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**Robins Family Housing  
House Rules, Regulations, and Resident Guidelines**

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**TABLE OF CONTENTS**

Page

2	Office Hours Emergency Numbers and Frequently Called Numbers
3	House Rules
6	Refuse Collection
7	Energy Management
9	Fire Prevention and Safety
11	Neighborhood Cooperation
13	Environmental Compliance and Management
19	Pet Policies
21	Pool Rules
22	Moving Out and Termination Procedures

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## Robins Family Housing House Rules, Regulations, and Resident Guidelines

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Dear Resident:

Robins Family Housing welcomes you and your family to your new home. Please read this document carefully and keep it handy for quick reference. If you have any questions, please feel free to contact the Management Staff during normal office hours. The Management Staff is ready to assist you and to answer any questions that you may have. As you know, pleasant community living depends largely on cooperation and understanding throughout the Robins family housing Family Housing area. It is our intent to make your stay with us an enjoyable one.

### ROBINS FAMILY HOUSING OFFICE HOURS

Monday – Friday: 8:00 A.M. - 5:00P.M. Saturday & Sunday: Closed

### EMERGENCY NUMBERS AND FREQUENTLY CALLED NUMBERS

Ambulance (Emergency) .....	911
Arts and Crafts Center (Robins AFB).....	926-5282
Auto Hobby Shop (Robins AFB).....	926-2049
Base Exchange: Main Store .....	923-5537
Base Exchange: Service Station.....	923-7292
Bell South Telephone.....	780-2355
Bowling Center (Robins AFB).....	926-2112
Chaplain (Robins AFB) .....	926-2821
Child Development Center East/West .	926-5805/926-3080
Commissary .....	926-2126
Cox Communications (cable, internet, telephone).....	741-3846
Dispensary (Civilian) .....	327-7590
Dispensary (Military).....	327-7810
Family Child Care.....	926-6741
Fire (Emergency) .....	911
Fitness Center (Robins AFB).....	926-2128
Flint Energy (Electric Service) .....	988-3500
GAS Company (City of Warner Robins).....	929-1144
Golf Course (Robins AFB).....	926-4103
<b>Robins Family Housing Office.....</b>	<b>929-8988</b>
Information (Robins AFB) Tickets & Travel.....	926-2945
Library (Robins AFB).....	327-7381
Locator (Civilian and Military).....	926-6027
Military Pay .....	926-3777
Post Office .....	926-2016
Public Affairs Office.....	926-2137
Robins Federal Credit Union .....	923-3773
RAFB Housing Management Division .....	926-3776
Schools: Linwood Elementary, Principal, H. Gillis .....	926-6361
Veterinary Clinic (Robins AFB).....	327-8448
Visitors/Passes.....	926-4208
Youth Center (Robins AFB) .....	926-2110

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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### HOUSE RULES

1. **Maintenance and Repair.** Requests for routine maintenance should be submitted during normal office hours. Requests of an emergency nature can be made at any time (day or night, weekends or holidays) by calling 929-3142 or 929-8988. The following are three categories of service calls and anticipated response times for each:
  - **Emergency:** Emergency service calls consist of correcting failures in service or facilities which endanger residents or property. Emergency calls will be responded to within thirty (30) minutes and completed as soon as possible.
  - **Urgent:** Urgent service calls consist of correcting failures in service or facilities which do not immediately endanger the residents or threaten damage to the property, but would soon inconvenience or threaten the health or well-being of the residents. Urgent calls will be responded to within two (2) hours and completed within three (3) working days.
  - **Routine:** Routine service calls will be responded to within two (2) days and completed within ten (10) working days.
2. **Subletting:** Residents are not permitted to sublet units.
3. **Painting:** Painting will be performed by Maintenance personnel. In the event you want to touch-up limited areas within your unit, contact the Management office for advice as to the proper color and brand. If painting is necessitated due to negligence (beyond normal wear-and-tear), you will be charged accordingly. Negligence includes writing on walls with magic markers, ink, or crayons, and/or any markings that require more than one coat of paint to cover.
4. **Gardens:** Private vegetable gardens are permitted in single family units with enclosed back yards only, and only with **the prior approval of Management. Site vegetation must not be removed or replaced without Management approval.**
5. **Wading Pools:** Wading pools are allowed but cannot be left out over night or unattended except in enclosed back yards. Pool must be removed of standing water.
6. **Hot Tubs\Whirlpools\Spas:** Hot tubs or spas are permitted for medical reasons only.
7. **Antennas:** Satellite dishes and antennas will be permitted in accordance with size, safety, and aesthetic restrictions as defined by Management and only with the prior approval of Management, such approval not to be unreasonably withheld.
8. **Appliances:** Your unit comes equipped with an air conditioner, refrigerator, range, dishwasher, garbage disposal, water heater, and furnace. No privately owned appliance or equipment can be installed that will result in the capacity of the utilities system being exceeded. Permission to install privately owned appliances must be obtained from Management in advance. Residents are responsible for the installation, maintenance, and removal of all privately owned appliances.
9. **Storage Sheds:** Storage sheds are permitted so long as they are constructed in accordance with Management specifications as follows:
  - a. Storage sheds will be in back yards only. They will not exceed 50 feet from rear of the house with a minimum of 20 feet from rear.
  - b. Storage sheds must be secured to ground by anchoring with tie downs or some other means approved by the Management Office.
  - c. Foundation/base must be off the ground using runners. All wooden materials must be treated lumber to prevent termites.
  - d. Storage sheds must not exceed 8' x 10' dimensions.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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10. **Alterations:** Physical or structural alterations are not permitted. Carports and porches cannot be enclosed (including, but not limited to, installing lattice, etc.) Other requested alterations require Management approval prior to implementation.
11. **Doghouses:** Doghouses are allowed provided they meet the following specifications.
  - a. Doghouses are allowed in back yards only and must not exceed 50 feet from the rear of the house.
  - b. Foundation/base must be off the ground using treated runners.
  - c. Must be painted, preferably to match the trim of the resident housing unit.
  - d. Must be constructed of treated lumber with gable roof.
  - e. Packing crates, boxes, etc. are not allowed to be used as doghouses.
  - f. Plastic doghouses are acceptable.
12. **Playground Equipment:** Playground equipment such as toddler type plastic swing sets are permitted.
13. **Petroleum Oil Lubricants (POL) Disposal:** POL will not be disposed of in trash containers, storm drains, sinks, commodes, or on the ground. You may not change the oil in your vehicle within the boundaries of Robins Family Housing.
14. **Yard Decorations:** Residents may install seasonal decorative items such as Christmas decorations, provided they are in “good taste” for display in a family community and do not cause any permanent structural damage to the Resident’s dwelling. All holiday type decorations are allowed one month prior to the holiday, and must be removed within two weeks following the holiday.
15. **Curfew for Juveniles:** The imposition of a community-wide curfew has been established to mirror the City of Warner Robins “Quiet Hours” as follows: Sunday thru Monday Quiet Hours 2100 – 0600 and Friday thru Saturday 2200 -0600.
16. **Family Childcare Homes:** Childcare in Robins Family Housing is permitted in licensed day care homes only. Any Resident interested in becoming a licensed day care provider must first obtain an application packet from 78 SPTG/SVYD, the Family Childcare office, which is located in the Smith Community Center in Building 767 on Robins AFB. For additional information on their home day care affiliate provider program, you may contact them at 926-6741. Once you become licensed through 78 SPTG/SVYD, you must register your status with the Robins Family Housing Management office and with the City of Warner Robins.
17. **Housekeeping and Policing of Grounds:** It is the responsibility of each resident to keep his/her individual unit in an appropriately clean and sanitary condition and to maintain his/her individual yard (if applicable) free of litter and trash. Each resident will be expected to:
  - Keep carports, garages, storage spaces, porches, steps, walks, yards, areas around garbage cans, and driveways clean and free of litter.
  - No household furniture, rugs, appliances and/or automobile parts are allowed in yard, carport or patio.
  - Keep interior surfaces of windows and those exterior surfaces that are readily accessible clean.
  - To keep a uniformed appearance please keep management approved blinds in windows.
  - Keep floors cleaned, waxed, and polished.
  - Keep stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment clean.
  - Keep light fixtures and blinds clean.
18. **Resident Absences:** Residents are responsible for their individual units and grounds during periods of temporary absence. You

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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should notify the Management, complete an *Access Authorization During Absence* form, and make arrangements with neighbors to periodically check your unit for fire hazards, broken water lines, and vandalism. All residents need to provide management with a point of contact in the case of an emergency when you will be absent from the unit for more than three days. You could be responsible for damages resulting from your failure to properly notify us. (A form is available at the Management Office for your convenience.)

19. **Liability for Damage or Loss:** Residents will be held liable for damages to the building structure or equipment resulting from acts of negligence or abuse by any family member, visitor, or guest.
20. **Visitors/Guests:** Residents may not allow any other person to reside in their units in excess of 30 days during any 365-day period. Residents must complete a *Registration of Guests* form when notifying Management of visitors/guests planning to stay for more than 30 days.
21. **Military Status Changes:** Residents are responsible for immediately notifying Management of changes in Military Status.
22. **Lease Violations:** Lease violation notices will be issued by Management for such items as excessive noise, littered yards, illegal parking, speeding, inappropriate behavior, unauthorized repair of vehicles, and driving on seeded areas. An accumulation of three Lease violation notices could subject you to possible Lease termination proceedings.
23. **Lockouts:** If you are locked out of your residence during normal working hours, you should report to the Management office located at 75 Martin Luther King Boulevard, Warner Robins, GA. If you are locked out after normal business hours, you should contact the emergency telephone number, 929-8988 or 929-3142, for assistance. You will be charged for lock and/or key replacement in the event the damage was due to your negligence. In addition, a standard automatic \$25.00 lock out fee will be charged for after hour lockouts.
24. **Prohibited Conduct:** You and your occupants or guests may not engage in the following activities: behaving in a loud or obnoxious manner; disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our agents and employees) in or near the housing community; disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia; engaging in or threatening violence; possessing a weapon prohibited by state law; discharging a firearm in the community; displaying or possessing a gun, knife, or other weapon in the common area in a way that may alarm others; storing anything in closets having gas appliances; tampering with utilities or telecommunications; bringing hazardous materials into the community; discharging paint ball guns or other 'recreational' weapons.
25. **Other Recommendations:**
  - a. **Personal Property Insurance:** You should ensure that personal property such as furniture; clothing, jewelry, vehicle(s), and recreational equipment are always adequately insured against possible damage or loss. Robins Family Housing is not responsible for the loss of your personal possessions.
  - b. **Cable T.V.:** Cable TV (CATV) outlets are installed in each unit. This utility is optional and residents will have to contract individually with the provider for service.

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**ROBINS FAMILY HOUSING FAMILY HOUSING**  
**House Rules, Regulations, and Resident Guidelines**

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**REFUSE COLLECTION**

Curbside refuse collection will be provided weekly. Management will notify each new Resident at the time of move-in orientation as to what will be required with respect to the placement of their refuse. Residents will be provided written instructions regarding refuse placement and collection procedures upon occupancy and informed of the schedule for their area at the time of move-in. The following standards must be adhered to when disposing of refuse:

1. Wet refuse and kitchen waste will be securely wrapped prior to placement in the refuse container.
2. Leaf and grass clippings will be placed in sealed plastic bags inside or outside the refuse containers.
3. Areas around refuse containers must be maintained in a high state of cleanliness at all times.
4. Refuse containers will be placed on the front street on the day of collection not later than 0700 (7:00 AM) and returned to storage area as soon as possible after being dumped on the day of collection.
5. Refuse receptacles will not be placed on the street the night prior to scheduled pick-up.
6. Refuse receptacles will be maintained in a clean and functional state at all times.
7. Refuse receptacles must be kept in the rear of the quarters unless a designated area exists. Receptacles will be maintained out of the public view.
8. Refuse receptacles will be replaced by the contractor when they become unserviceable. Residents will be held liable for containers that are damaged or lost due to occupant negligence.
9. No refuse container, bag, or receptacle weighing more than 35 pounds will be emptied by the contractor. Containers deemed to weigh more than this amount will be left untouched and the responsibility for removal will rest with the Resident.
10. Domestic refuse that exceeds the capacity of the refuse container may be bagged and placed next to the container for removal. All excess refuse must be in a plastic bag for removal.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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### ENERGY MANAGEMENT

Energy conservation at Robins Family Housing is encouraged. Each Resident is responsible for practicing conservation and avoiding waste. The biggest energy users are (1) air conditioning, (2) water heating, (3) appliances, and (4) lighting. We ask that you adhere to the following recommendations (without sacrificing comfort):

1. **Heating:** Set thermostats at 55-60 degrees at night and 65-70 degrees during the day. If your unit will be vacant for an extended period of time, turn thermostats back to the lowest setting (but not lower than 50 degrees) to prevent water lines from freezing. You should inform the Management office or a neighbor of your extended absence so that the unit can be checked, if necessary.
  - a. Windows and entry doors should be closed when the furnace is in operation. Never open a window in the room where the thermostat is located. Ensure outside doors are left open no longer than is necessary.
  - b. Storm windows and doors will be in place during heating season.
  - c. Report broken windows to Management immediately so that repairs can be made.
  - d. Keep blinds open during daylight hours. The sun will provide light and warmth. Close blinds at night to minimize drafts.
  - e. Close off unused rooms.
  - f. Supply registers and recirculating grills should not be covered or circulation of air will be inadequate. Keep register and grill faces clean and dust/lint free.
  - g. Keep garage doors closed.
  - h. Report missing or dirty filters to Management immediately so that replacement filters can be installed.
  
2. **Water:** Water is a limited and expensive resource. We ask that you adhere to the following recommendations:
  - a. When possible, take short showers instead of baths. Your unit is equipped with low-flow showerheads which use considerably less water per minute.
  - b. Use water sparingly when brushing your teeth, washing your dishes, or shaving.
  - c. Report leaking plumbing fixtures such as toilets, faucets, and water heaters immediately to the Management office so that repairs can be made. Your faucets will be equipped with aerators, and your toilets will be low volume.
  - d. Do not flush items such as sanitary napkins or disposable diapers down the toilet. Place them in the trash can.
  - e. Use cold water instead of hot water whenever possible.
  - f. Use dishwashers or washing machines only when they are full, and use cold water as much as possible. Dishes should be allowed to air dry. During times of extended absence, turn valves to washing machines off as supply hoses are prone to breakage.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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3. **Water Heaters:** Temperature settings should not exceed 120 degrees. When absent for extended periods, set the controls to vacation or the lowest possible setting.
4. **Refrigerators:** If your refrigerator or freezer becomes inoperable or if the electricity is interrupted, you should remove perishable items and place them in an ice chest, etc., to prevent spoilage. Management is not responsible for spoilage that could have been prevented.
  - a. Open refrigerator door only as necessary. Leave space between food items in the refrigerator so that air can be allowed to circulate. Clean dust off the back, especially the coils, on a regular basis.
  - b. Check the gasket for air tightness by putting a dollar bill between the gasket and door. If the bill comes out easily, contact Management for repairs.
5. **Air Conditioners:** Set thermostats at 75-80 degrees or as high as possible without sacrificing comfort during the day. Follow guidelines identified in paragraph 1, page 11, Heating.
6. **Lighting:** Electric lights and appliances should be turned off when not needed:
  - a. Turn off televisions, stereos, radios, lights, and appliances when they are not needed or being used.
  - b. Turn off lights in unoccupied areas during daylight hours.
  - c. Match lighting levels to the intended purpose or use. Use high wattage bulbs only where people read or do close work. Keep lights and fixtures clean.
7. **Cooking:**
  - a. Use lowest possible cooking temperature. Do not preheat the oven for longer than necessary. Remember to thaw meats before cooking.
  - b. Use pans of the correct size, and use tight-fitting covers on pots and pans.
  - c. Use smaller appliances instead of the oven whenever possible. Use pressure cookers for fast cooking.
  - d. Remember to shut off the exhaust fan when not cooking.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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### FIRE PREVENTION AND SAFETY

1. **General:** Within the community, be certain not to park in areas that are marked as Fire Lanes. You should have a home Fire Evacuation Plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity.
2. **Gasoline Storage:** The storage of gasoline or other flammable liquids is limited to three gallons and is never to be stored inside of the house. Outside storage areas should be child proof. Storage of fuel must be in an approved UL type container; glass or open containers are not allowed.
  - a. Never store flammable materials in the area of a hot water heater or furnace.
  - b. Do not store flammable materials under stairwells.
3. **Barbecue Grills:** Barbecue grills should be operated by adults only. Grills must be kept away from building overhangs and porches and kept at least 15 feet from all combustible structures. Barbecuing under carports is not allowed. After use, soak charcoal thoroughly in water before storing equipment or disposing of the used charcoal, etc. Always use an approved charcoal starter and never use gasoline to start any fire.
  - a. All liquefied petroleum (LP) gas cylinders used to fuel outdoor gas barbecue grills must be stored outdoors at all times.
  - b. Ensure charcoal is completely out upon completion of grilling, and clean all charcoal and ashes from grills before storing. Never burn charcoal indoors as it produces carbon monoxide gas.
4. **Clothes Dryers:** Check and clean dryer lint traps after each use, but make certain power is turned off first. Never put plastic articles in the dryer. Periodically remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet.
5. **Cooking:** Never leave cooking unattended, especially when using grease or anything that produces grease. If a grease fire occurs, cover the pan with a tight lid, turn off the appliance, and call the Fire Department. Never use water! Do not attempt to move the pan. Control the fire with a Class B fire extinguisher or baking soda. Never use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent. When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Cords with broken insulation can start a fire; replace appliance cords as soon as they show wear or are damaged. Keep kitchen exhaust fans clean to prevent accumulation of grease.
6. **Portable Heaters:** Open coil heaters are prohibited. Do not place portable heaters near combustible or flammable type materials. Make certain that exits are not blocked with portable heaters.
7. **Smoking:** Never smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and reach of small children. Empty ash trays in a noncombustible container and discard in the outdoor trash container after ashes are cold.
8. **Power Tools:** Lawn mowers, edgers, etc, should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motor bikes, etc., in a well-ventilated place.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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9. **Christmas Trees:** Put cut (organic) trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it as soon as possible after the holidays. Be sure artificial trees are fire resistant.
10. **Natural Gas:** Furnaces, hot water heaters, and ranges are operated by natural gas. If you detect an odor from any of these sources, contact Management immediately. Improper installation or venting of appliances can result in the production of carbon monoxide, a deadly by-product of burning natural gas. It is the policy of Robins family housing Family Housing to test each unit for carbon monoxide on an annual basis.
11. **Smoke Detectors:** A smoke detector will, in most cases, provide sufficient warning of fire to allow occupants to exit the building. However, you should periodically check the detector to ensure that it is operating properly and, if not, you must notify Management immediately. Smoke detectors that have been disarmed will subject you to a Lease violation notice.
12. **Extension Cords:** Eliminate extension cords whenever possible. An extension cord should never exceed ten feet in length, must be free of breaks and splices, and should not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads. An extension cord must never be smaller in wire gauge than the appliance cord it is serving, and should never service more than one fixture or appliance.
13. **Surge Protectors:** The Management will not assume any responsibility for damage to appliances or equipment due to low voltage or power fluctuations. Residents are advised to use surge protectors to protect electronic equipment from damage caused by minor voltage fluctuations.
14. **Firearms:** Residents residing at Robins family housing Family Housing may keep privately owned firearms and ammunition in their homes. Individuals should not carry concealed weapons, firearms, or ammunition and will not take them into public places.
15. **Motorcycles, etc.:** Do not store any petroleum fueled vehicle or equipment inside your unit or on the patio (if applicable).

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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### NEIGHBORHOOD COOPERATION

The Management of Robins family housing Family Housing encourages all Residents to cooperate in making this community a safe and enjoyable place in which to live. Full support and consideration in the following areas are requested:

1. **Noise Control/Quiet Hours:** Excessive noise is a continuous complaint and one that is received regularly. Many Residents work night shifts and sleep during the day. Please be considerate:
  - a. **Parties:** Many complaints can be avoided by informing your neighbors prior to having a party.
  - b. **Excessive Stereo and Television Volume:** Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep the volume down. If your neighbor complains that your music is too loud, it may be necessary for you to reduce the volume.
  - c. **Car Alarms:** We understand that you may need alarm devices to protect your car against theft. We ask that when you have the “sensitivity” set, you take into consideration your neighbors. Car alarms should be set so that they are not triggered by the casual passerby, thunder, lightening, etc. Car alarms are a disturbance to all Residents.
  - d. **Creating excessive noise** during times that are commonly accepted as “quiet” hours (2200-0600) could be used as a basis for a complaint of disturbing the peace and could result in termination of your Lease for repeated violations. Violations should be reported to the Management Office or to the Police.
2. **Persons under the age of 18:**
  - a. **Supervision:** Persons under ten (10) years of age should not be left alone.
  - b. **Playgrounds:** The streets and your neighbors’ yards should not be used as a private playground. There are playgrounds in each housing area for your enjoyment.
3. **Parking:** Residents should park in their carport, garage, or driveway areas. Parking of recreational vehicles or utility trailers in the housing area is prohibited. Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle(s) at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage must meet or exceed Georgia State Law:
  - a. Vehicles will be parked in authorized parking areas and will not be parked on any grassed area or fire lanes. This applies during all seasons.
  - b. On-street parking is authorized unless otherwise designated. Vehicles will not impede the normal traffic flow or block fire or emergency lanes.
  - c. Repair of vehicles with the exception of tire changes and rotation, replacing the battery, and other similar preventive maintenance measures is discouraged in housing areas.
  - d. Inoperable, unregistered, or unlicensed vehicles parked in any housing area are subject to citation and towing.
  - e. Abandoned vehicles will be towed away with towing cost borne by the owner. An abandoned vehicle is defined as one that is inoperable, left unattended, or one that is unlicensed and/or unregistered.
  - f. All vehicles must be parked in the direction of the flow of traffic.
4. **Recreational Vehicles:** Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes.

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**ROBINS FAMILY HOUSING FAMILY HOUSING**  
**House Rules, Regulations, and Resident Guidelines**

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- a. Towed recreational vehicles, utility trailers, un-mounted truck camper bodies, self-propelled RV's, and boats will not be parked in any housing area except during weekends or for a 24-hour period before and after use.
- b. Recreational vehicles, boats, utility trailers, motor homes, towed vehicles, etc., will not be parked in the family housing areas except for 24-hour periods for loading and unloading.
- c. Self propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle and it is indeed used. Vehicles observed in the housing areas that are not moved will be subject to citation.

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## **ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines**

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### **ENVIRONMENTAL COMPLIANCE AND MANAGEMENT**

Protection of our environment is an essential goal. The following procedures will, if practiced by all Residents, contribute to the attainment of this goal:

1. **Litter Control:** Although the Management of Robins family housing Family Housing will police grounds on a regular basis, it is incumbent upon each family member to dispose of trash and other unwanted items appropriately in the garbage cans provided. Individual family members should make certain that trash and debris that has blown into their yards are also properly disposed of. Individuals who do not maintain the areas immediately surrounding his/her individual unit will be issued a Lease violation notice. You can help keep the Robins family housing Family Housing community clean, beautiful, and litter free all year round by following the easy steps below:
  - a. Use tightly covered trashcans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals, or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste. By disposing of garbage in a sanitary manner, conflicts with coyotes, rodents, and other wildlife are reduced.
  - b. Put a litterbag in your car, and use it! Don't pitch cans, cigarette butts, papers, bottles, or other trash out the window.
  - c. Recycle: Pickup is scheduled on a weekly basis; you may contact Management for details.
  - d. Hold on to your litter until you reach a trash receptacle. Litter draws other litter, so make sure your home and work site are litter-free.
  - e. Cover or tie down loads in trucks and trunks so that trash and debris doesn't blow or fall out.
  - f. Coordinate clean up projects for your neighborhood.
  
2. **Reduce, Reuse, Recycle:** Rubbish, trash, garbage, solid waste. These are all terms for waste that is discarded from home, offices, schools, and other locations every day. There are many things you can do to help eliminate the garbage glut.

Reduce the amount of garbage you create:

- a. Don't buy over-packaged goods.
- b. Switch from disposable diapers to cloth diapers or a diaper service.
- c. Buy products packaged in cardboard rather than plastic foam.
- d. Use your own reusable bags. Ask for paper rather than plastic bags.
- e. Use reusable tableware instead of disposable.
- f. Avoid one-use consumer items like disposable razors, cigarette lighters, cameras and non-rechargeable batteries.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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- g. Buy non-perishable items in bulk. Purchase items such as milk or carbonated beverages in returnable containers.
- h. Buy items made from recycled materials.
- i. Use cloth rags and napkins rather than the disposable variety.
- j. Be careful about buying plastic products labeled “biodegradable”. Many break down only in sunlight and some break down into toxic materials.
- k. Look for other things you can do to reduce the amount of waste.

Reuse everything you can. Reuse materials to squeeze more value from them and waste less. Disposable cleaning cloths, diapers, cameras, razors and other items are convenient but they don’t just “go away”. Think about things that you use every day that could be replaced with longer lasting, more durable materials. For example:

- a. Choose returnable containers over recyclable ones.
- b. Reuse plastic or glass containers for storage.
- c. Substitute reusable sponges or cloths for disposable paper towels, napkins and tissues.
- d. Save and reuse envelopes, boxes and packing materials you receive in the mail.
- e. Reuse file folders by turning them inside out or sticking on a new label.
- f. Reuse paper for writing out notes, shopping lists, and other memos.
- g. Donate clothing to neighbors or institutions for reuse.
- h. Share, borrow or rent items you don’t use very often (tools, lawn mowers).
- i. Keep reusable coffee mugs at work and home for yourself and guests.

Recycle or reprocess waste into new materials. Recycling is really a two-part process. There is not only the effort of turning in materials to be recycled but the actual marketing and purchasing of items made from recycled products. Contact the Management Office at 929-8988 for information relative to our recycling program.

3. **Petroleum Oil Lubricants (POL) Disposal:** Did you know that one quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water? Oil disposed of on the ground can be toxic to plants and animals. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.

- POL will not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers should collect

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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used motor oil and take it to a local service station or center that recycles it.

- No POL of any kind will be changed in any POV component within the housing area.
- Antifreeze will be disposed of properly, not flushed down the toilet. Do not dump down the sink, tub or storm drain because of the potential for contaminating food and drinking water.
- Report spills to the Management Office at 929-8988.

4. **Personally Owned Vehicle (POV) Washing:** You are asked to limit POV washing at your unit to no more than once per week. In order to conserve water, please do not allow water hoses to run continuously.

5. **Toxic Alternatives:** Many toxic and hazardous chemicals are used in homes throughout the United States for various household chores and pest control. We encourage family housing Residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you are purchasing and how to dispose of any excess material. Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals. Some non-toxic alternatives to commonly used household items are as follows:

- a. Furniture and Floor Polish. Use commercial products that contain lemon oil and beeswax in a mineral oil base.
- b. Toilet Bowl Cleaner. A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.
- c. Glass Cleaners. First of all, do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons of borax or baking soda in 3 cups of water and spray onto the glass using a pump sprayer; or, use a mixture of vinegar and water for window cleaning. If you use a “squeegee”, similar to the kind used in gas stations to clean windshields, your windows will not streak.
- d. Laundry Detergent. Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of baking soda dissolved in hot water. For washing machines, use phosphate-free powders.
- e. Drain Cleaners. To keep your drains open, clean, and odor-free, never pour liquid grease down a drain, and always use the drain sieve. Once a week, mix 1 cup baking soda, 1 cup salt, and 1/4 cup cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup baking soda, followed by 2 cup vinegar. Close the drain until the fizzing stops, and flush with boiling water. If you are unable to unstop a clogged drain, contact the Management Office at telephone number 929-8988.
- f. Air Fresheners. Open the window or use an exhaust fan as a natural air freshener. Or, simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh-cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator and sprinkling baking soda in the garbage can or a diaper pail will do the same.
- g. All-Purpose Cleaner.

Try the following recipe for all-purpose cleaning:

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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1/4 cup sudsy ammonia  
1/4 cup vinegar  
1 tablespoon baking soda

- h. Paint Remover. Instead of paint remover, sand off old paint. (Wear goggles and a respirator).
  - i. Paint. Use latex paint rather than oil-based paint.
  - j. Use all of a substance before throwing away the container. Buy the size container you need for the job. Donate excess material, such as paint, to neighbors, churches, or others that might need it. Wear gloves, eye protection, or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.
6. **Pest Control Service:** Management will contract with a professional pest control service to treat each unit at Robins family housing Family Housing quarterly, at turnover, or as infestation problems are evidenced in an effort to control cockroaches, clover mites, ants, earwigs, pill bugs, wasps, flies, ticks, silverfish, centipedes, spiders, termites, carpenter ants and bees, mice, and other such pests. However, it is the responsibility of each Resident to minimize potential problems by engaging in proper housekeeping habits. Pest control schedules will be published annually and distributed to each Resident. Additionally, Management will provide for the following:
- a. Control of Pests Around the Outside of buildings.
  - b. Other Pests: Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to Management at 929-8988.
  - c. Domestic Animals: Stray dogs and cats should be reported to the Management at 929-8988.
  - d. Weeds in Lawn: Weed control in lawns is the responsibility of Management.

Residents of Robins Family Housing are expected to:

- e. Maintain their units in a manner that will deny access, harborage, and sustenance to pests.
- f. Ensure that windows and doors are screened and fit properly and notify Management when deficiencies are evidenced.
- g. Ensure that holes or cracks that permit access are promptly reported and repaired.
- h. Ensure that excessive clutter such as debris, weeds, dead leaves, pet droppings, trash, etc., is regularly removed.
- i. Store food, especially starchy or fatty foods and pet foods, in pest proof containers.
- j. Promptly clean up spilled food, crumbs, drink, or pet droppings.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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- k. Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- l. Wash and submerge dirty dishes in soapy water before retiring for the evening.
- m. Empty garbage and cat litter box regularly.
- n. Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- o. Have leaks and dripping faucets repaired promptly.
- p. Wipe or mop dry kitchen and bathroom surfaces before retiring.
- q. Keep all pesticides out of the reach of children.
- r. Cooperate fully with pest controllers in scheduling of treatments and preparation of areas to be treated.
- s. Make a sincere effort to control minor infestations of nuisance pests before seeking Management assistance.
- t. Refrain from using electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects).
- u. If your unit becomes infested, please notify Management immediately.
- v. In addition to the regular service, all units will be inspected and treated prior to a change-of-occupancy.

As an occupant of Robins family housing Family Housing, you have agreed to certain conditions for the privilege of occupying these units. Scheduling of pest control treatments is accomplished as follows:

- w. Only Management can schedule units for service, and only those pest controllers authorized by Management will be allowed to provide treatment.
- x. You will be given advance notice of the date your unit is scheduled for service. You must empty all kitchen and bathroom cabinets prior to the treatment and advise the pest controller of any particular or severe problems.
- y. If your unit has been serviced but is still experiencing infestation problems, notify Management for a call-back treatment.
- z. Pesticides may be hazardous to infants under three weeks old, the aged, pregnant women, those with heart, liver or respiratory problems, people with allergies, or pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations prior to treatment and he will advise you accordingly.
- aa. If you have a scheduling conflict, complaint, or any questions about the preparations for service call the Management Office at 929-8988.

7. **Wildlife / Nuisance Animals:** The units at Robins family housing Family Housing may be situated among natural areas. Wildlife

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## **ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines**

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visitors are a common occurrence; enjoy them. Do not attempt to control birds nesting on or visiting your area or building. With few exceptions, birds are protected by State, Federal or International laws. Unauthorized destruction of birds or their nests could result in fines or other legal action. Notify Management at 929-8988 if birds become a problem.

8. **Off-Road Vehicles:** Do not drive vehicles off of established roads within the Robins family housing Family Housing community:
- a. Thousands of dollars are spent each year on planting and maintaining grass, trees, and shrubs. Vegetation is particularly susceptible to damage when the ground is wet. Vehicles rip out the grass leaving unsightly ruts. Natural salts then creep into these damaged areas making it difficult for new vegetation to grow. Even if grass is sown it takes 2-3 years for a new planting to become established.
  - b. Trees are precious and important for many reasons. Trees provide oxygen and absorb many pollutants. They can reduce cooling costs in the summer and heating costs in the winter because of the shade and wind protection they provide. Trees are important for wildlife, and they are things of natural beauty. Not only should you avoid running over trees, but driving close to them compacts the soil and thereby limits the amount of air that can get to the roots causing what little water we have to run off. Additionally, keep children from climbing on small or newly planted trees; the child's weight can break off branches on small trees.
  - c. The loss of vegetation is not only unsightly, but it also contributes to wind and water erosion of soil. This puts dust in the air (and into your home) and dirt into storm drains (clogging them and preventing water from being carried away during times of rain or snow).
9. **Lawn Care and Maintenance:** Lawn mowing, edging, trimming, leaf raking, and fertilizing will be performed by Management (enclosed yards excluded). Residents wishing to perform their own lawn maintenance will be permitted to do so provided they maintain their individual yards in a manner that is in compliance with Management specifications.
- a. Pruning and Dead Tree/Shrub Removal. Tree and shrub pruning for housing areas is provided by Management (enclosed yards excluded).
  - b. Fertilizing. Fertilizer is applied by Management (enclosed yards excluded).
10. If you have any questions concerning any of the information provided in this chapter or other environmental, energy or natural resources programs, please do not hesitate to call the Management office at 929-8988.

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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### PET POLICIES

Residents are authorized to keep domestic pets only with the prior approval of Management and must sign a Pet Agreement. Pets must be kept under control at all times; barking dogs must be controlled so as not to disturb neighbors. Maintaining pets at Robins Family Housing is a privilege, not a right, and is subject to regulation and policy as outlined by the Management to provide for the health and welfare of all individuals. Pet owners who violate these provisions are subject to the forced removal of their pets from the premises or termination of their Lease. Pet owner responsibilities are as set forth below:

All Residents who move into the housing areas with pets will be required to provide a pet deposit as outlined in the Pet Agreement. Existing Residents (those living at the property as of September 7, 2000) are exempt from this requirement for a period of two years, or until September 7, 2002. Existing residents with pets will be required to provide a pet deposit on or after September 7, 2002, in accordance with the guidelines outlined in the Pet Agreement. The pet deposit is refundable at move-out provided the Resident is in compliance with the Pet Agreement.

1. All dogs and cats must be registered at the Management office within three working days upon arrival at Robins family housing. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration requirements.
2. Residents may have up to three pets of any combination. Farm type animals such as livestock, chickens, ducks, and all animals not considered domestic pets are not allowed.
3. No exotic animals will be kept in family housing areas. Exotic animals are, generally, foreign or domestic wildlife or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, monkeys, raccoons, skunks, snakes, pot bellied pigs, and hybrid wolves.
4. No Aggressive dogs are prohibited at Robins Family Housing.
5. Any dog which has a tendency to attack or molest persons or other animals will be muzzled and kept on a short hand leash when outdoors. Dogs that bite or chase people in an aggressive manner are considered a menace and should be reported to the Management at 929-8988. Biting dogs that attack people or other animals may be apprehended. Dogs that are determined to be vicious will be removed from the premises.
6. It is the responsibility of the Management to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs and their defecating or urinating on playgrounds and lawn areas within fifty feet of any housing area are considered nuisances. The Management may apprehend any animal that is suspected of being a nuisance.
7. All dogs being exercised outdoors must be on a leash and accompanied by the owner or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up and impounded. Pet owners who have lost an animal should contact the Management immediately at 929-8988 to inquire about missing animals and / or to request that the missing animal information be broadcast on the Robins family housing Community Channel 99. If notified by Management that a pet has been impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to Management immediately.
8. Pets, when outside, must be confined to the owner's premises by a fence. **Tethers and dog runs are not allowed in the community.**

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## ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines

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9. All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine upon reaching four months of age and then annually thereafter. All dogs and cats maintained within the community are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and must be worn at all times. Distemper vaccinations are also required.
10. If you are bitten or scratched, contact the Management or proper medical facility immediately. An animal, which has bitten or scratched someone, will be examined at a clinic and placed in quarantine at home or at the clinic for a ten-day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by the Management or by clinic personnel, the owner is required to transport the animal expeditiously to the clinic for examination.
11. **Animal owners are required to provide adequate food, water, and shelter at all times. Tarps, cardboard boxes or wooden crates are NOT considered adequate shelter.** Physical abuse of animals is prohibited. Management may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to the Management at 929-8988.
12. The commercial breeding of pets and kennel type operations are prohibited.

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**ROBINS FAMILY HOUSING FAMILY HOUSING**  
**House Rules, Regulations, and Resident Guidelines**

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**POOL RULES**

1. **Pool Hours**

Sunday – Thursday:	10:00 AM – 8:00 PM	Huntington Crest-Closed Monday
Friday – Saturday:	10:00 AM – 9:00 PM	Huntington East and Park-Closed Tuesday

2. Persons using pool facilities do so at their own risk. Owner assumes no responsibility for accident or injury.
3. No person under the age of 14 will be allowed in the pool area at any time, unless accompanied and supervised by a parent, guardian or a person over the age of 18 years who has been given written authority by the parent or guardian to supervise the child and who has assumed responsibility for such supervision.
4. The pool may be used only by residents and their guests. No more than two (2) guests of a housing unit may use the pool at any one time without owner's express approval.
5. No person who has a communicable disease may use the pool.
6. No food, drinks, or smoking is permitted within 10 feet of the pool area. No glass containers are allowed in the pool area.
7. Any person who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages may be excluded from the pool area.
8. No running, horseplay, fighting, dangerous conduct or noise which disturbs the other residents is allowed in the pool area. No diving in the shallow part of the pool is permitted.
9. Solo bathing is prohibited.
10. With the exception of arm floats, no toys, inner tubes or any other objects will be allowed in the pool at any time
11. Owner is not responsible for articles which are lost, damaged or stolen.
12. No swimming is allowed during adverse weather conditions.
13. Pets are not permitted within 10 feet of the pool area.
14. Safety equipment is to be used only in case of emergency.
15. Residents shall be responsible for paying clean-up expenses, repair costs and damages caused by resident and resident's guests.
16. Residents should feel free to ask others to cease any violation of these rules. Residents are requested to promptly notify owner or owners' representative of any rule violations.
17. Residents are totally responsible for the compliance of these rules. These rules apply to residents, occupants, and guests.
18. Violating these rules will entitle owner to terminate resident's right of occupancy.

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## **ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines**

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### **MOVING OUT AND TERMINATION PROCEDURES**

1. **Your Lease may be terminated by either the Resident or Management under the following conditions:**
  - a. At retirement or separation (including disciplinary separation) provided that you give the Landlord proper written notice prior to the date that you intend to vacate the unit. Please reference your lease for your required notice. Any requests for retention of quarters post retirement or separation must be provided to the Landlord in writing sixty (60) days prior to the effective date of retirement or separation with a copy of the retirement or separation orders, and will be considered on a case by case basis. If Resident is allowed to retain quarters after retirement or separation, rent due will change to market rent for the unit.
  - b. Prior to PCS (Permanent Change of Station) unless orders authorize retention of the unit. A copy of the orders must be provided to the Landlord along with written notice of your intent to vacate at least thirty days prior to the date you intend to terminate your occupancy. In the event your orders authorize retention, you must provide a written request to retain your quarters with a copy of your orders.
2. **You may no longer be eligible for the unit and your Lease could be terminated if:**
  - a. You are in material noncompliance with the terms of the Lease.
  - b. No family members continue to reside with you.
  - c. You or other family members engage in repeated misconduct.
  - d. You or other family members repeatedly fail to control pets.
  - e. You accumulate three or more Lease violation notices.
3. **Voluntary Lease Termination:** You may voluntarily terminate your Lease and move from Robins family housing at the expiration of any Lease term or extension provided that you give the Landlord at least sixty days prior written notice.
4. **Pre-Termination Inspections:** Residents must participate in a pre-termination (move-out) inspection approximately thirty (30) days prior to moving. You should notify the Management Office to schedule the inspection. A member of the Management Staff will conduct the inspection, provide the Resident with a copy of the unit inspection, and indicate the items that must be corrected prior to moving out. The final inspection will consist of checking for preventive maintenance items and cleanliness as follows:
  - a. All personal property will be removed from the unit prior to the final inspection.
  - b. Bathtubs, sinks, commodes, and bathroom tile must be clean of soap film, dirt, mildew and watermarks. Drain stoppers must be removed and cleaned. All medicine cabinet surfaces (ledge shelves, shelf holders, mirrors, etc.) must be cleaned.
  - c. Kitchen cabinets must be washed thoroughly. Food particles, grease spots, and watermarks must be removed and surfaces rinsed.
  - d. Ranges and hoods must be cleaned. Grease and carbon must be removed from tops, ovens, broiler pans, shelves, and doors. All dust and lint will be removed. Burner grates must be cleaned with warm sudsy water.
  - e. Sinks and counter tops will be cleaned and all marks removed (including drain board). Counter tops will be cleaned and dirt buildup must be removed.
  - f. Stoves and cabinets must be cleaned and absent of any food, dust, or grease.

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## **ROBINS FAMILY HOUSING FAMILY HOUSING House Rules, Regulations, and Resident Guidelines**

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- g. All outside areas of the kitchen fan must be dusted and cleaned. The filter may be easily cleaned by soaking about 20 minutes in warm sudsy water and brushing well with a small brush. Thoroughly rinse, dry, and place on the sink counter for inspection. The cover next to the filter must be cleaned and placed on the sink counter.
- h. Refrigerators will be thoroughly cleaned inside and out, to include all parts, trays, and rubber gaskets. After defrosting and cleaning, refrigerators will be left running with the thermostat set at the lowest setting and the door closed. Drip tray and kick plate must be cleaned and free of dust or dirt.
- i. All light fixtures must be wiped clean including globes and shades. Leave globes face down on counter or inside appropriate bedroom closet.
- j. All walls must be cleaned of all marks, grease spots, fingerprints, food, dust, etc. All hangers and nails in all woodwork or wall surfaces must be removed. If a claw hammer must be used to pull the nail, a block of wood placed between the head of the hammer and the surface from which the nail is to be pulled will prevent wall damage. Cup holders, towel racks, etc, may not be left behind in the unit. Ceilings in the kitchen and bathrooms must be clean and free of grease and stains.
- k. All woodwork must be clean and dry.
- l. Ledges over doors, windows, closets, cabinets, and door tops must be wiped clean with a damp cloth.
- m. Remove cobwebs from corners of ceilings, including garages and porches, where applicable.
- n. All floors must be cleaned, including areas under refrigerators.
- o. Wall-to-wall carpeting must be cleaned by extraction or steam by a professional carpet cleaning service. Water and shampoo shall be thoroughly removed and carpet dry prior to final inspection. Shampoo used for this process should be tested in an obscure location first to determine color fastness.
- p. Closets, including hangers, shelves, and walls will be wiped clean with a damp cloth.
- q. All accessible windows must be washed inside as well as outside.
- r. Mini blinds must be cleaned and properly mounted.
- s. Garages, storerooms, and furnace rooms must be swept, dusted, and floors damp mopped.
- t. Exterior windowsills must be brushed and cleaned.
- u. Parking spaces, and carports/garages will be cleaned and free of grease.
- v. Yard areas around your unit must be policed and free of litter. Dirt, cobwebs, markings, and nails will be removed from building structures.
- v. All approved antennas must be removed.
- w. Ceiling fans must be wiped clean and absent of any dust.
- x. Panel box and water heater must be wiped clean and absent of any dust

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**ROBINS FAMILY HOUSING FAMILY HOUSING**  
**House Rules, Regulations, and Resident Guidelines**

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5. **Final Inspection:** Management will conduct the final inspection in the presence of the Resident(s) unless extenuating circumstances prevent the Resident from attending. In the event the Resident is unable to attend the inspection, he/she may have another military member stand in as a witness.
- a. All personal property must be out of the unit at the time of the final inspection.
  - b. The unit must be ready for occupancy. If maintenance is required for an item(s) that is not considered normal wear and tear, charges will be assessed.
  - c. Keys to unit, mail, garage and RV lot, if applicable, will be turned in to Management.

Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with Management procedures. Monies owed must be paid by money order or cashier's check, and brought current prior to departure. A forwarding address must be obtained prior to the Resident's final departure so that all necessary documents can be properly forwarded.

I hereby acknowledge receipt of the House Rules, Regulations, and Resident Guidelines. I have read, understand, and agree to abide by them. (All members 18 years of age and older must sign.)

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Resident

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Resident

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Resident

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Date

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Date

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Date