lighting

Outside lighting must be Underwriters Laboratories (UL) approved and factory listed for outside use. Running electric cords through windows and doors, or across heating ducts or vent systems is prohibited, as this causes a fire safety hazard. All exterior lighting must be "GFI" protected. Residents are reminded that homes have limited amp circuits and care must be taken to prevent overloading.

Holiday decorations and outside lighting are prohibited from being placed higher than the edge of the roof gutter. The use of staples, nails, screws, or other mechanical fasteners to attach decorations or lighting to the homes and associated structures is prohibited. Plastic clip-on hooks may be commercially obtained and used to attach decorative lighting, garlands etc. Attachment of anything to vinyl siding is prohibited. Additionally, electrical decorations must be unplugged when Residents are away from the home.

Christmas lighting may not be erected before Thanksgiving and must be removed no later than January 10th. Outside decorative lights are to be turned off no later than midnight, except on Christmas Eve and New Year's Eve, when they are allowed to remain on overnight. Outside lights are not authorized during daylight hours.

Decorative lighting for other occasions such as Halloween is authorized but cannot be put up earlier than one month prior to the occasion and must be removed no later than one week after the occasion. All decorative lighting must be UL or FM approved for either indoor or outdoor use.

All live Christmas trees must be kept watered to reduce the fire hazard. If the pine needles begin to fall off or if branches break when bent, the tree must be removed from the residence. Use extreme care while decorating live trees and use UL approved lights that are not frayed nor have missing lights that may cause a fire. There will be a designated time for tree removal that will be communicated yearly in our newsletter and website.

8.14 Home Business

Private residential businesses may not be operated from the home without BARKSDALE FAMILY HOUSING written approval. All local, state and federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be approved. Businesses will not duplicate the sale of merchandise and service readily available through the Installation's officially sanctioned commerce. Resident is expected to pay for excessive utility consumption used in operation of the business. Utility payment requirements will be determined during the approval process. Any resident determined to be operating a business in their home without BARKSDALE FAMILY HOUSING approval will be deemed to be in default of the Lease. Further requirements regarding a residential business may be found in the Lease.

8.15 Hot Tubs/Spas and Water Features/Ponds

No hot tub, spa or whirlpool of any kind is authorized inside or outside of homes. Additionally, any item that holds water, such as coy pond, bird baths, water gardens or decorative water features are not permitted due to safety.

8.16 Locks & Keys

No locks shall be changed or added in any way, to any door except with the prior written consent of BARKSDALE FAMILY HOUSING. Any replacement lock must be of the same manufacturer as the existing lock and Resident must provide a copy of the new key to BARKSDALE FAMILY HOUSING within twenty-four (24) hours of changing the lock.

Should keys become lost, immediately notify the neighborhood management office. Only a Resident or occupant listed on the Lease who provides valid identification will be issued keys to the Home. Resident will be charged, in accordance with the Lease, for replacing lost keys or failing to return any key(s) upon termination or expiration of this Lease.

8.17 Lockout Services

In the event a Resident locks themselves out of their home during office hours, the Property Director will provide the Resident access to their home provided proper identification can be produced. A Resident, for purposes of this section, is defined as the "Resident" or an authorized "Occupant" as listed on the Lease, except for any minor dependents (under the age of 12), visitors, etc. It is the Resident's responsibility to ensure that the authorized Occupant list for their home is up to date. When a Resident is locked out of their home outside of office hours, the maintenance or management staff will provide the Resident access to their home provided the Resident can produce proper identification. The Resident will be charged \$25.00 each time they lock themselves out of their home after hours.

8.18 Noise/Quiet Hours

Quiet hours will be observed between the hours of 2200 and 0800 Sunday through Thursday and between 0001 and 0800 on Friday and Saturday. Outside of established quiet hours, Residents are required to control the volume of stereos, TV's and musical devices within their home so that they do not disturb the residents of other homes. Residents should be considerate of their neighbors since other Residents may have non-standard working hours or situations that can be adversely affected by noise emanating from outside their home. Noisy or disorderly conduct will NOT be tolerated at any time.

8.19 Parking

Parking is permitted only on paved surfaces in designated parking areas. Parking on non-paved areas must be approved, in writing, by BARKSDALE FAMILY HOUSING. Parking on lawns, planted areas, sidewalks, and patios is strictly prohibited.

Parking of any vehicle is not allowed in front of fire hydrants or 15 feet to either side of a fire hydrant.

Travel trailers, motor coaches, cargo trailers, camper bodies, camper trailers, commercial vehicles, tractor trailers, boats, Personal Watercraft (PWC), boat/PWC trailers, and horse/livestock trailers may not be permanently parked, or stored on the street, driveways, yards or parking lots in any housing area. Recreational vehicles may only be parked in the housing area for the purpose of loading and unloading. In no event shall recreational vehicles be parked in housing areas for more than 24 hours without BARKSDALE FAMILY HOUSING approval.

8.20 Pet Policy

Pets are privately owned, domesticated animals living in a home. The Resident is required to meet the requirements listed in the Pet Policy Addendum and Pet Record, both attached and incorporated as part of the Lease, and any base specific requirements.

8.21 Pools

Personally owned pools are limited to small wading pools, not to exceed 18 inches in depth and 8 feet in diameter. Residents will ensure that an adult closely supervises children utilizing the pools and pools are emptied when not in use. For health and safety reasons, it is recommended that chlorine tablets be added to the water in pools. Any damage to grass areas will be repaired at Resident's expense. For safety, pools must be emptied and properly stored immediately after use and may not remain filled overnight.

8.22 Prohibited Conduct

All Residents, occupants and guests are required to refrain from illegal or other prohibited activities. Prohibited conduct within BARKSDALE FAMILY HOUSING communities include possessing a weapon prohibited by law, discharging a firearm within the community or displaying a firearm in the common areas in a way that may alarm others. In addition, felony convictions, misdemeanor convictions, possession or sale of illegal drugs, or disposing of hazardous chemicals in a manner contrary to local ordinance, harassing or discriminatory acts and disturbing the rights or comfort of others are considered breach of the Lease and may result in eviction.

8.23 Reimbursement for Damages

Resident shall promptly reimburse BARKSDALE FAMILY HOUSING for any loss, property damage, or costs of repairs or service to the home caused by the negligence or by improper use by Resident, Occupants or Guests, or Resident's pets, unless Resident has properly made repairs pursuant to requirements or permissions set forth in the Lease. Such reimbursement is due at the time BARKSDALE FAMILY HOUSING makes demand. BARKSDALE FAMILY HOUSING's failure or delay in demanding any sums due by Resident shall not be deemed a waiver. BARKSDALE FAMILY HOUSING may require advance payment of repairs for which Resident is liable. All payments are to be made by money order or cashier's check and delivered to the management office.

8.24 Resident Services and Facilities

BARKSDALE FAMILY HOUSING may provide various services, equipment and facilities for Resident's use, which may include, but are not limited to pools, fitness center facilities, business centers, playground equipment, and jogging/bike paths. Use of any service or facility is subject to the restrictions described in the rules, regulations or instructions provided at the facility. Resident agrees to use the equipment or facility in a prudent manner that is not offensive or dangerous, and in a manner that is in compliance with policies established by BARKSDALE FAMILY HOUSING or its representatives. BARKSDALE FAMILY HOUSING retains the right to deny use or access to any Resident, occupant or guest who, in BARKSDALE FAMILY HOUSING's opinion, fails to read and follow instructions or fails to comply with the rules or with any of the requirements. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Resident, occupants or guests. Resident shall notify BARKSDALE FAMILY HOUSING of any malfunctioning equipment or facilities. Information on resident activities, events or programs, to include the deployed spouse program, will be communicated in the community newsletter and made available on BARKSDALE FAMILY HOUSING's website.

8.25 Satellite Dishes

If allowed by applicable telephone, cable television and internet service contracts, the installation of satellite dish systems must be approved, in writing, by BARKSDALE FAMILY HOUSING prior to installation. The satellite dish should be located behind or to the side of the housing unit on a freestanding pole. Satellite dishes will not be attached to any housing structures such as homes, garages, utility poles, fences or trees. No satellite dishes will be installed in the front yard. BARKSDALE FAMILY HOUSING reserves the right to use landscaping or other screening materials in the event that satellite equipment is visible from the street. The maximum permissible size of a satellite dish is 26 inches. Any lines/cables from the satellite dish to the house must be underground. A digging permit from Barksdale AFB will be required before any holes or trenches are dug. Any fees associated with receiving a digging permit will be at the sole expense of the Resident. The satellite dish must be removed at Lease termination or a \$75 fee will be charged.

8.26 Snow Removal

Snow removal and ice control procedures will be implemented at such time as current weather conditions present the potential for hazardous snow or ice accumulations. Snow plowing will commence when snow accumulations on traffic surfaces reaches three inches. BARKSDALE FAMILY HOUSING will first clear all residential roadways, followed by sidewalks, handicapped ramps, and steps of community buildings. Residents are responsible for clearing their respective driveways and walkways from the driveway to the Home.

Residents are required to remove their vehicles from the streets and into their respective driveways to facilitate snow removal. It is imperative that all vehicles be removed from the roadways to allow for efficient snow management efforts. Any vehicle parked in the roadways during a snow event is subject to towing at vehicle owner's expense.

8.27 Social Visitors and Immediate Relatives

The Resident is allowed to have Immediate Relatives and Social Visitors reside in the home or visit, for the amount of time specified in the Lease. For purposes of the Lease, "Immediate Relatives" is defined as Resident's spouse and Resident's or spouse's:

- Parents (including stepparents).
- Children (including illegitimate children and stepchildren).
- Brothers and sisters.
- Sole surviving blood relative.

8.28 Soliciting

Soliciting is prohibited without written approval from BARKSDALE FAMILY HOUSING. This includes fund raising, scout activities, school sales, etc. Residents are asked to request that unauthorized solicitors leave residential community grounds immediately, and then notify the neighborhood management office.

8.29 Speed Limit

Residents, Occupants, and their guests are required to abide by all traffic regulations set forth on the Installation and within the residential community. Speed limits within the community are limited to 15 miles per hour, unless otherwise posted and will be STRICTLY ENFORCED.

8.30 Storage Sheds

Only sheds approved by BARKSDALE FAMILY HOUSING are allowed and all sheds must be purchased by the Resident. Sheds may only be placed in an approved location and must not be visible from the front of the home. Residents shall not store food of any type, including pet food, bird seed etc., or any other material that may attract animals, rodents or pests in the storage sheds. Storage sheds must be removed from the premises and the area must be reseeded upon termination of Lease.

8.31 Tents

Assembling of tents is authorized only for the temporary use of children and for family camping in backyards. Running electric extension cords from the home to the tent for the purpose of providing electrical power is strictly prohibited.

8.32 Trampolines

Personally owned trampolines are limited to 16 feet in width must have side-netting and be in a fenced in backyard. Side-netting must be used at all times and maintained to manufacturer standards (free of rips and holes). A written request to erect a trampoline must be submitted to BARKSDALE FAMILY HOUSING and approval must be granted prior to installation. Trampolines should be compatible in size to the homes rear yard, only on a flat surface and cannot be located where there will be an adverse visual impact from the

street or from neighbor's homes. Residents will be responsible for all lawn care (mowing, edging) under and around the trampoline. Resident will be required to restore landscaping under and around the trampoline to its original condition upon move-out. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage.

8.33 Trash, Bulk Trash and Recycling

Trash and recycling containers will be provided to each residence. Trash and recycling containers must be covered and stored in the designated location, or an area outside of public view. Containers may be put out for pick-up no earlier than 1800 on the evening prior to the scheduled pick-up day and must be removed from the curb and returned to the storage area after pick-up, no later than 1800 the next day. The pickup schedule for trash and recycling will be published on BARKSDALE FAMILY HOUSING's website, in the community newsletter or can be obtained from the neighborhood management office. A list of acceptable recycling items can also be obtained from the neighborhood management office.

The bulk trash pickup schedule will be made available on BARKSDALE FAMILY HOUSING's website and through the community newsletter. Bulk trash collection will include appliances, furniture, large items such as tires, and miscellaneous debris. The Resident will not be allowed to store bulk items outside of the home. The following items will not be picked up as part of bulk trash: batteries, paint, oils, household cleaners, chemicals or similar items that fall under the Environmental Protection Agency regulations. It is the Resident's responsibility to dispose of these items properly.

8.34 Waterbeds

Waterbeds are not authorized in BARKSDALE FAMILY HOUSING homes except for medical reasons. All exceptions must be approved in writing by BARKSDALE FAMILY HOUSING. If approved, the waterbed location is limited to the first floor of the home only and may require additional renter's insurance.

8.35 Weapons (on Installation)

The use of firearms is prohibited. All personally owned firearms and weapons must be registered with the Security Forces and stored in accordance with all applicable regulations. This includes BB guns, pistols, rifles, bows or any other weapon or firearm. If Barksdale AFB regulations allow, weapons and firearms may be stored in the home as long as they are locked, to include trigger locks, and stored out of the reach of children. Ammunition must be stored in a separate location from the firearm. No loaded firearms are allowed at Barksdale AFB unless the owner is an active, full-time member of a local, state, or federal law enforcement agency or a military Service Member and is authorized to carry the weapon during the normal course of their duties.

8.36 Yard Sales

Individual yard sales will not be allowed. Residents may be permitted to hold neighborhood yard sales with the approval of the neighborhood management office.

Community-wide yard sales are sponsored, coordinated marketed and organized by BARKSDALE FAMILY HOUSING. Notification of Yard Sale dates will be communicated via news bulletin and website.

9. LEASE / RESIDENT GUIDELINES CHANGES

9.1 Changes in the Agreement

From time to time, it may be necessary to change existing rules and/or adopt new rules. If rule changes or additions are required; 30-day written notice of such changes and/or adoptions will be delivered to Residents. Resident agrees that, by remaining in their home, they agree to adhere to such changes and/or adoptions.

9.2 No Oral Agreements

No oral agreements may be entered into and the Lease and Resident Guidelines shall not be modified unless by written amendment or addendum signed by Resident and BARKSDALE FAMILY HOUSING. The Lease and Resident Guidelines represent the entire Agreement between the Resident and BARKSDALE FAMILY HOUSING. The Lease and Resident Guidelines are intended to comply with and shall be construed in accordance with all applicable state, federal and local laws. If there are any conflicts between the Lease and the Resident Guidelines, the Lease (and Lease Addenda) will prevail and take precedence.

10. SPECIFIC INSTALLATION ITEMS ADDED HERE

11. IMPORTANT CONTACT INFORMATION AND NUMBERS

BARKSDALE FAMILY HOUSING

Main Base

201 Langley Drive
Barksdale AFB, LA 71110
318-747-2723

Liberty Heights

1001 Liberty Avenue N.
Barksdale AFB, LA 71110
318-747-2723

Maintenance Line

318-747-2723

Frequently Called Numbers Area Code (318)

Fire, Police or Medical emergency 911

Fire and Emergency Services

EMERGENCY	911
Non-emergency	456-2551

Military Police

EMERGENCY	911
Non-emergency	456-2551

Air Force Community Service	456-4452
Child Development Center	456-2735
Commissary	456-8263
Dental Clinic	456-6555
Installation Health Clinic	456-8046
Poison Control	911
Family Support/Advocacy	456-8400
Finance	456-8400
Base Exchange	752-9227
Red Cross	652-2106
Installation Chaplain	456-2111
Staff Judge Advocate Claims	456-2561
Transportation	456-1865
Veterinary Services	456-3923
Youth Services	456-3448
Base Locator	456-1865
Operator Assistance	456-1865

12. DAMAGE AND CLEANING CHARGES AT MOVE-OUT

DAMAGE CHARGES / REPLACEMENT

Any and all damages and replacement will be charged to the resident at the actual replacement costs. Labor costs can be charged at a rate of \$30/hour. Replacement of all flooring is charged at a seven (7) year prorated amount.

A. EXTERIOR – LAWN, GARAGE, PATIO, OUTSIDE STORAGE ROOM, TRASH REMOVAL

Trash Removal	up to \$20.00 per bag
Weed Flower bed removal	2 hr min labor @\$30
Mow Yard	up to \$100
Turf Restoration	up to invoice cost
Garage Door Panel	up to invoice cost
Furniture Removal	up to \$100/piece

B. KEYS & LOCKS

Garage Door Opener	\$75 per opener
Garage T-lock Handle	replacement cost
Door Key	\$25 per key
Mailbox Key	\$25 per key
Lock Change/Replacement	up to \$250 per lock
After-hour Lock Change/Replacement	additional \$100 per lock

C. CLEANING SERVICES

Whole Unit Cleaning	actual invoice cost*
Extra cleaning	actual invoice cost*
Baseboards	\$1.50 per lineal foot
Bi-fold Doors	\$35.00
Doors	\$10.00
Ceiling Fan	\$25.00
Oven	\$25.00
Range top	\$25.00
Vent hood	\$25.00
Refrigerator	\$25.00
Freezer	\$10.00
Vinyl Floors	\$50.00 ea. room
Counters-Kitchen and Bathroom	\$10.00 ea.
Cabinets-Kitchen and Bathroom	\$5.00 ea.
Light Fixtures	\$2.00 ea.

Dishwasher	\$25.00
Windows	\$30.00
Patio/Balcony	\$30.00
Bathtub and Tile	\$30.00 ea.
Bathroom Faucet	\$5.00
Bathroom Sink	\$5.00 ea.
Toilet	\$15.00 ea.
Kitchen and Bath Cabinet	\$5.00 ea.
Mirrors	\$5.00 ea.
Carpet Stains beyond Normal Wear and Tear, Carpet Dye	actual invoice costs*
Fence removal	\$10.00 a pile
Trash can clean	\$25.00 per can
Pet Waste removal	billed at \$30/hour rate*
Garage floor cleaning	\$30 per hour
Whole Unit Paint	actual invoice cost*
Extra Painting per Room	actual invoice cost*
Smoke Damage & Odor Elimination	actual invoice cost*
Pet Treatment	actual invoice cost*

**If management team provides the repair/replacement, the cost is billed at \$30/hour rate.*

REPLACEMENT CHARGES

Blind Replacement	\$25.00
All Door Replacement	actual invoice cost*
Door Stops	\$2 each
Drawers starting at	\$10.00 ea.
Nail removal	\$2.00 ea.
Interior Door knobs	\$15.00 ea.
Countertop resurface	starting at \$150.00
Countertop replacement	actual invoice cost*
Lights	starting at \$2.00 ea.
Outlet Cover	\$2.00 ea.
Shower rod	\$24.00
Sliding Door screen	\$25.00 ea.
Tub/Shower resurface	starting at \$175.00
Vertical Blinds	\$8.00 ea.
Wall Holes	starting at \$25.00
Weather Stripping	\$10.00
Window replacement	actual invoice cost*
Window Screen	\$20.00 ea.
Sink-Kitchen or Bathroom	actual invoice cost*
Toilet paper holder	\$8.00 ea.
Toilet seat	\$30.00 each
Towel bar	\$6.00

Towel Ring	\$7.00
Ceiling fan	actual invoice cost*
CO Detector	\$20.00
Drip Pans	\$5.00
Smoke Detector	\$12.00 ea.
Full clean	\$360.00 starting at

All replacement costs will be charged based on the cost of actual replacement. Carpet is pro-rated based on seven (7) years and vinyl is pro-rated based on twelve (12) years. Additional paint charges, carpet stains, resurface of tubs or countertops will be charged based on actual cost. Damages to garages will vary and be based on actual replacement/repair costs. Hourly rates listed do not include any additional cost for materials.

Any replacement/repair not on this list will be priced at the time of service. Prices are subject to change in accordance with the change procedure given in the section on Community Policies Enforcement. Excessive damage may alter above prices.

NOTHING HEREIN WILL BE CONSTRUED AS A LIMITATION ON MANAGEMENT'S RIGHT TO PURSUE RESIDENT FOR DAMAGES NOT SPECIFICALLY LISTED HEREIN.