

**IDDE APPENDIX K**  
**Island Palm Communities (IPC) Legal Authority**



# Resident Guide & Community Standards Handbook

Effective February 15, 2011

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**Welcome . . . . . 7**  
**Frequently Used Numbers . . . . . 8**  
**SECTION 1 Operations . . . . . 11**

1.1 Hours of Operation . . . . . 11  
1.2 Regional Leasing Offices . . . . . 11  
1.3 Policy Changes . . . . . 11  
1.4 Rental Policies . . . . . 11  
1.5 Resident Processing Procedures. . . . . 11  
1.6 Move-in Process. . . . . 12  
1.7 Collection of Rent and Other Receipts. . . . . 12  
1.8 Security Deposits and Fees . . . . . 13  
1.9 Housing Agreement Terms  
& Guide Enforcement Policy . . . . . 13  
1.10 Evictions, Violations and Delinquent Accounts . . . . 13  
    1.10.1 Minor Violations . . . . . 13  
    1.10.2 Major Violations . . . . . 14  
    1.10.3 Corrective Action . . . . . 14  
1.11 Residency Requirements . . . . . 15  
1.12 Guest Policy . . . . . 15  
1.13 Resident Responsibilities . . . . . 15  
1.14 Commercial Enterprises Policy . . . . . 16  
1.15 In-home Childcare . . . . . 16  
1.16 Temporary Absences of Residents from Units . . . . . 16  
1.17 Access to Homes . . . . . 16  
1.18 Abandonment Policy . . . . . 16  
1.19 Dispute Resolution Procedure. . . . . 16

1.20 Weapons and Firearms . . . . . 17  
    1.20.1 Registration . . . . . 17  
    1.20.2 Restrictions . . . . . 17  
    1.20.3 Violations . . . . . 17  
1.21 Noise Control . . . . . 17  
1.22 Housekeeping. . . . . 18  
1.23 Fire Safety . . . . . 18  
    1.23.1 Reporting. . . . . 18  
    1.23.2 Resident Responsibilities . . . . . 18  
    1.23.3 Carbon Monoxide . . . . . 18  
1.24 Incidents . . . . . 18  
1.25 Resident Moves . . . . . 18

---

**SECTION 2**  
**Traffic Regulations, Parking**  
**Restrictions and Vehicle Procedures . . 21**

2.1 Speed Limit . . . . . 21  
2.2 Operating Areas . . . . . 21  
2.3 Parking. . . . . 21  
2.4 Child Supervision in a Vehicle. . . . . 21  
2.5 Installation Regulations . . . . . 21  
2.6 RV Parking Restrictions . . . . . 22  
2.7 Vehicle Maintenance. . . . . 22  
    2.7.1 Appearance . . . . . 22  
    2.7.2 Vehicle Registration and Decals . . . . . 22  
    2.7.3 Abandoned Vehicles . . . . . 22  
    2.7.4 All Terrain Vehicles (ATVs). . . . . 22



---

## SECTION 3 Child Supervision . . . . .25

- 3.1 Responsibilities . . . . . 25
- 3.2 Supervision . . . . . 25
- 3.3 Prohibited Play Areas . . . . . 25

---

## SECTION 4 Pet Policies . . . . .27

- 4.1 Guidelines for Pet Owners . . . . . 27
- 4.2 Disposal of Deceased Pets . . . . . 28

---

## SECTION 5 Utility Consumption and Conservation. 31

- 5.1 General . . . . . 31
- 5.2 Method . . . . . 31
- 5.3 Energy Reduction . . . . . 31
- 5.4 Violations . . . . . 31
- 5.5 Solar Water Heaters . . . . . 31
- 5.6 Utility Billing Program . . . . . 32

---

## SECTION 6 Alterations, Additions and Construction . 35

- 6.1 Alterations to Homes . . . . . 35
  - 6.1.1 Approval . . . . . 35
  - 6.1.2 Community Projects . . . . . 35
- 6.2 Fences . . . . . 35
- 6.3 Storage Sheds . . . . . 35
- 6.4 Antennas . . . . . 35

- 6.5 Satellite Dishes . . . . . 35
  - 6.5.1 Requirements . . . . . 35
  - 6.5.2 Responsibilities . . . . . 35
  - 6.5.3 Guidelines . . . . . 36
- 6.6 Locks, Latches, and Dead Bolts . . . . . 36
- 6.7 Security Alarm Systems . . . . . 36
- 6.8 Lawn Ornaments . . . . . 36
- 6.9 Rocks . . . . . 36
- 6.10 Painting . . . . . 37
  - 6.10.1 Guidelines . . . . . 37
  - 6.10.2 Restrictions . . . . . 37
  - 6.10.3 Borders and Wallpaper . . . . . 37
- 6.11 Nails . . . . . 37
- 6.12 Pools, Hot tubs and Jacuzzi . . . . . 37
- 6.13 Trampolines . . . . . 37
- 6.14 Waterbeds . . . . . 37
- 6.15 Pet Houses . . . . . 37
- 6.16 Patio, Lawn Furniture, Toys  
and Playground Equipment . . . . . 38
- 6.17 Ornamental Lighting for Holidays . . . . . 38
- 6.18 Tents, Tarps and Covers . . . . . 38



---

## SECTION 7

### Miscellaneous . . . . . 41

- 7.1 Tree Swings, Tree Hammocks,  
Tree Houses and Signage . . . . . 41
- 7.2 Bicycles, Skateboards, Scooters,  
Tricycles, Roller Blades and Like Equipment. . . . . 41
  - 7.2.1 Playgrounds . . . . . 41
  - 7.2.2 Amenities . . . . . 41
- 7.3 Basketball Backboards . . . . . 41
- 7.4 Yard and Garage Sales . . . . . 42
- 7.5 Fireworks . . . . . 42
- 7.6 Appliances . . . . . 42
  - 7.6.1 General. . . . . 42
  - 7.6.2 Policy . . . . . 42

---

## SECTION 8

### Maintenance Program . . . . . 45

- 8.1 Maintenance and Repair Overview . . . . . 45
- 8.2 Service Calls . . . . . 45
  - 8.2.1 Service Call Classifications . . . . . 45
- 8.3 Preventive Maintenance Work. . . . . 46
- 8.4 Pest Control Services . . . . . 46
- 8.5 Refuse Collection and Recycling . . . . . 46
- 8.6 Grounds and Landscape Maintenance Program . . . . 47
- 8.7 Air Conditioner Window Unit and Ceiling Fan Installation  
Policy . . . . . 47

---

## SECTION 9

### Crisis Management/Disasters . . . . . 51

- 9.1 Warnings . . . . . 51
- 9.2 Procedures and Directives . . . . . 51

---

## SECTION 10

### Self Help . . . . . 51

- 10.2 Lawn and Garden . . . . . 51

---

## SECTION 11

### Renter's Insurance Policy . . . . . 51

- 11.1 Renter's Insurance Guidelines . . . . . 51

---

## SECTION 12

### Move-Out Procedures . . . . . 52

- 12.1 Resident Occupancy Agreement Termination/Vacate  
Procedures. . . . . 52
- 12.2 Pre-termination Inspection . . . . . 52
- 12.3 Termination Inspection . . . . . 53
- 12.4 Cleaning Requirements . . . . . 53

---

## ENCLOSURE 1

### Mold Disclosure. . . . . 55

- Information and Steps for Prevention . . . . . 55
  - 1. About Mold . . . . . 55
  - 2. Prevent Mold . . . . . 55
  - 3. Avoid Mold Growth. . . . . 55
  - 4. Biocides . . . . . 56
  - 5. Compliance . . . . . 56

---

## ENCLOSURE 2

### Pesticide-impacted Soil Disclosure. . . 57

- Pesticide-impacted Soil Disclosure . . . . . 57





# Welcome

E komo mai! Welcome to Island Palm Communities. Our team is committed to providing military families an enjoyable experience during their stay in the islands, and we pride ourselves on delivering quality and efficient services. Community centers in each neighborhood are staffed with property management professionals that understand the special needs of military families and are eager to support you.

To maintain a safe, enjoyable, and pleasant community for all our families, we have established the "Island Palm Communities Resident Guide & Community Standards Handbook." It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a resident. The policies found in this handbook apply to all Island Palm Communities residents. It is an addendum to your Resident Occupancy Agreement and is legally binding. We encourage you to familiarize yourself with policies in this handbook and share the information with your family.

It is our goal to be actively involved in our communities when it comes to providing property management services and community activities that will enhance resident life. We look forward to your family becoming a part of Island Palm Communities.

Mahalo!

Tom Adams  
Director of Property Management

Island Palm Communities LLC is a partnership between developer Lend Lease and the U.S. Army. It is responsible for asset, property and maintenance management, including the development, design, construction and renovation of homes within Island Palm Communities.

# Frequently Called Numbers

For all medical, fire or police emergencies, call 911

## Island Palm Communities Regional Leasing Offices

North Regional Office	877-487-4323	215 Duck Road, Bldg. 950, Schofield Barracks, HI 96857
South Regional Office	888-939-3346	111 7th Street, Bldg. 1004, Ft. Shafter, HI 96819

## Island Palm Communities Community Centers

Aliamanu	275-3850	182 Kauhini Road, Honolulu, HI 96818
AMR Rim/Red Hill	275-3860	261 Halawa View #102, Honolulu, HI 96818
Canby	275-3760	403 Gordon Road, Wahiawa, HI 96786
Fort Shafter/Tripler	275-3820	225 Austin Road, Bldg. 1064, Honolulu, HI 96818
Patriot/Hamilton	275-3720	206 Thomas Paine, Bldg. 105, Wahiawa, HI 96786
Helemano	275-3780	173 Romero Road, Bldg., P1 Wahiawa, HI 96786
Kalakaua	275-3750	2535 Waianae Uka Avenue, Wahiawa, HI 96786
Porter	275-3770	1301 McCornack Road, Wahiawa, HI 96786
Kaena (Santa Fe)	275-3730	5485 Gallup Street, Wahiawa, HI 96786
Wheeler	275-3790	100 Vought Avenue, Bldg. 685, Wahiawa HI 96786

## Maintenance Services

Maintenance Office - North Region	457-4075
Maintenance Office - South Region	457-4050

## Schools

Aliamanu Elementary	421-4280	Mokulele Elementary	421-4180
Aliamanu Middle	421-4100	Nimitz Elementary	421-4165
Ft. Shafter Elementary	832-3560	Radford High School	421-4200
Hale Kula Elementary	622-6380	Red Hill Elementary	831-7866
Helemano Elementary	622-6336	Solomon Elementary	624-9500
Leilehua High School	622-6550	Wahiawa Elementary	622-6393
Makalapa Elementary	421-4110	Wahiawa Middle	622-6500
Moanalua High School	837-8455	Webbing Elementary	483-7240
Moanalua Elementary	831-7878	Wheeler Elementary	622-6400
Moanalua Middle	831-7850	Wheeler Middle	622-6525

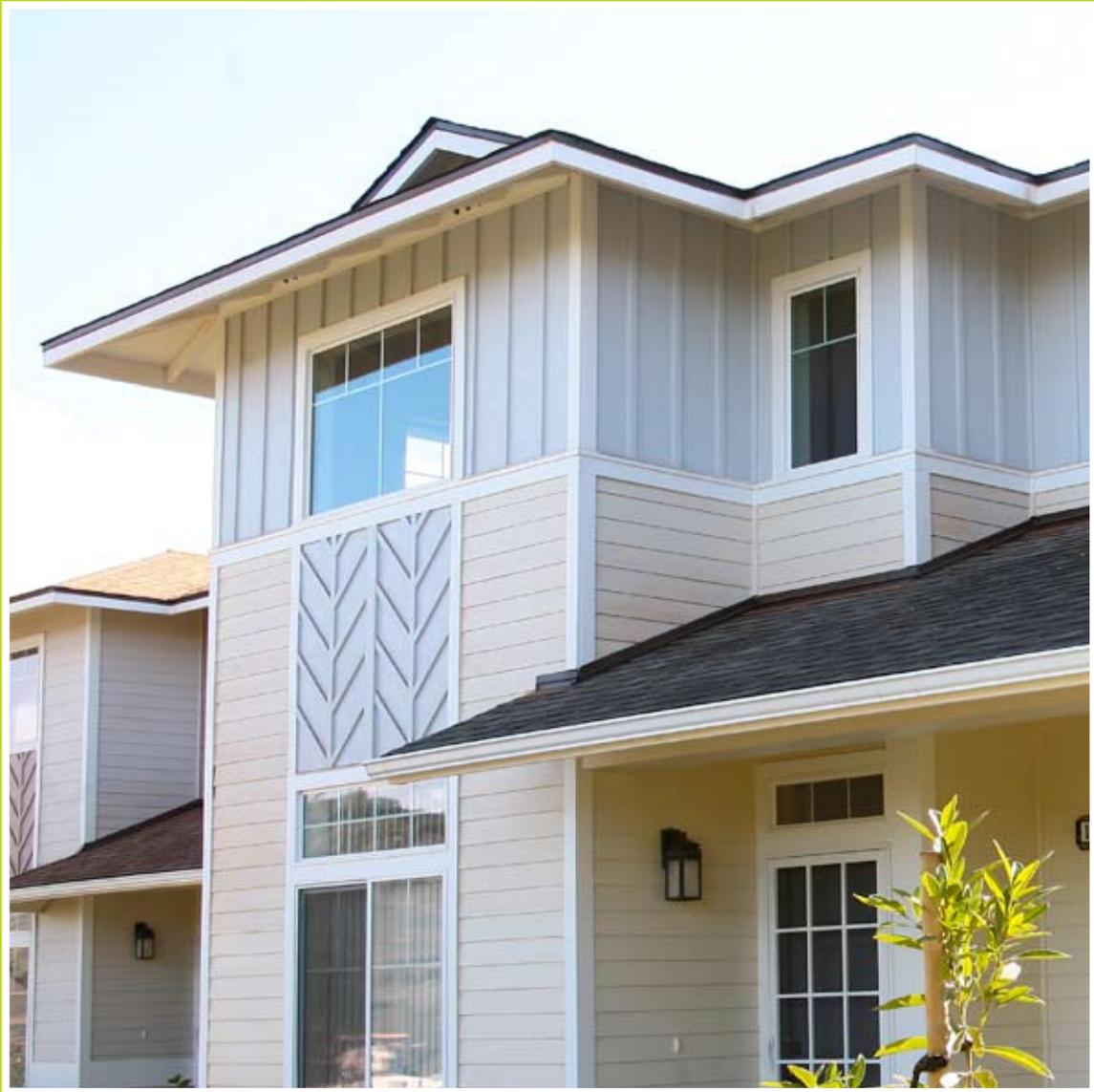
## Utilities

Contact ista Customer Service for utility billing questions	800-569-3014 or <a href="mailto:inquiries@ista-na.com">inquiries@ista-na.com</a>
Oceanic Time Warner (telephone, TV cable, internet)	643-4411

## Other frequently called numbers

American Red Cross (Schofield Barracks)	655-4927
American Red Cross (Tripler AMC)	433-6631
Army Community Services (Fort Shafter - South)	438-9285
Army Community Services (Schofield Barracks - North)	655-4227
Auto Skills Center, Fort Shafter	438-9402
Auto Skills Center, Schofield Barracks	655-9368
Child Development Services	655-8380/5314
Crisis Hotline	521-4555
Family Advocacy Program	655-4779
Fort Shafter PX	843-1969
Job Information Center	438-8446
Joint Military Family Abuse Shelter	533-7125
Military Operator	449-7110





# Section 1

## Operations

### 1.1 Hours of Operation

Community Centers	
Monday through Friday	8 a.m. – 5 p.m.
Saturday	By appointment only
Sunday	Closed

#### North Regional Office

Monday, Wednesday and Friday • 8 a.m. to 5 p.m.  
Tuesday, Thursday • 7 a.m. to 6 p.m.  
Saturday • 10 a.m. to 2 p.m.

#### South Regional Office

Monday - Friday • 8 a.m. to 5 p.m.

Island Palm Communities community centers and regional offices are closed on most federal and approved holidays. Office hours may change based on demand. Emergency maintenance services are available 24 hours a day. Refer to page 8 of this handbook for a list of telephone numbers.

### 1.2 Regional Leasing Offices

Regional leasing offices are located at Schofield Barracks (215 Duck Road, Building 950) and at Fort Shafter (111 7<sup>th</sup> Street, Building 1004).

As part of our community-based management strategy, property staff is located in each community. Community centers are designed to foster communications with residents and make it easier for residents to interact with Island Palm Communities property staff. Island Palm Communities maintenance service operations are centrally located in the north and south.

### 1.3 Policy Changes

Periodically, revisions to the “Island Palm Communities Resident Guide & Community Standards Handbook” will be necessary. Residents will be notified in writing 45 days prior to any changes, and notices also will be posted to [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com).

### 1.4 Rental Policies

Island Palm Communities will accept applications for housing from families as they in-process. Advance applications from Service Members who are on Permanent Change of Station (PCS) orders to military units on Oahu may be submitted prior to arrival. Applications are located on the Island Palm

Communities website and can be submitted online, emailed or faxed to our regional leasing offices. Referred applications are put onto a wait list, which is managed by Island Palm Communities according to priority, pay grade, bedroom entitlement, and eligibility date. Applicants on the wait list are offered homes as they become available.

#### Declination of an offer

If an applicant declines an offer, the applicant will be placed at the bottom of the wait list appropriate to the senior Service Member's rank and bedroom requirement. This policy is established to ensure that all eligible Service Members are afforded the opportunity to be offered a home.

#### Temporary Living Allowance

Temporary Living Allowance (TLA) is managed by the Army Housing Services Office co-located within Island Palm Communities regional leasing offices.

### 1.5 Resident Processing Procedures

When a prospective resident arrives at an Island Palm Communities regional leasing office, an Island Palm Communities team member interviews each prospective resident and explains the following policies and procedures:

- Types and locations of houses and availability
- Rental policies, lease content, and resident guide
- Loaner furniture and appliance policies
- Pet policies and fee
- Amenities and services

#### The Island Palm Communities team member will:

- Provide maps of Island Palm Communities and floor plans of homes (if available)
- Accompany the resident to view neighborhoods

#### Guidelines for Waitlist and Housing Assignment

##### Assignment Provisions

Housing will not be made available unless the Service Member has at least six months remaining on his or her tour as verified by the Enlisted Record Brief/Officer Record Brief. Service Members married to other Service Members whose spouses accompany them on their tour are authorized assignment to family housing. Unmarried Service Members with accompanying (Command-sponsored) family members



also are authorized family housing contingent upon those family members residing with them for more than six months in a calendar year as substantiated by legal documents.

## Eligibility

An eligibility date is assigned and the Service Member is placed on the applicable waiting list by rank, bedroom and location preference (north or south). The eligibility date is defined as the date the Service Member departed his or her last duty station, as long as the Service Member applies for housing within seven days of arrival. Adjustments to the eligibility date will be made

### Eligibility for housing will be based on the following priority

CATEGORY	PRIORITY
Key and essential accompanied or unaccompanied military or civilian personnel (including active duty Coast guard) assigned or attached for duty at the installation or at a Coast Guard or Marine facility. Key and Essential list is proposed by senior unit commanders and approved by the Garrison Commander	1
Accompanied military personnel (including active duty Coast guard) assigned or attached for duty at the installation or at a Coast Guard or Marine facility.	2
Accompanied military personnel (including active duty Coast guard) assigned or attached for duty within a 50 mile radius of the installation or at a Coast Guard or Marine facility.	3
Unaccompanied family members of military personnel (including active duty Coast guard) assigned or attached for duty at the installation or at a Coast Guard or Marine facility.	4
Unaccompanied military personnel (married and single, including active duty Coast guard) assigned or attached for duty as stated in priority categories 2 and 3. *	5
Retired military personnel (including retired Coast guard) and spouses or widowed spouses of retired military personnel (including retired or active duty Coast Guard).	6
DOD and Federal Agency civilians (other than designated key and essential).	7
DOD Contractors.	8
No-military, non-DOD or no-Federal Agency personnel not included in priority categories 1 through 8 (general public)	9

for special duty tours, such as dependent restricted tours. When placed on the waiting list, the Service Member will sign a form to notify Island Palm Communities of any changes in personal information such as phone numbers, e-mail address or off-post address.

## 1.6 Move-in Process

Upon move-in, each resident will complete a move-in inspection with an Island Palm Communities team member. A brief home orientation is conducted and notes are made concerning any items that show existing wear and tear. Upon move-out, the move-in inspection is compared with current conditions to determine if any damage, beyond normal wear and tear, has occurred and if any damage charges need to be assessed.

All residents will be invited to a Resident Forum within 30 days after move-in. This forum will provide valuable information on:

1. Resident Activities
2. The Island Palm Communities Resident Advisory Board
3. Recycling and Sustainability
4. Island Palm Communities Resident Guide and Community Standards Handbook
5. Overview of Island Life

## 1.7 Collection of Rent and Other Receipts

The rent is collected monthly by allotment for active duty residents and by cashier's check, money order, debit card, MasterCard and Visa for retirees and DoD civilians. The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the Hawaii BAH for a resident's rank is decreased, but the Hawaii BAH received by the resident is protected at a higher rate, the allotment will continue at the protected Hawaii BAH rate. In cases where a tenant's Hawaii BAH is rate protected due to changes in the Hawaii BAH, the tenant agrees that rent shall equal Hawaii BAH with dependents rate as shown on the senior Service Member's Leave and Earnings Statement (LES) residing at the premises. Residents should review their LES to ensure the correct BAH allotment for monthly rent is reflected. Residents should immediately notify their community center staff if LES does not reflect the correct allotment for monthly rent or if an insufficient amount of rent via allotment is being paid to Island Palm Communities. Residents are responsible for payment of monthly rent until such time as the home is cleared through Island Palm Communities.

The resident shall notify Island Palm Communities property management of any changes in his/her family status, military status, or pay grade within 14 days of such changes. Failure to report changes may be considered a minor violation. Under no circumstances will a resident be terminated from Family housing due to a reduction in pay grade without prior approval of Island Palm Communities government partner (RCI) at the Army Housing Office. If a resident's pay grade is downgraded,

the resident may be reassigned, with Army Housing Office approval, to another available unit commensurate to the resident's bedroom requirement and pay grade. The resident is responsible for payment of moving expenses related to any move caused by a pay decrease or increase. Upon move-in, the resident is responsible for paying the pro-rated rent for the first month. Pro-rated rent is calculated by dividing the monthly rent amount by a 30 day month to determine a daily rate and multiplying by the number of days in the month that the home will be occupied. Acceptable forms of payment are cashier's check, money order, debit card, MasterCard and Visa. Once the resident accepts the home, the exact amount that is due upon move-in is then disclosed. Residents sign an acknowledgment form indicating that he/she is aware of the amount due at move-in.

The monthly rental rate shall equal the Hawaii BAH with dependants rate for the senior Service Member resident at the premises, unless modified in writing and agreed upon by the resident and Island Palm Communities. Resident certifies to Island Palm Communities that he or she is the senior Service Member resident at the premises and resident agrees that if any other resident at the premises becomes the senior Service Member resident at the premises, he or she will be required to sign an agreement and become the "Resident." Payment is due on the first day of the month for the previous month's rent (payment in arrears) for active duty Service Members. DoD civilians and retirees are required to pay rent on the first day of the month for payment of the current month's rent (payment in advance).

## 1.8 Security Deposits and Fees

Security deposits or background credit check fees are not charged for active duty personnel; however, pet fees are applicable. Please refer to Section 4, Pet Policies for details. DoD civilians and retirees are required to pay a security deposit and fees associated with background check.

## 1.9 Housing Agreement Terms & Guide Enforcement Policy

Island Palm Communities is responsible for the enforcement of the Resident Occupancy Agreement and the "Island Palm Communities Resident Guide & Community Standards Handbook." When Island Palm Communities is made aware that the terms of the Resident Occupancy Agreement or the "Island Palm Communities Resident Guide & Community Standards Handbook" are not being followed, the resident will be advised of such violation through verbal notification, citation or letter. Any necessary follow-up letters that result

in termination of residency are sent to the resident and to the Service Member's Command, Installation's Community Compliance Section, and the Army Housing Office as explained in Section 1.11. If necessary, a meeting with the resident will be scheduled as soon as possible to resolve all issues and to clarify any misunderstandings between the parties. Island Palm Communities property management always will strive to work with residents to resolve problems.

If any issue cannot be resolved, either Island Palm Communities or the resident may elect to escalate the dispute to include Army Housing Office representatives and the Service Member's Command. If the parties agree on a resolution, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing and regardless of whether a dispute has been the subject of a mediation, at the election of either Island Palm Communities or the resident, any dispute between Island Palm Communities and the resident shall be resolved by binding arbitration in accordance with the Dispute Resolution procedures referenced in Section 1.19.

## 1.10 Evictions, Violations and Delinquent Accounts

Residents who fail to comply with the terms of their Resident Occupancy Agreement and the "Island Palm Communities Resident Guide & Community Standards Handbook" are subject to various remedies, including reports to Command, fees to bring the home into compliance, fines, or possible eviction.

Community directors will assist the community manager in notifying the Soldier's chain of command prior to the resident's referral into the debt collection process. If payment is not made or a payment plan agreed upon and adhered to, the resident may be issued a five day notice to quit, which may result in eviction if left unresolved.

Residents are responsible to pay all amounts due prior to clearing their Island Palm Communities home. In the event accounts remain unpaid they will be sent to a collection agency.

### 1.10.1 Minor Violations

The processes and penalties for minor violations of the Resident Occupancy Agreement or the "Island Palm Communities Resident Guide & Community Standards Handbook" are described in Island Palm Communities Citation Process chart found on page 14 and are described below.

Examples of minor violations include, but are not limited to:



- Failure to maintain yard and property appearance standards
- Parking in front of or within 15 feet of a fire hydrant or mailboxes
- Parking in alleyways (vehicles may be towed)
- Unauthorized commercial activities, including home child care
- Excessive noise that disturbs others (see Section 1.22)
- Unauthorized construction or alteration to any Island Palm Communities structure
- Unauthorized or improper installation of window air conditioner units
- Unauthorized vehicle maintenance
- Curfew violations by minors
- Failure to allow maintenance staff access to homes for needed work
- Unauthorized or illegal RV, automobile, jet ski, boat, or any other recreational vehicle storage at the resident's home or in surrounding community
- Failure to maintain residence, parking areas, yards, and surrounding areas
- Excessive or improper utility usage
- Vehicles parked on the grass or on prohibited streets

- Storage of personal items in carports
- Placing storage containers, commonly referred to as “PODS,” in driveways, on roads, in open vehicle stalls or on any Island Palm Communities property without prior written authorization from community center. Use of PODS is limited to a maximum of seven calendar days and is subject to removal without notice at the resident’s expense.
- Use of unauthorized storage sheds in common areas without prior written authorization from community center

### 1.10.2 Major Violations

Violations of the Resident Occupancy Agreement or the “Island Palm Communities Resident Guide & Community Standards Handbook” of a serious nature may result in immediate eviction. If the violation is not immediately corrected after appropriately notifying the resident of the violation in accordance with Section 1.10, Island Palm Communities may proceed with an eviction. In addition, Island Palm Communities will contact the resident’s chain of Command, Installation’s Community Compliance Section and the Army Housing Office for consultation and appropriate action. Violations of a serious nature include, without limitation, the following:

- Serious misconduct, including repeat minor offenses involving the resident, Family member or guest
- Inherently dangerous or criminal actions
- Domestic disturbances
- Non-payment of damage charges
- Pet policy violations (including pet abandonment)
- Poor sanitary practices or housekeeping, including failure to properly dispose of refuse or store refuse containers
- Felony convictions
- Misconduct, which results in injury or property loss to a neighbor, Island Palm Communities or the government
- Criminal activity by any member of the household or a guest
- Spousal or child abuse
- Failure to pay rent; failure to authorize (or discontinuance of) allotment
- Misuse, discharging or brandishing a weapon in the housing area
- Improper sublease or assignment of housing agreement
- Failure to comply with a Letter of Warning for a minor violation
- Unauthorized guests living in home

<b>IPC Citation Process</b>	
<b>Resident violates IPC Guidelines</b>	(verbal / citation)
<b>Step 1</b> (verbal/citation)	
IPC informs the resident of the violation with a personal visit. A citation is issued and a copy kept in the resident’s file. Resident has 72 hours to correct the violation	
<b>Step 2</b> (Warning Letter)	
If the violation has not been corrected the resident is issued a Warning Letter Resident has 48 hours to correct the violation or be assessed a \$50 fine. Copy of Violation Letter sent to AHO and the SMs Chain of Command	
<b>Step 3</b> (Final Warning Letter with \$50 fine)	
If the violation has not been corrected the resident will receive a Final Warning Letter with an automatic \$50 fine Resident has 24 hours to correct the violation and pay the \$50 fine. Copy of Violation Letter sent to Installation’s Community Compliance Section, AHO and the SMs Chain of Command	
<b>Step 4</b> (\$150 fine or Termination)	
If the violation has not been corrected and the \$50 fine has not been paid a \$150 fine will be issued. Resident has 24 hours to pay the fine and correct the violation or a Request for Termination of Housing will be initiated. Copy of Violation Letter sent to Installation’s Community Compliance Section, AHO and the SMs Chain of Command	



### 1.10.3 Corrective Action

Island Palm Communities reserves the right to take corrective action for violations not corrected by the resident after citation has been given if the violation affects the health or safety of other residents. Resident will be charged as needed for corrective actions. These items include but are not limited to:

#### 1. Unkempt yards

- a. Lawn not mowed
  - i. Three days to correct
  - ii. \$40 fee for contract lawn service
- b. Excessive items in yard
  - i. Three days to correct
  - ii. \$100 pick up and storage fee
  - iii. \$100 re-delivery fee

#### 2. Trampolines

- a. Unsafe/unauthorized trampolines
  - i. Three days to correct
  - ii. \$100 disassembly fee
  - iii. \$75 removal fee

#### 3. Improper storage of HHG

- a. HHG stored in carport, outside fenced area, etc.
  - i. Three days to correct
  - ii. Fee dependent upon volume/weight of items

#### 4. Improperly installed A/C units

- a. A/C unit installed by resident improperly
  - i. Three days to correct
  - ii. \$125 to repair/re-install properly

#### 5. Swimming Pools

- a. pools left in yards with standing water
  - i. Three days to correct
  - ii. \$35 fee to remove/empty

#### 6. Animal feces

- a. Feces in yards that prevents landscaping service
  - i. Three days to correct
  - ii. \$35 to remove

#### 7. Hazardous materials

- a. Tires, batteries, paint, oils, flammable liquids, etc.
  - i. Three days to correct
  - ii. \$100 fee to pick up and dispose

### 8. Illegally Parked/Abandoned Vehicles

- a. Will be towed at owner's expense

### 1.11 Residency Requirements

The resident will only be entitled to Family housing in an Island Palm Communities community during his or her military service, unless otherwise approved. The Resident Occupancy Agreement shall be subject to termination by Island Palm Communities immediately upon the earlier of (1) the cessation of his or her military service or (2) the discontinuance of BAH. In addition, all residents, including children, shall be accounted for within the Resident Occupancy Agreement. The resident agrees that those included within the Resident Occupancy Agreement are the only persons who are permitted to reside in the home. It is the resident's responsibility to notify Island Palm Communities of any change in the number of individuals living in the home in writing within 14 days.

If the resident becomes ineligible for Island Palm Communities Family housing due to divorce or legal separation, no dependents, drug conviction, felony conviction, or cessation of military service, the Resident Occupancy Agreement will be terminated.

### 1.12 Guest Policy

The resident is responsible for his or her guests, including any damage, theft or violations of the Resident Occupancy Agreement or the "Island Palm Communities Resident Guide & Community Standards Handbook" caused by guests. Residents shall notify their respective community center in writing of all guests staying more than seven days, but less than 29 days. No guest or visitor may stay in the home for more than 30 days without the expressed written consent of Island Palm Communities. Island Palm Communities will review and approve requests for guest(s) staying longer than 30 days on a case-by-case basis and in accordance with any deployment and installation policies. The request should provide specific reasons for the exception. A guest is defined as a person or persons, including military personnel and their Family members, who do not reside in Island Palm Communities communities or elsewhere on the island of Oahu. Military personnel and their Family members attached for duty on the island of Oahu are not permitted to be a registered guest of Island Palm Communities residents.

### 1.13 Resident Responsibilities

Island Palm Communities will mow front and side yards, excluding fenced areas and planter beds. Additionally, Island Palm Communities will mow backyards that are not fenced.

## Residents are responsible for the following items:

- Mowing, edging, watering lawns and all plants within the private fenced areas
- Weeding of flower/plant beds  
Watering lawns as needed and in according to installation guidelines (check with your community center for guidelines). Watering is prohibited between 0900 and 1700. Specific questions regarding resident responsibilities should be referred to the community manager.
- Gardening  
Flower beds should be kept free of grass, weeds, dead plants, and trash. Separate trash from grass and plant debris before placing in designated green waste bins. Historically, the soil around homes has been treated with pesticides; therefore, Island Palm Communities does not permit residents to dig in or disturb the soil. There is also a potential risk for plants to be affected by historical pesticide use. For this reason, growing fruits and vegetables and eating fruit from existing trees is not permitted. (Refer to Enclosure 2, page 57.)
- Cleaning of refuse collection areas, including collection containers
- Receiving prior written approval from community center for personally installed landscaping features.
- Planting of trees and/or bushes, including fruit trees, is strictly prohibited. Decorative flowers are permitted, however, the resident may be required to remove flowers and restore the landscaping to its original condition prior to move out.
- Storing bicycles, carts, toys or other personal items, to avoid a hazardous situation or unsightly appearance and must be stored in an approved location
- Cooperating with contractors or maintenance personnel to accomplish needed maintenance and repair or contracted projects
- Practicing fire safety in and around Island Palm Communities housing
- Maintaining a safe and sanitary living environment, commonly referred to as housekeeping, inside and outside of homes at all times
- Ensuring personal residence, including exterior, is maintained during extended absences (e.g. unaccompanied tours, deployments, deferred travel, personal travel, etc.) according to Island Palm Communities standards
- Providing Island Palm Communities with an emergency phone number and a local point of contact before departing

the area, if the absence will be longer than seven days

## 1.14 Commercial Enterprises Policy

Contact your Island Palm Communities community center for procedures on receiving approval for commercial enterprises.

## 1.15 In-home Childcare

Residents desiring to provide childcare services in their private residences only can do so if they are under the direction of the Child and Youth Services (CYS) Certified Family Child Care Program. All childcare programs are subject to Army Regulation 608-10. Any costs associated with modifications required to sustain business or obtain licensing will be the responsibility of the resident. The only exceptions to this policy are for those residents providing intermittent childcare not exceeding 10 hours per week on a regular basis and for persons who provide childcare in the child's home. Island Palm Communities is not responsible or liable for any misconduct, negligence or other offenses by any childcare provider and is in no way associated with the Child and Youth Services program(s) other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification by CYS must be done in compliance with the Resident Occupancy Agreement, the "Island Palm Communities Resident Guide & Community Standards Handbook," and the Historic Homes Addendum (if applicable), and will be paid for by the resident. The resident must return the home to its original condition prior to move-out.

## 1.16 Temporary Absences of Residents from Units

When residents are planning to be away from their home for more than seven days they must notify their community center in advance and in writing, and they must provide a local emergency contact. In the event of an absence from the home, the resident is required to arrange for adequate care of the residence. Required care includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended. Should an emergency arise, Island Palm Communities property management may enter the housing unit to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location.

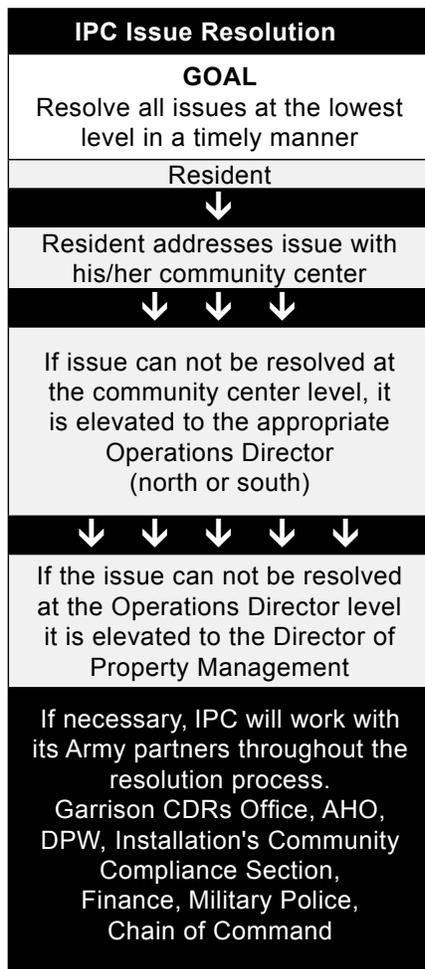
## 1.17 Access to Homes

Island Palm Communities will maintain keys for all its homes. With the exception of life-threatening or property-threatening emergencies, all Island Palm Communities staff members must receive the resident's written permission to enter a home for any

other reason than completing a service request called in by the resident or a preventative maintenance service repair. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home. The intent of this policy is to allow Island Palm Communities to enter the home for routine maintenance requests.

### 1.18 Abandonment Policy

Homes are considered abandoned when, after 30 days, there is no reasonable evidence other than the presence of personal property that the home is occupied and the resident has failed to notify Island Palm Communities. Failure to pay rent may be considered evidence of abandonment. Island Palm Communities will determine, in conjunction with the Army Housing Office and the Service Member's Command, if a unit is abandoned. If a unit is reclaimed by Island Palm Communities, the resident will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. Island Palm Communities is not responsible for personal belongings left in an abandoned home.



### 1.19 Dispute Resolution Procedure

Island Palm Communities desires to work out any disputes with residents amicably and to a satisfactory resolution for both parties. However, if this is not possible, Island Palm Communities may use all options described in Section 1.10 to settle disputes. If this fails, Island Palm Communities or the resident has the option to choose binding arbitration using the most recent standards provided by the State of Hawaii Dispute Resolution process.

Island Palm Communities requires that residents live amicably within its communities. Residents and their guests shall respect the quiet use and enjoyment of other residents. In the event a resident dispute should arise, residents are encouraged to solicit Command involvement. Requests for resident moves will not be entertained as a result of resident disputes. Island Palm Communities will engage the Service Member's chain of Command, Installation's Community Compliance Section or the Garrison Commander's office to resolve issues between parties. Island Palm Communities reserves the right to terminate all parties for continued disputes that substantially interfere with the right to quiet enjoyment of other residents in the community.

### 1.20 Weapons and Firearms

#### 1.20.1 Registration

Weapons, firearms, bows, arrows and ammunition may be retained in Island Palm Communities homes provided that the weapons and firearms are properly safeguarded under lock and key and have been properly registered. All firearms must be registered with the State of Hawaii (Honolulu Police Department), Provost Marshall's office and with the resident's respective community center.

#### 1.20.2 Restrictions

Government-owned weapons, firearms, bows, arrows and ammunition are not allowed in Island Palm Communities areas unless authorized by the Department of the Army. The use of these and any weapons in the Island Palm Communities Family housing area is prohibited. Violations of this policy will result in immediate eviction. Paint ball, BB, air-soft guns, etc. are inherently dangerous and therefore are prohibited for use in Island Palm Communities communities. Resident will be responsible for any and all damages to persons and property.



### 1.20.3 Violations

Misuse, discharging or brandishing a weapon, conducting activity determined to be illegal, or irresponsible handling of a weapon by a resident will not be tolerated and will result in eviction.

### 1.21 Noise Control

Excessive noise is prohibited on the installation. Quiet hours are observed between 2200 – 0630 daily. For enforcement purposes, “excessive” is defined as:

- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area
- Residents should be aware that excessive noise travels easily through building structures. Residents should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors

### 1.22 Housekeeping

The Army Housing Office and Island Palm Communities will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The resident’s Chain of Command
- Family Advocacy Program
- Child Protective Services
- Others as appropriate

Poor housekeeping may result in eviction.

### 1.23 Fire Safety

#### 1.23.1 Reporting

In case of fire, call 911. Residents are required to immediately report all fires regardless of size to the Installation Fire Department and Island Palm Communities. Residents should have an evacuation plan in case of fire. The fire department will, upon request, conduct a courtesy inspection and assist residents in developing an evacuation plan.

### 1.23.2 Resident Responsibilities

Residents are responsible for testing smoke detectors monthly and detectors shall not be disconnected. Additionally:

1. Resident Activities
  2. The Island Palm Communities Resident Advisory Board
  3. Recycling and Sustainability
  4. Island Palm Communities Resident Guide and Community Standards Handbook
  5. Overview of Island Life
- Immediately report malfunctioning smoke detectors to Island Palm Communities
  - Keep housing number (address) clearly visible from the street at all times. Do not block or cover housing number with personal items
  - Do not store flammable materials in water heater closet, near water heaters or gas-operated dryers. Flammable materials must be stored in well-ventilated areas outside the home; if no properly vented storage is available, flammable materials are prohibited
  - Fueling of lawn mowers and other fuel-powered equipment and dispensing of any flammable liquids must be done outside of all buildings, including garages
  - Gas-powered lawn mowers, edgers, tillers, etc. shall not be refueled until sufficient time is allowed for engine to cool
  - Grills (charcoal and gas) must be used in accordance with local safety codes and installation regulations. They are not to be used on covered patios and balconies, in carports or any other covered area, and must be used at least 15 feet away from any housing structure. Propane or other gas grill tanks cannot be stored inside or within 15 feet of any building
  - The use of fire pits, wood stoves or open burning of any kind is prohibited
  - Do not store, stack, or keep firewood on the premises as it harbors insects and rodents
  - Fireplaces in historic homes are only aesthetic and not approved for use. Any liability occurring from the use of fireplaces is the responsibility of the resident
  - Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any Island Palm Communities home

### 1.23.3 Carbon Monoxide

If you suspect carbon monoxide exposure:

- Immediately remove everyone from inside the house
- Leave home as is
- Go to a neighbor's house and call 911
- Inform Island Palm Communities immediately
- Wait within a safe distance from your home until the fire department and Island Palm Communities arrive
- Do not re-enter your house until the fire department clears it for occupancy

### 1.24 Incidents

Should any incident happen at a home or in the neighborhood where a bodily injury of any kind occurs, it is the resident's responsibility to notify Island Palm Communities no later than the next business day. Required information includes location, date, time and type of incident that occurred. In addition, a list of people injured, the nature of the injury or injuries, as well as any witnesses to incident must be provided.

### 1.25 Resident Moves

Resident moves are authorized for Families that experience changes in eligibility for the number of bedrooms needed to accommodate an increase in Family size, a change in rank (i.e. JNCO to SNCO or Company Grade to Field Grade, etc.) or for a medical board recommendation that requires a move. Appropriate documentation is required to support a request. These types of moves will be made at the Service Member's expense. Resident moves are authorized when relocation is necessary due to Island Palm Communities development. In the case of a required relocation due to Island Palm Communities development, the resident is given a minimum 120-day written notice and the move is made at the expense of Island Palm Communities only if the resident occupies another home within Island Palm Communities. Costs incurred to relocate or reestablish telephone/cable TV/satellite TV/internet service shall be the responsibility of the resident. If the resident chooses to reside in off-post housing or in another Service (Navy, Air Force or Marine) housing area, the resident will incur the move cost. Resident may choose to terminate his or her lease with Island Palm Communities anytime after receiving their written 120-day notice. Island Palm Communities will not pay for moves to an off post location for any reason.





# Section 2

## Regulations, Parking Restrictions and Vehicle Procedures

### 2.1 Speed Limit

The speed limit in all residential areas is 15 miles per hour unless otherwise posted. Speed limit for areas with alleyways is 5 miles per hour.

### 2.2 Operating Areas

Privately owned vehicles (POV) are limited to hard surface roads designed for vehicular traffic. Operating a POV on sidewalks, bicycle paths, grass areas, recreation areas, or any area not specifically designed for vehicular traffic is strictly prohibited. Only bicycles and pedestrians may use dirt trails and paths.

### 2.3 Parking

Recreational vehicles such as trailers, campers and boats (including jet skis and motocross bikes) may not be parked in housing areas. Vehicles other than recreational vehicles (RVs), which are properly licensed, display current safety and registration, may be parked in driveways, garages and parking lots. Parking in common parking lots will be on a first-come, first-served basis and cannot be parked longer than 24 hours. It is imperative vehicles are parked in their designated locations (examples: garages, driveways, carports, parking pads, if provided). Residents who reside in a home with a garage or carport must use it for vehicle parking only. These areas may not be used for storage, auto repairs, home-based businesses, workshops, additional living space or any other purpose.

Vehicles parked on the street pose a hazard for children, pets and other vehicles. In addition, vehicles parked in this manner can restrict access for emergency vehicles and service vehicles such as postal trucks, refuse trucks, moving vans, and school buses. Where applicable, residents will be assigned one designated parking stall per home. Any additional parking spaces are on a first-come, first-served basis. As parking is very limited, parking is for Island Palm Communities residents and their guests only. Additionally, no parking is allowed in the following areas:

- In a location that interferes with resident mailbox access
- In a location that interferes with resident access to their assigned driveway or carport
- Within 15 feet of a fire hydrant, mailboxes or any location marked by a red curb

- On curbs, sidewalks, lawns or grassy areas at any time
- In front of refuse and recycling containers located at curbside pick-up areas
- In cul-de-sacs (in a manner that restricts emergency vehicle access)
- Where “No Parking” signs are posted
- Within 30 feet of an intersection
- Behind garages in alley ways – vehicles will be towed

Inoperable vehicles are allowed to be parked for a period of not longer than 30 days with the proper static permit issued by the Provost Marshall. The proper static permit shall be prominently displayed on the inside front windshield. Improperly registered vehicles may not be parked in the housing area. Violators may be issued a citation. If the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed immediately in accordance with installation regulations and at the owner's expense.

Residents are permitted to park only those vehicles registered in their name on Island Palm Communities property. Residents may not park or store vehicles belonging to another (i.e. storing or watching a vehicle for a friend while he/she is deployed or off-island).

### 2.4 Child Supervision in a Vehicle

No child under 10 years of age shall be left unattended in a vehicle under any circumstances or for any length of time unless the child is supervised by a person 12 years of age or older. Under no circumstances may any child be left in a vehicle with the engine running or in a vehicle with the keys left in the ignition.

### 2.5 Installation Regulations

Traffic regulations on the installation are detailed in current USAG, Hawaii regulations. Consult these existing documents for information on punitive measures for traffic regulations enforced by Military Police (examples: parking where prohibited on sidewalks, in crosswalks, within 15 feet of fire hydrants, against the flow of traffic, and in front of public driveways). Additionally:

- Use of cell phones while driving is not permitted

- Residents must not interfere with the parking rights of other residents
- Residents may not park oversized vehicles and equipment in housing areas (examples: 18-wheelers, tractor-trailers, dump trucks, etc.)

## 2.6 RV Parking Restrictions

Island Palm Communities does not have designated RV lots. Recreational vehicles such as trailers, campers and boats (including jet skis and motocross bikes) may not be parked in housing areas. Please contact Installation's Community Compliance Section for information on approved RV, boat and jet ski parking areas. The exception to this policy is an RV that is parked at the housing unit for no more than three hours for loading or unloading. If the resident has an emergency that requires parking longer than the policy permits, the resident must notify and receive written permission from its Island Palm Communities Community Center and the Provost Marshall Office.

## 2.7 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the replacement of a flat tire or charging of a battery. Ft. Shafter Flats and Schofield Barracks (on Duck Road) have automotive centers established for vehicle maintenance purposes.

### 2.7.1 Appearance

Island Palm Communities wants to ensure that housing areas do not take on a "junkyard" appearance. Oil spills or leaks in driveways will result in a citation if not cleaned properly.

### 2.7.2 Vehicle Registration and Decals

- Vehicles must be registered with and issued a DoD decal by the Provost Marshall Office
- Vehicles must have a current registration and safety check and proof of insurance as required by the State of Hawaii
- Vehicles must have DoD decal or installation pass displayed on the windshield

Vehicles found on Island Palm Communities property that are not in compliance with the above requirements will be cited and reported to the Military Police. If the owner has not taken corrective action to satisfy the registration and safety requirements within three working days, the vehicle will be reported to the Military Police for further action that may include removal of the vehicle. Island Palm Communities reserves

the right to remove any vehicle from its property that is illegally parked or presents a safety hazard to the community at the owner's expense.

### 2.7.3 Abandoned Vehicles

Notify your community center if you are aware of an abandoned vehicle. Residents departing the island permanently or on a temporary basis may not abandon their vehicle in Island Palm Communities, and residents must show proof of vehicle shipment or sale prior to move-out from housing. If a resident would like to dispose of a vehicle, contact the Provost Marshall for more information.

### 2.7.4 All Terrain Vehicles (ATVs)

ATVs are not allowed to be operated or stored in housing areas.





# Section 3

## Child Supervision

### 3.1 Responsibilities

Parents are responsible for the conduct of their children at all times. Parents are liable for damages caused by the conduct of their children.

### 3.2 Supervision

Parents or guardians are responsible for children under their control or supervision. Family members under 10 years of age must be supervised at all times. Minors 16 years of age or younger will not be unsupervised for more than a 24-hour period. Additionally, all juveniles under 16 years of age must be supervised by a parent, guardian or an adult authorized by a parent or guardian between the hours of 2200 – 0400. Parents or guardians are responsible for children under their control or supervision to abide by these curfew restrictions. Juveniles will not involve themselves in wanton destruction, vandalism or violations of the Resident Occupancy Agreement, "Island Palm Communities Resident Guide & Community Standards Handbook," installation policies and Hawaii state law. Parents or guardians are responsible for damages to persons or property that involve their children or children under their supervision. Damage, destruction or vandalism to Island Palm Communities property by juveniles or other family members may result in immediate termination of the lease. Offenses of this nature will be reported to the proper authorities and may result in legal actions.

Refer to Installation's Community Compliance Section regulations regarding home alone procedures. A copy can be obtained at your community center. Every resident, employee and member of the community must report known or suspected violations of this policy and suspected child abuse to the Family Advocacy Program, Child Protective Services or Military Police. Please refer to the list of frequently called numbers located on page 9 of this guide.

### 3.3 Prohibited Play Areas

Children are prohibited from playing in the following areas:

- Around unoccupied buildings and houses
- At any construction site, whether or not work is in progress
- Near government or contractor equipment (lawn mowers, construction equipment, maintenance trucks, etc.)

- In drainage ditches, culverts or water retention areas
- Near school buildings when school is not in session
- In creeks, water catchments, landslide areas and other similar areas; pay particular attention after rain fall
- In carports, garages, driveways, roadways, office buildings or other unapproved recreation areas
- In parks, playgrounds, basketball courts, skate parks, community centers or other recreation areas during hours of darkness

It is the resident's responsibility to ensure that their children understand that they are prohibited from playing in areas specified above, and that they may be held accountable if their children are found in these areas.

#### Key Authorizations

Children 10 years of age and older who are identified in the Island Palm Communities Resident Occupancy Agreement and have appropriate government-issued identification, may be given a house key.





# Section 4

## Pet Policies

### 4.1 Guidelines for Pet Owners

The following policies enhance the existing rules for control and treatment of pets and wild animals. All existing Department of Army Regulations as well as USAG, Hawaii regulations are in effect. Check with your community center for additional information. Be advised that pet damages can be a significant expense to owners. Pet ownership is a privilege that will be extended to all residents at Island Palm Communities. Remedies for non-compliance with the provisions of the pet policy include loss of pet ownership privileges and/or termination of residency for repeated violations. Island Palm Communities recognizes the importance of pets to residents. With this in mind, the established rules are designed to encourage the healthy raising and maintaining of all pets. Pet owners must abide by the following requirements and policies:

- Owners must register pets with their Island Palm Communities community center; a maximum of two pets in any combination will be allowed
- Upon move-in, or whenever a pet is acquired, residents must pay a non-refundable pet fee of \$75 per pet
- Pets that are routinely kept in cages or tanks such as hamsters, fish, birds and rabbits are not subject to pet fees; however, may be subject to de-flea or other such treatment if required to remove a pest infestation
- Owners must register pets with the Installation Veterinary Services as outlined by the post or Army regulations
- Residents may not board any dog of a breed (including a mixed breed) that is deemed “aggressive or potentially aggressive” unless the dog is a certified military working dog that is being boarded by its handler/trainer. Pit bull Terriers, Staffordshire Terriers, Rottweilers, Doberman Pinschers, Chows, Wolf hybrids or dogs with any of these breeding combinations are strictly forbidden on Hawaii Army installations and in Island Palm Communities. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of conduct:
  - Unprovoked barking, growling, or snarling at people approaching the animal
  - Aggressively running along fence lines when people are

present

- Biting or scratching people
- Escaping confinement or restriction to chase people
- All dogs and cats must wear pet collars; pet collars must have a current rabies immunization tag attached
- All dogs and cats must have appropriate microchip identification as required by Hawaii State Law
- Pet owners must have proof of immunization by a certified veterinarian that is valid for at least 12 months
- Pet owners are responsible for the behavior of their pets at all times
- Outdoor pets that are unsupervised must be contained within a fenced area. Pets leashed, but not contained within a fenced area must be supervised at all times. Pets must not be left tied anywhere or left unattended in carports or garages. Pets are strictly prohibited from running loose. Pets are not allowed to create a noise disturbance in the community; pets are subject to the same guidelines as defined in Section 1.21
- Pets are not to be left alone for more than 24 hours
- Pets are not to be left in a vacant vehicle at any time
- For sanitary reasons, pets are not allowed in or around playgrounds, sports fields, picnic or other recreation areas
- Residents are required to maintain a sanitary living environment for their pets and are required to clean animal waste on a daily basis; animal waste occurring while walking a pet must be cleaned immediately
- Pet owners are financially responsible for damages caused by their pets
- Small animals such as birds, fish and guinea pigs are allowed as long as they are properly caged and cared for
- Wild animals, farm animals and exotic animals (examples: pigs, rats, mice, chickens, monkeys, reptiles, spiders, snakes) are not allowed
- Raising animals for commercial purposes will not be allowed

- Residents whose pets have litters must notify their respective community center and make arrangements for adoption within twelve (12) weeks of birth
- Guide dog regulations have exceptions to some of the rules as defined by Title 40, U.S.C., Section 291
- Pets must have shelter and clean water if maintained outdoors; see Section 6.16 regarding installation of pet houses
- Any modifications to the homes for pets (pet grills, reinforced fence) are strictly prohibited without prior written consent of Island Palm Communities. Resident will be required to restore the home to its original condition prior to move out
- Leashes, pet dishes, feces, etc. must be removed from resident's yard on scheduled contract mowing days. Items that are left in yards could be damaged by landscapers and will not be replaced if damaged. Service will not be performed if resident fails to comply
- Upon termination of the Resident Occupancy Agreement, the resident is responsible to pay a de-flea charge to Island Palm Communities prior to clearing his or her home, even though the home may not be carpeted. Resident has the option to have the home treated by a professional service provider of their choice and provide a receipt of services upon move out
- Resident will be responsible for carpet cleaning charges if pet stains are identified during the pre- and/or final inspection
- Residents may not abandon their animals upon their departure from Hawaii
- Documented animal bites/attacks will be investigated and may be subject to revocation of pet privileges

Island Palm Communities and USAG, Hawaii may terminate pet privilege if policies and guidelines for pet ownership are violated

Island Palm Communities reserves the right to:

- Determine additional requirements for tenant liability insurance
- Terminate tenant lease for failure to remove aggressive or unruly pets
- Assess pet fees and assess additional charges for damages
- Grant exceptions to this Pet Policy after validation from USAG, Hawaii that it does not conflict with existing Army policy

## 4.2 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call the Installation Veterinary Services for proper disposal procedures. Deceased pets are not to be buried on the premises.





# Section 5

## Utility Consumption and Conservation

### 5.1 General

As an Army family, it is of utmost importance to be responsible users of your utilities. This means actively conserving your family's energy and water use. By making a conscious effort to reduce your utility consumption, you will be helping the Army save natural and financial resources that can be better used in protecting our nation and providing services and support to our Soldiers and families. You also will be an integral part of Island Palm Communities effort to create sustainable communities and be good stewards of the environment in which we live and work.

While it is important to be responsible users wherever you live, conservation is of higher importance in Hawaii. Because the Hawaiian Islands are geographically isolated, natural resources for are more scarce, and consequently, more expensive. By being mindful about your utility usage, you and your family will be doing your part to support national security by maintaining Hawaii as a strategic military outpost.

For more information about Island Palm Communities conservation efforts, log on to [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com).

### 5.2 Method

Your family's utility conservation efforts are required by several important items of legislation and policy:

- Army Residential Communities Initiative ("RCI") Resident Utility Policy (Updated 28 Aug 2008)
- Department of Defense (DoD) Directive 4140.25 (Dated 12 April 2004)
- DoD Instruction 4170.11 (Dated 22 Nov 2005)
- Energy Policy Act of 2005, 42 USC 15801, (Dated 8 Aug 2005)
- Municipal Services Agreement between the U.S. Army and Island Palm Communities (Dated 1 Apr 2005)

Housing consumes about 30 percent of the total energy used on military installations. The Energy Policy Act of 2005 requires all federal facilities to reduce their energy consumption by 20 percent per gross square foot. This goal requires a concerted conservation effort by both residents and Island Palm Communities. Residents must:

- Comply with installation energy conservation directives and guidelines
- Reduce energy waste
- Conserve water whenever possible

### 5.3 Energy Reduction

The following are some guidelines residents can follow to reduce energy consumption:

- Shut down all air conditioning units, lights, and other appliances every time you leave your home
- Maintain temperatures within a range of 74-80 degrees Fahrenheit when operating air-conditioning units. Central A/C units must be left in "auto" position at all times
- Close all doors and windows when operating air-conditioning units (this also prevents mold)
- Turn off all outdoor lights during daylight hours
- Turn off lights in unoccupied rooms
- Minimize water use when cleaning sidewalks or driveways
- Use cold water to operate garbage disposals and clothes washers
- Run fully-loaded dishwashers to save energy and water costs
- Remove excess food from dishes prior to running dishwasher
- Avoid using washers and dryers during peak electrical demand periods
- Do not keep the refrigerator setting too cold
- Ensure that refrigerator and freezer door seals are airtight
- Turn off computers and other unneeded electrical items when not in use

### 5.4 Violations

Residents may be cited for violations of energy conservation guidelines.

### 5.5 Solar Water Heaters

As part of Island Palm Communities and the Army's plan to build and maintain sustainable communities, all new homes

are equipped with a solar water heater system. The system in place uses both the sun's energy and traditional water heater implements to heat water. If you are experiencing problems with hot water, contact Island Palm Communities maintenance staff for assistance. Water heaters are located in the maintenance room on the exterior of the home, which allows Island Palm Communities maintenance staff to conduct preventive maintenance and repairs without entering a home. Residents do not have access to this room.

## 5.6 Resident Utility Billing Program

In an effort to encourage the efficient use of energy and ultimately reduce consumption, the Office of the Secretary of Defense (OSD) established a utility consumption that holds the Soldier and his/her family responsible for their utilities. In coordination with USAG, Hawaii leadership, Island Palm Communities is responsible for implementing and managing the resident utility program. It is not a profit center for the Army or Island Palm Communities. Money saved goes directly back into Island Palm Communities communities to benefit Soldiers and families.

In July 2010, USAG, Hawaii launched a mock billing program. The program seeks to:

- Create awareness among families about their household electrical consumption
- Help families exceeding electrical consumption reduce their use
- Prepare families for USAG, Hawaii's utility billing program

During the mock billing period, energy consumption reports residents receive are not bills to be paid. The report is a tool that shows a family how much electricity it is using and compares it to the amount it should be using (referred to as a baseline). At Island Palm Communities, families only will be responsible for electricity.

Actual billing will begin in 2011. At time of publication of this guide, a specific date was not established. However, in accordance with the OSD policy utility billing must begin no more than 12 months after launching the mock billing program.

### Resident responsibilities

It is the family's responsibility to use electricity according to their baseline. If usage exceeds the assigned amount of electricity usage, it is within the jurisdiction of the Army's policy to require the family to pay for their usage above and beyond their baseline. However, if usage is below the baseline, families also

may be rewarded for conserving by receiving a monetary rebate or other incentive. Residents will be notified of their monthly usage on statements via mail or online.

In accordance with this program and other Army, DoD, or government directives:

- You may be required to grant access to your home for meter reads, maintenance, or administrative activities
- You may be required to undergo utility outages for activities such as meter installs, maintenance, or replacement
- You may be notified in advance of an outage by email, voicemail, mail, or flyer. If notified of an electrical outage, Island Palm Communities recommends residents shut down or unplug sensitive electrical equipment (e.g., computers and televisions) in advance and for the duration of any outage window
- Upon notification of a power outage, it is the resident's responsibility to comply with Island Palm Communities recommendations; Island Palm Communities shall assume no liability for damages to property caused by planned outages
- Participate in utility audits if your utility consumption is deemed to be excessive or abnormal
- Attend educational programs or work with Island Palm Communities staff to reduce your utility consumption
- Work with a collection agent for utility payments past due if your account is delinquent

### Support for residents

To support the Army's utility program, Island Palm Communities will provide energy-saving tips and educational programs to families through information and resources found on its website. Additionally, Island Palm Communities retains a full-time utilities manager with access to several resources to assist families. The utilities manager can be reached at [IPCutilities@ipchawaii.com](mailto:IPCutilities@ipchawaii.com) or at 275-3165.

For more information about the utilities program, go to [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com).





# Section 6

## Alterations, Additions and Construction

### 6.1 Alterations to Homes

New construction, additions or alterations by residents to Island Palm Communities homes, including garages, carports, patios and surrounding grounds are not allowed. Residents will not nail, screw, staple or bolt items into any exterior siding or roof (please see section 6.17 for approved methods for displaying holiday lighting). This policy is inclusive of satellite dishes.

Requests for minor alterations must be submitted in writing to the resident's community center for approval prior to any work being done. Additional restrictions apply to historic homes. Please contact your community center for complete details.

#### 6.1.1 Approval

Unless the resident has written permission from Island Palm Communities to leave the alteration in place, alterations will be removed and the cost to restore the area or housing structure to its original condition will be done at the resident's expense prior to the resident's move-out. Residents are liable for damages to houses and yard areas resulting from alterations.

#### 6.1.2 Community Projects

Projects for construction or improvement for the general benefit of the community are initiated by Island Palm Communities in coordination with the Army Housing Services Office and the community. If you have suggestions for community projects, please submit them in writing to your Island Palm Communities community center.

### 6.2 Fences

Due to ongoing development, construction and renovations, existing fences may be removed when a change of occupancy occurs. In some communities, residents may erect a new fence with prior written approval obtained through their community center. See your community center staff for complete process and procedures regarding installation of fences. Residents are liable for any damages done to underground utilities. Community center may perform an inspection after the fence has been erected. Island Palm Communities is not responsible for maintaining fences erected by residents. Historical restrictions may apply. Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited.

### 6.3 Storage Sheds

Written approval for the placement of sheds or utility structures must be obtained through the community center prior to installation. A utility clearance is required before installing storage sheds to prevent placement of sheds over utility lines. Shed sizes shall not exceed 10' x 10'. Residents are responsible for:

- Removing personally-owned or rented storage sheds prior to move-out
- Restoring turf upon removal of storage shed
- Damages to any property caused by the installation or removal of a storage shed. Additionally, storage sheds are not to be placed in any common area, garage or carport areas. Island Palm Communities is not responsible for a resident's personal property stored in resident-installed or existing Island Palm Communities storage sheds.

### 6.4 Antennas

Installation companies must follow guidelines approved by Island Palm Communities and in accordance with standards set by the installation. Contact your community center for written approval prior to installation. Residents are responsible for any damages caused by the installation and removal of antennas.

- Antennas may not penetrate roofs, siding or fences
- Antennas may be installed to a separate pole alongside the building with prior written approval from Island Palm Communities and must not interfere with other residents' radio, TV or stereo equipment
- Residents are responsible for all costs associated with cable TV installation and removal
- Residents are responsible for removing antenna and cable TV equipment prior to final move-out inspection

### 6.5 Satellite Dishes

#### 6.5.1 Requirements

Approval for satellite dishes of any size must be requested in writing prior to installation. The equipment must follow the guidelines set forth in Section 6.5.3 and the applicable satellite dish agreement.

## 6.5.2 Responsibilities

Damages resulting from the installation or removal of a satellite dish are the responsibility of the resident. It is the resident's responsibility to ensure that the private company hired to install a dish complies with the guidelines found in Section 6.5.3.

## 6.5.3 Guidelines

Satellite dish systems must be installed in a manner that is not unsightly and does not damage the house, garage, carport, fence or any Island Palm Communities-owned property. Additionally:

- Satellite dishes may not be installed or placed on the roof of any Island Palm Communities home or structure
- Satellite dishes may not be attached to exterior siding, carports, garages, fences or walls. Satellite dishes may be mounted on a tripod placed in the backyard. Satellite dishes will not be placed in side yards, front yards or common areas
- Holes will not be made in exterior siding, fences or walls
- Tree limbs will not be cut in an effort to obtain a better signal
- Cable runs for satellite dish must not be used or installed in such a manner as to create a safety hazard. Residents are responsible for ensuring that installer comply with safety requirements and may be held responsible for correction or told to remove the system entirely
- Vendor or installer will use existing cable wiring from junction box at residence and will not change box location
- Vendor or installer must not install additional junction boxes on exterior wall of housing
- When required to install a second parallel cable, it must be cosmetically acceptable and the existing entrance hole will be used and must be approved in writing prior to installation
- Only one satellite dish is permitted per home
- Resident is responsible for removing system and restoring grounds prior to move-out. Residents will be charged for removal and restoration if not properly completed
- Improperly installed systems or systems installed without prior written permission from Island Palm Communities will be removed at resident's expense

## 6.6 Locks, Latches, and Dead Bolts

- Residents that wish to have their locks changed should contact their community center. Residents must pay for this

service unless a copy of a Military Police blotter is provided indicating the resident's safety is at risk

- Chain locks, flip locks, barrel bolts, surface bolts, or other types of security door guards will not be permitted unless requested and approved in advance and in writing by the community manager
- Residents needing assistance due to lock-outs during normal operating hours need to contact their community center. After hours, contact Island Palm Communities through the after hours maintenance number in section 8 of this guide. There will be a \$100 charge for resident lock-outs that require a locksmith or occur after hours
- Residents will not change locks, install deadbolts or duplicate keys for their housing unit
- Residents will be charged for the repair or replacement of locks in violation of this policy

## 6.7 Security Alarm Systems

Resident-installed security alarms requiring electrical wiring will not be permitted. Security systems not hard-wired will be permitted, however, security codes must be provided to your community center for access during emergencies or maintenance visits. Residents are responsible for damages caused by the installation or removal of resident installed security systems.

## 6.8 Lawn Ornaments

Residents may place lawn ornaments on lawns if decorations are maintained and will not interfere with lawn service provided by Island Palm Communities. Lawn ornaments are defined as decorative objects placed in the grassy area of a property and are limited to 18 inches tall and 24 inches wide. Fountains and other water moving ornaments/decorations are permitted with prior written approval by your community center and are limited to no more than one such feature per home of a size no more than 18 inches tall and 24 inches wide. Holiday lawn decorations are permitted as defined in section 6.17. See your community center for details.

## 6.9 Rocks

Rocks may be used for edging, as stepping-stones or for mulching. Residents are responsible for removal of all rocks installed around the residence prior to move-out unless the resident has approval in writing from the community manager to leave the rocks in place.

## 6.10 Painting

Residents are provided with a copy of the Lead-based Paint Addendum as a part of the Resident Occupancy Agreement and Resident Welcome Packet. Island Palm Communities strongly advises residents to review this document prior to considering any paint work. Residents should be aware that the presence of lead-based paint is possible in any building built before 1978. Therefore, if you find peeling or chipping paint in your home, please notify your community center immediately.

### 6.10.1 Guidelines

Residents are permitted to paint one accent wall per room if:

- They submit the signed paint policy agreement prior to painting
- They adhere to standards for preparing and painting interior walls
- Paint and supplies are at the resident's expense after coordination and approval by Island Palm Communities
- Resident uses a color, type and brand of paint specified by Island Palm Communities
- Resident agrees to pay Island Palm Communities a \$250 fee for the cost to reinstate the original home condition
- Painting is not allowed in historical homes or Island Palm Communities new construction homes built after 2006

If a resident's work does not meet established standards, additional repairs by Island Palm Communities will be done at resident's expense.

### 6.10.2 Restrictions

Residents will not paint:

- The exterior of housing, including doors, patio, concrete enclosures, sheds, sidewalks, or any other Island Palm Communities property
- Exterior housing privacy fences

### 6.10.3 Borders and Wallpaper

- Wall paper application is not authorized in any Island Palm Communities home.
- Borders may be installed but should be temporary and easily removed. Borders cannot be permanently attached. Residents will remove all borders and restore wall area to original condition prior to move-out. Expenses incurred for

restoration repairs performed by Island Palm Communities are the responsibility of the resident

- Borders and/or wall paper are not authorized in historic homes

## 6.11 Nails

Residents will remove nails, picture hangers and screws from walls before move-out

## 6.12 Pools, Hot Tubs and Jacuzzi

Safety First! Small wading pools that allow not more than 18 inches of water are permitted. An adult (18 years or older) must be present to supervise pool use, and pools must be emptied after each use. Pools are not to be utilized in the front or sides of housing units. Hot tubs, Jacuzzi and spas are not permitted for use in housing units except when there is a documented medical need. Written requests must be submitted to Island Palm Communities and verified by the Army Medical Board before installation and use. If a written request is approved by Island Palm Communities, the resident must contact Island Palm Communities upon completion of the installation to ensure proper plumbing installation and to prevent potential leaks and damage during operation.

## 6.13 Trampolines

Trampolines are inherently dangerous for the owner and, more importantly, for children. Therefore, Island Palm Communities enforces a strict policy surrounding trampolines.

All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. Trampolines left outdoors unattended or overnight must have a lock and be placed in your fenced yard. If your yard does not have a fence, you live in an apartment-style building or there is not enough space within the fence, a trampoline is not permitted. Residents are responsible for damages or personal injury associated with a trampoline. Residents must have appropriate liability insurance prior to set-up, and they must provide a copy of insurance to their community center that will be kept on file. Trampolines must be installed on a level surface area and be clear of overhead hazards such as roof line, trees and power lines. Island Palm Communities will not modify existing ground areas or tree canopy to accommodate a trampoline. Additional guidelines apply to the historic homes. Contact your community center for more information.

## 6.14 Waterbeds

Waterbeds are allowed only on the first floor of homes with concrete slabs. Residents are responsible for all damages caused by use of waterbeds.

## 6.15 Pet Houses

Pet houses may be placed in a fenced back yard only, and residents must ensure the structure is:

- Of sound construction
- Painted
- Neat in appearance
- Cleaned of animal waste daily
- Kept free of ticks, fleas, and other parasites
- Removed prior to move-out

Residents are required to restore grounds where a pet house was present prior to move-out, and residents are responsible for any damages caused by the installation and removal of pet houses.

## 6.16 Patio, Lawn Furniture, Toys and Playground Equipment

Patio, lawn furniture, toys, and playground equipment must be placed in the backyard. If there is no backyard, the side yard may be allowed with written permission from your community center. The number of pieces of equipment will be determined based upon safety, available space and overall curb appeal. If playground or other equipment hinders Island Palm Communities lawn services, the resident becomes responsible for maintaining the area. Lawn equipment must be complete and have no defects so as not to cause safety or health concerns. The resident is completely responsible for the supervision, safety and maintenance of the equipment. The resident also is responsible for any damage or injury due to installation or use of the equipment.

## 6.17 Ornamental Lighting for Holidays

**Residents are not allowed on roofs for any reason.**

Reasonable use of inside and outside electric ornamental lighting is authorized. Do not penetrate roofs, siding or fascia with nails, staples, bolts, screws, etc. to install lighting. Use is restricted to dates and times provided by the installation. This information can be obtained at your Island Palm Communities community center. Note the following:

- Residents may use clips or tape that is specifically designed to install temporary holiday lighting
- Residents will carefully inspect and control ornamental lighting to avoid fire
- Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any Island Palm Communities home

Use of ornamental lighting is authorized as follows:

- Two weeks prior to and one week after all nationally recognized holidays  
Thirty days prior to and two weeks after the Christmas/New Year season
- Residents will ensure that all self-installed lighting will be used in proper applications and meet safety regulations
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use
- Residents are responsible for any damage and/ or liability resulting from the use of ornamental lighting
- Practice energy conservation and limit the use of ornamental lighting to the evening time from dusk until 2300 hrs
- Do not leave lighting on during daylight hours

Additional guidelines apply to historic homes. Please contact your community center for more information.

## 6.18 Tents, Tarps and Covers

Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from an Island Palm Communities community center. Temporary, one-day exceptions will be made with written authorization by Island Palm Communities for family events. Roll-up shades are prohibited.





# Section 7

## Miscellaneous

### 7.1 Tree Swings, Tree Hammocks, Tree Houses and Signage

Tree swings, tree hammocks, tree houses of any type are strictly prohibited on Island Palm Communities property at any time. Residents may not affix any signage to trees within Island Palm Communities property or trees within installation property.

### 7.2 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades and Like Equipment

Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles. All should be neatly stored and not left on front lawns or common areas. Additionally:

- Abide by traffic signs and signals; pedestrians have the right-of-way
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use
- All bicycles must be registered with Provost Marshall's Office
- When present, obey traffic control personnel
- Use of appropriate safety gear is required
- No equipment may be operated on tennis courts, basketball courts or in and around community centers and office buildings
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs
- Parents must supervise their children to ensure all rules are followed

#### 7.2.1 Playgrounds

Hours of operation for all playgrounds are from 0600 to 1900 daily. Playgrounds, pavilions, skate parks, basketball courts, and tot lots are closed during the hours of darkness. Residents are required to report any vandalism to the military police and community center. Residents also are encouraged to identify vandals and report misuse and abuse of playground equipment to the community center.

Reports may be made anonymously to [www.militarycrimetips.com](http://www.militarycrimetips.com).

### 7.2.2 Island Palm Communities Amenities

Island Palm Communities constructs, manages and operates facilities that are designed for the residents of the communities they support. Community centers with activity rooms, exercise rooms, theaters and pools are available for all Island Palm Communities residents in all communities. Any Island Palm Communities resident is permitted to use the amenities of all Island Palm Communities facilities, regardless of what community they reside in.

**Activity rooms and theaters:** Activity rooms may be reserved by any Island Palm Communities resident in any community. A \$100 refundable deposit, payable in advance of event, is required to reserve Island Palm Communities activity rooms or theaters. Reservations are accepted in the order the request is received. Residents will be responsible for leaving the rooms clean and ready for the next resident. Residents who do not clean rooms after they use it will lose their deposit, which will be used to cover the costs of cleaning. If additional cleaning is required to return the facility to satisfactory condition, additional charges may apply. Residents also will be financially responsible for any missing items or damages incurred while they have use of the rooms. Lost items or damage charges also may result in loss of deposit if damage exceeds \$100.

**Exercise rooms:** All Island Palm Communities residents are authorized to use the equipment, contingent upon space available at the time they wish to exercise. Contact the community center that has the exercise equipment for information on access to the room.

**Pools:** All pools built by Island Palm Communities are privately-owned and to be used solely by Island Palm Communities residents and guests.

- All residents 13 years and over will be issued a pool pass, which is required for admission
- Children under 13 years must be accompanied by a responsible adult
- There is no lifeguard on duty
- Residents are responsible for their safety and the safety of their dependents and guests
- Pool rules are clearly posted and must be followed

- Failure to abide by the rules may result in loss of pool privileges

### 7.3 Basketball Backboards

- Portable basketball backboards may only be positioned alongside driveways
- Backboards will not be placed in common area parking lots
- Backboards that block access for trash collection or lawn service equipment will be removed without notice
- Backboards will not be located within 10 feet of streets, alleyways, or cul-de-sacs
- Backboards must be moved back into carport, garage or backyard when not in use
- Residents must restore grass areas damaged by basketball hoops prior to move-out
- Damaged backboards or backboards that are found to be unsafe must be removed immediately
- Backboards must be removed or disposed of prior to move out

### 7.4 Yard and Garage Sales

These guidelines are contingent on the existing Force Protection Condition. Island Palm Communities residents may hold yard and garage sales in the housing area under the following guidelines:

- Sales must take place during daylight hours on Saturdays only and must be approved by the community center
- Signs may only be displayed on the day of the sale and must be removed on the same day
- Signs may not be affixed to trees, poles, street lights, community signs or mailboxes. Residents are encouraged to purchase stake type signs available at local hardware stores to advertise for yard sales. Signs must be removed on the same day after completion of the sale
- Items must be removed from yard when sale is over
- Residents are limited to one garage or yard sale every six months, excluding organized neighborhood sales

### 7.5 Fireworks

Fireworks are extremely dangerous and are a fire hazard

within the housing community. Fireworks are prohibited on all installations and in all housing areas.

### 7.6 Appliances

#### 7.6.1 General

Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators and washers outside or in garages or carports.

The only exception is homes that currently have outdoor washer and dryer facilities.

#### 7.6.2 Policy

Residents are permitted to use their own personal appliances. Coordination of removal of Island Palm Communities appliances must be scheduled in advance through your community center. Installation of a resident-owned household appliance is the sole responsibility of the resident and is done at resident's expense. Additionally:

- Residents are responsible for the connection of resident-owned washers and dryers
- If upon move-in or transfer to another Island Palm Communities home the dryer plug for resident-owned dryers must be changed from a 3- to 4-prong, Island Palm Communities may complete this as a normal work order request. Resident is responsible for purchasing the appropriate type dryer cord
- When disconnecting washers, residents must ensure that the water connection is turned completely off and does not leak when the hoses are removed
- Residents may install freezers inside the home only
- Requests to install water lines for resident-owned appliance with an ice maker must be submitted and approved in writing prior to installation. If a waterline or plumbing problem occurs the resident will be responsible for all repairs and damages
- Window air-conditioners are not authorized without prior written approval from an Island Palm Communities community center. Please see section 8.8 of this guide for installation requirements. Installation guidelines and forms are available on our website
- Residents are responsible for disposal of resident-owned appliances and window air-conditioner in accordance with state and local laws. See your Island Palm Communities Community Center for locations that accept appliances and window air-conditioners for disposal





# Section 8

## Maintenance Program

### 8.1 Maintenance and Repair Overview

Island Palm Communities provides comprehensive maintenance services to ensure that safe functional homes are provided to all residents. Goals of the maintenance program are:

- Provide prompt, competent, and convenient maintenance services that ensure resident satisfaction
- Protect and improve the physical assets of Island Palm Communities

### 8.2 Service Calls

Residents may initiate service calls 24 hours a day, seven days a week by calling the respective maintenance service desk.

Maintenance Services - North 457-4075

Maintenance Services - South 457-4050

Residents can obtain a Permission to Enter (PTE) form at their community center, which authorizes maintenance repairs in their homes without their presence. Residents who do not authorize PTE must be present at the time service is performed. Missed appointments will result in a rescheduling fee of \$35. Service calls are classified as Emergency, Urgent or Routine. Working hours may change based on demand, see Figure 8-1 for details.

During regular hours of operation, trained service order coordinators perform all tasks including the receipt of service calls, classification and appointment scheduling. After regular hours of operations, an answering service will determine the category of calls received (emergency, urgent, routine). The service will refer routine service calls to the maintenance service desk during regular hours of operation, and emergency and urgent service calls will be immediately referred to an on-call service technician. Residents are required to perform minor maintenance tasks in their home before calling the maintenance service desk. By doing so, maintenance personnel will be able to concentrate their efforts on work that requires their special skills. Such tasks include plunging toilets and sinks, tightening screws on hinges, replacing light bulbs, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.

The resident is responsible for:

- Replacing light bulbs (Fluorescent light bulbs are available at the community center)
- Resetting circuit breakers
- Replacing doorstops or bumpers
- Replacing or tightening loose screws on hinges and tightening

Category	Day of Week	Times
Emergency	Monday – Sunday	24 Hours/Day
Urgent	Monday – Friday	0800 – 1700
Routine	Monday – Friday	0800 – 1700

Figure 8-1: Service call working hours

The goals established for service response and completions are displayed in Figure 8-2.

Maintenance Type	Response Times/Completion Goals
Emergency	Respond with a phone call within 30 minutes and arrive at the site within 2 hours. Work until emergency is contained or controlled.
Urgent	Respond within 8 hours during business hours and after hours. On site within 8 hours until urgent issue is contained or controlled.
Routine	Respond to call within 3 business days (M-F 0800 – 1700 Hrs). Complete within 3 business days following response (subject to resident availability to be present for work if no PTE is provided).

Figure 8-2: Goals established for service response and completions.



cabinet hardware

- Providing and cleaning air filters to window units, if applicable
- Removing foreign matter from toilets, sinks and bathtub drains with a “plumber’s friend” (rubber suction cup plunger)
- Turning off water valve in case a toilet overflows
- Weeding and upkeep of flower and plant beds
- Properly disposing of CFL bulbs; contact community center for guidance
- Maintaining the premises by cleaning the lanai, sidewalks, porches, driveways, and/or other walking surfaces of plant or other growth that may create an unsafe condition. This cleaning task must be completed whenever this type of growth occurs.

Residents will promptly report to Island Palm Communities repairs that are beyond the capability of the resident.

Residents will not:

- Adjust gas burners
- Repair leaky pipes
- Repair or replace faulty wiring
- Install additional wall outlets, ceiling fans or other electrical fixtures, including hot tubs, Jacuzzi, or spas
- Replace or repair Island Palm Communities-owned equipment or appliances
- Plant trees or bushes without written approval of the community manager
- Attach nails, staples, brackets or any other item to the outside of the home

### 8.2.1 Service Call Classifications

Service calls are classified as Emergency, Urgent or Routine based on the established criteria and responded to accordingly. Emergency service calls include:

Breaks in water, wastewater or gas lines, gas leaks, equipment failures (example: air conditioning for EFMP Program participants whose need for emergency air conditioning repair has been approved by the TAMC Medical Board, or refrigerator inoperative), utility outages and doors and windows that cannot be secured

Urgent service calls are those that are not an emergency, but require quick attention. Typical calls include contained water

leaks, one of two or more toilets or sinks clogged or a partial power loss (example: no power upstairs). Urgent service calls will be completed as quickly as possible given the constraints of ordering parts.

Routine service calls are those that do not meet the definition of emergency or urgent service calls. The dispatcher will review work requirements and notify residents of approximate date or time that service can be expected. Residents will promptly report to Island Palm Communities repairs that are beyond the capability of the resident.

### 8.3 Preventive Maintenance Work

All homes are required to have certain preventive maintenance work performed at various times of the year. This work is required to ensure the safe and efficient operation of all installed equipment as well as the exterior structure. Preventive maintenance is as follows:

- Island Palm Communities-owned HVAC units will be inspected and preventive maintenance will be performed as needed
- Inspection of smoke detectors
- Exterior inspections and informal condition assessments (foundation settling, mold, roof and gutter cleaning, as well as trimming of hedges, bushes and trees) will be performed annually or as needed
- Residents may not direct the work performed by maintenance

Residents will be called at home or at duty station by the maintenance service coordinator to schedule all preventive maintenance work when access to the interior of the home is required. A letter may be sent in lieu of a phone call notifying resident of the date of service. If residents are not home at the scheduled time of service, the service still will be performed and notification of such service will be left on the resident’s door. For planned utility outages, affected residents will be notified at least 48 hours prior to the planned outage if the information is available. Otherwise, residents will be notified as quickly as Island Palm Communities is aware of the utility outage. Notification to residents may include a combination of the following methods: announcement on the Island Palm Communities website, a flyer delivered to each housing unit, announcement in the Hawaii Army Weekly if sufficient lead time permits, information signs posted in the community, a posted notice at a community center or telephone (Call Max) message.

## 8.4 Pest Control Services

Household pest control services will be provided as part of an exterior preventive maintenance program. This service is managed through the service call process. Household pests consist of infestations of ants, roaches, rodents, silverfish, spiders, wasps, centipedes, scorpions, termites, hornets and bees. The resident is required to keep their residence in clean condition and food stored in sealed containers. In a tropical environment failure to properly store food will invite unwanted pests. Residents are required to treat minor pest problems. All homes are treated during the Change of Occupancy Maintenance (COM) and serviced as needed to remove pests. Island Palm Communities staff will educate residents on appropriate steps for pest control and will treat for infestation after an inspection by the community center staff and review of the methods used by the resident to eliminate the problem. Pest control for infestation due to pet ownership will be the responsibility of the resident.

## 8.5 Refuse Collection and Recycling

Refuse and recycling collections and bulk pick-up will be provided to residents weekly on designated days. Residents will be notified of scheduled refuse and recycling pick-up days at the time of move-in by community center staff.

Bulk pick-up includes items such as furniture or other large items. Due to environmental concerns, bulk pick-up will not include appliances or other mechanical assemblies that contain oils or other fluids. Hazardous waste will not be picked up by the refuse collection company. Residents must take items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found on the IPC website or by contacting an IPC community center.

Residents are encouraged to recycle green waste. Green waste such as limbs, fronds and large leaves should be neatly bundled and tied together in a neat package not to exceed 4 feet in length by 2 feet in width. Loose green waste should be placed in a plastic bag or a cardboard box. Green waste should be placed at the curb for pick up in accordance with your community center recycling schedule.

Residents should place all trash/refuse in bags to prevent insects and other pests from being attracted to refuse cans. Residents should periodically rinse out refuse cans/containers to prevent odors. Old cooking oil may be disposed of in regular trash but should be placed in a suitable, non-breakable container prior to placing in trash. Automotive oils may not be placed in refuse cans/containers at any time unless an

approved automotive oil disposal kit is used. As a reminder, automotive repairs including changing of oils are prohibited in Island Palm Communities housing areas.

Refuse and recycling cans and bulk items should be placed curbside, not earlier than 5 p.m., the evening prior to pick-up. Refuse and recycling cans must be returned to their storage area immediately following pick-up, but no later than 5 p.m. on day of pick-up.

## 8.6 Grounds and Landscape Maintenance Program

Grounds maintenance will be performed for all common areas, facilities, front and side yards of all homes. Additional work cannot be directed by residents. Common area maintenance will include:

- Mowing
- Edging
- Routine tree-shrub pruning
- Mulching

Island Palm Communities will mow all areas to within 50 feet from the back of occupied units. Residents who have been approved to have personal designated space in the side yards are responsible to mow and edge that area. Grounds and landscaping crews will not mow or edge around resident's personal items. Residents who trim bushes or other planted materials are required to bag or bundle the green waste and put at the designated collection area on collection day. Mowing responsibility will be discussed upon move-in with a map of resident requirements for their home.

## 8.7 Conditioner Window Unit and Ceiling Fan Installation Policy

### Air Conditioner Window Units

Island Palm Communities policy limits the number of air conditioner window units its service department will install per home. Island Palm Communities may also limit the number of air conditioner window units per home due to safety considerations resulting from the varied electrical capacity in each house.

### The following restrictions may apply:

Only one air conditioner unit per circuit or circuit breaker is allowed. Additional electrical work or wiring will not be provided. Individual air conditioner units cannot exceed 12,000 btu/110 volts.

### **Two- and Three-bedroom Homes**

Island Palm Communities service department will provide upon request the labor and materials to install one resident-furnished window unit for two- and three-bedroom homes where existing circuit amperage safely permits.

### **Four- and Five-bedroom Homes**

Island Palm Communities Service department will provide upon request the labor and materials to install up to two resident-furnished window units where existing circuit amperage safely permits.

All Island Palm Communities-installed, resident-furnished air conditioners must be new and in original packaging.

### **Resident Installed Units**

Window units installed by the resident must be pre-approved by the community manager and must be safely installed according to community standards. A Window Unit Air Conditioner Installation Form must be completed and turned into the community center where it will be kept on file. Installation standards also include the exterior painting of spacing lumber used for installation. Residents must supply all materials needed for safe and proper installation. A post-installation inspection will be performed by the community manager to ensure compliance.

### **Island Palm Communities Family Care Package Benefit**

If circuit amperage safely permits, Island Palm Communities will install any additional window units purchased by a resident who is registered with Island Palm Communities Family Care Package program for deployed Families. Air conditioner units must be new, in original packaging and not exceed 12,000 btu/110 volts. Only one unit per circuit or circuit breaker is permitted. This will require one hour per air conditioner unit installation from the Island Palm Communities Family Care Package time. Spouses may use the remaining Island Palm Communities Family Care Package time to remove personal air conditioner units. This will require one hour per unit from the Island Palm Communities Family Care Package time.

### **Ceiling Fan Installation Policy**

#### **Two- and Three-bedroom Homes**

Island Palm Communities will provide upon request the labor and materials to install one new, resident-furnished, approved ceiling fan for two- and three- bedroom homes where existing wiring and proper ceiling support safely allow. Check with your community center to see if your home meets standards.

### **Four- and Five-bedroom Homes**

Island Palm Communities will provide upon request the labor and materials to install two new, resident-furnished, approved ceiling fans for four- and five-bedroom homes where existing wiring and proper ceiling support safely allow. Check with your community center to see if your home meets standards.

Approved ceiling fans can be purchased at most home improvement stores. Fans must be 52-inch, five-blade Hunter or Hampton Bay brand in any style or color with a lighting kit. Ceiling fans will become the property of Island Palm Communities and cannot be removed upon departure or relocated to other rooms or dwellings.

### **Island Palm Communities Family Care Package Benefit**

Additional resident-furnished, approved ceiling fans may be installed using Island Palm Communities Family Care Package time for Families registered with Island Palm Communities Family Care Package program. This will require one hour per ceiling fan installation from the Island Palm Communities Family Care Package time. Ceiling fans will become the property of Island Palm Communities and cannot be removed upon departure or relocated to other rooms or dwellings.

Island Palm Communities service department air conditioner window unit and ceiling fan installations are done as a convenience to our residents. Installations will be scheduled on a first-come, first-served basis when required maintenance requests permit. Installation waiting times may vary, so we appreciate your patience.





Section 9 Crisis Management / Disaster Situations  
 Section 10 Self Help Supplies  
 Section 11 Renters Insurance Policy  
 Section 12 Move-out Procedures

**SECTION 9 Crisis Management / Disaster Situations**

**9.1 Warnings**

Island Palm Communities works in conjunction with the Department of the Army in following the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations. A listing of emergency shelters is provided in the Resident Welcome Packet, and also can be found online at [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com).

You may be directed to one of these shelters during an actual emergency. Please take time to familiarize yourself with shelter locations. All Families should have an emergency evacuation plan, including a designated place to meet outside the home. Emergency announcements may be made:

- In person
- On local radio or television
- By siren alarm
- Via public address system
- Via automated voice messaging notification system (Call Max)

Island Palm Communities will attempt to inform, warn, advise and help save lives and protect property. It will be everyone's personal responsibility to make adequate preparations to protect themselves and those for whom they are responsible. Residents are required to cooperate with Military officials, police, fire department personnel and Island Palm Communities staff during emergencies in order to safeguard lives and property.

In the event of disaster situations such as the pending arrival of a major hurricane, Island Palm Communities residents are advised to shelter in place unless otherwise directed by Island Palm Communities and/or law enforcement personnel. All Island Palm Communities residents are highly encouraged to maintain a disaster readiness kit able to sustain their Family/pet(s) for at least three days. After an emergency, all Army-affiliated personnel (Soldiers and family members) are to report their status to their command at the first available

opportunity. In some cases, the Secretary of Defense will direct all DOD-affiliated personnel in the affected area to report their accountability status as soon as possible. When this happens, if you have access to the Internet you are to report your status online through the Army Disaster Personnel Accountability and Assessment System (ADPAAS) at <https://adpaas.army.mil>. For more useful information and tips on how to prepare a Family disaster readiness kit, please refer to your annual Island Palm Communities Hurricane Readiness guide or visit [www.ready.gov](http://www.ready.gov) or [www.ready.army.mil](http://www.ready.army.mil).

**9.2 Procedures and Directives**

Emergency procedures and recommendations will be provided to the resident in handouts or announcements when they become known.

**SECTION 10 Self-help Supplies**

**10.1 Lawn and Garden**

A small inventory of lawn equipment will be maintained at each community center. These items are available for loan during business hours and must be returned by the next business day. Lawn mowers, small gardening tools, and weed-eaters are among the items available. Gas for mowers and trimmers is not provided. Items are loaned on a first -come, first-served basis. Charges will be assessed for any items returned late, damaged, or not cleaned.

<b>Late Fee</b> .....	\$10.00 per day
<b>Cleaning</b> .....	\$20.00
<b>Damage</b> .....	Actual cost to repair or replace

**SECTION 11 Renter's Insurance Policy**

**11.1 Renter's Insurance Guidelines**

As a renter of housing with Island Palm Communities, each active duty Service Member in our homes is provided with renter's insurance at no cost. This insurance provides a limited



coverage for personal property located within the home. Please take time to review the policy to assure it meets your personal needs. This policy consists of the following major components:

- Personal property coverage
- Per incident deductible
- Liability insurance

The contents deductible under the policy is \$250 per occurrence. Resident is responsible for any/all deductibles as applicable.

It should be noted that this renters insurance excludes loss from sewage backups, pollution, war/terrorism, spoilage/power failure or intentional loss. Also, property such as business data, motor vehicles, RV/ATVs, credit cards, animals, pets, birds, or fish are not covered. The renter's insurance policy does not cover all types of flooding. Losses of personal property caused by Acts of Nature are not covered by this policy. Other liability exclusions also apply. Residents are encouraged to contact the insurance company at the number provided on the Renter Insurance Summary handout provided to you upon move-in. If you need another copy, please see your community center staff during normal business hours.

Residents are encouraged to supplement this basic renter's insurance based upon their own assessment of the amount of property or liability coverage needed to protect their own interests. There are numerous insurance companies that offer additional limits for personal property and liability insurance.

Residents should take all reasonable and necessary actions to protect their personal property from loss. To prevent loss from theft please make sure that you secure your personal property when left unattended. Please contact the Military Police if you have questions on how to keep your home safe from loss through theft.

## **SECTION 12 Move-out Procedures**

### **12.1 Resident Occupancy Agreement Termination/ Vacate Procedures**

The Resident Occupancy Agreement includes a clause requiring residents to notify Island Palm Communities of their intent to vacate. Residents must notify their community center in writing 28 days prior to vacating or as soon as notification of transfer to another duty station is received. All other reasons that will result in the termination of the Resident Occupancy Agreement, such as retirement, also require a 28-day notice. If the home has been pre-offered, the move-out date may not

be extended. If the home is to be cleared by anyone other than the Service Member, a Residential Communities Initiative Special Power of Attorney (RCI SPOA) is required from the Service Member designating an agent to act on his/her behalf in matters regarding Island Palm Communities homes. This is a mandatory requirement. Residents may obtain a copy suitable for notarization at their community center office or online at [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com).

Once the Island Palm Communities community center is notified that the Resident Occupancy Agreement will be terminated, a pre-inspection, a final inspection, change of occupancy maintenance (COM) and other required activities necessary to make the unit ready for the next resident will be scheduled. Military family members will be permitted to continue the Resident Occupancy Agreement while the resident is serving an unaccompanied or restricted tour or temporarily detailed within the United States. A military family member may be allowed to reside in a unit for up to the number of days allowed per DA policy after the death of sponsor, with full payment of rent in the amount equal to the BAH. If BAH is paid in one lump sum, rent must be paid to Island Palm Communities at time of receipt. In the case of MIA, POW or other status conditions, military family members may remain in the home until such time as the particular military service branch changes the Service Member's status or until such time as BAH is no longer authorized.

#### **Pre-inspection**

The Resident Occupancy Agreement requires a 28-day notice be given to the resident's community center prior to move-out, and residents are encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs; therefore facilitate the notification and processing of incoming residents. Upon receipt of the move-out notice, Island Palm Communities property management will:

- Provide written acknowledgement of the move-out notice to the military member or designated agent, which will include confirmation of his or her move-out date
- Schedule a pre-inspection and final inspection with the Service Member

#### **During the pre-inspection, Island Palm Communities Property Management will:**

- Assess damages that the resident may be responsible for
- Inform resident of cleaning requirements
- Inform resident of proper disposal of hazardous materials
- Confirm final inspection date

## Final Inspection

During the final inspection, Island Palm Communities Property Management will:

- Provide a final damage cost assessment to the resident
- Determine need for additional estimates for repairs or replacement
- Take pictures of damages
- Collect amount due for damage charges, unpaid rent, and cleaning charges as applicable

### During the termination inspection, the resident will:

- Ensure that all persons and personal property are removed from Island Palm Communities property
- Provide receipt of professional de-flea service completed no less than 5 days prior to move-out, or pay de-flea charge at resident's community center. Cost for Island Palm Communities contract de-flea services are available at community center and are subject to change without notice
- Return keys, garage door openers and other access items; residents are charged \$10 for each lost key, \$50 for lost mailbox key, \$75 for each lost garage door opener and \$20 for lost amenities key cards. Prices are subject to change without notice
- Provide an accurate forwarding address

If a Service Member leaves without paying the full amount due, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, and to the Service Member's command.

## Cleaning Requirements

Island Palm Communities property management has established cleaning and lawn maintenance guidelines. For details about cleaning, contact your community center.

Island Palm Communities will provide cleaning and damage guidelines to residents upon home assignment and review the guidelines prior to the resident vacating. Damages beyond normal wear and tear include, but are not limited to, painting, carpet repair/replacement and pet damage. The resident will receive a damage/cleaning report and a statement of charges. Repairs will be accomplished in accordance with Island Palm Communities maintenance standards. Residents will be required to pay for damages/cleaning costs prior to move-out.

Items such as painting, flooring and appliances will be prorated based on useful life (with the exception of flooring under one year old which will be charged at replacement value).

A resident's responsibility to the home will not be terminated unless the home is appropriately cleaned.





# Enclosure 1

## Mold / Mildew Disclosure

### Information and Steps for Prevention

It is our goal to maintain a quality living environment for residents. To help achieve this, it is important that residents and Island Palm Communities work together to minimize mold growth in their homes. The following important information outlines resident responsibilities and Island Palm Communities responsibilities.

### About Mold

Mold is found virtually everywhere in our environment -- indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores. All of us have lived with mold spores all our lives. Without molds we would be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold that could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

### Prevent Mold

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean, especially in kitchen and bathroom(s) and including carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces are important to remove the household dirt and debris that harbors mold or food for mold. Immediately throw away moldy food
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls. Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath you: 1) wipe moisture off of shower walls, shower doors, bathtub, and bathroom floor; 2) leave bathroom door

open until all moisture on mirrors and bathroom walls and tile surfaces has dissipated; and 3) hang up towels and bath mats so they will completely dry

- Keep your lanai/patio clean and free of mold growth by using a mold, mildew or algae cleaner and water solution. Excessive mold on lanai/patios can be carried into homes by a person's shoes or by pets. Keeping your lanai/patio and sidewalks clean is essential to preventing mold growth. Mold, mildew or algae cleaners are available at most local hardware and home improvement stores
- Promptly notify your community center about any air conditioning system problems you discover. Periodically check your hot water heater for leaks. Follow Island Palm Communities rules regarding replacement of air filters. Also, it is recommended you periodically open windows and doors when the out door weather is dry (i.e. humidity is below 50 percent) to help humid areas of your home dry
- Promptly notify your community center about any signs of water leaks, water infiltration or mold. Staff will respond in accordance with Hawaii state law and the Resident Occupancy Agreement to repair or remedy the situation, as necessary
- When operating air conditioning systems, keep all doors and windows closed

### 3. Avoid Mold Growth

If small areas of mold appear on non-porous surfaces (ceramic tile, formica, vinyl flooring, metal, wood, plastic) the Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on-type of household biocide such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover or Clorox Cleanup (Note: Only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without first cleaning the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area five or six times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency

particulate air (HEPA) filter can be used to help remove non-visible mold from porous items such as fibers in sofas, chairs, drapes and carpets provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

#### **4. Biocides**

Do not clean or apply biocides to visible mold on porous surfaces such as sheetrock walls or ceilings, or large areas of visible mold on non-porous surfaces. Instead, notify your community center and staff will take appropriate action.

#### **Compliance**

Complying with this information will help prevent mold growth in your home, and together residents and Island Palm Communities will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your community center.

# Enclosure 2

## Pesticide-Impacted Soil Disclosure

### **About Pesticide-Impacted Soil**

It is Island Palm Communities goal to maintain a quality living and pest-free environment for our residents. To help achieve this, it is important that our residents and Island Palm Communities work together to be aware of current and historical pesticide use, refrain from using pesticides in and around our homes, and minimize the disturbance of soils which may contain pesticides. Residents should be aware that many homes within the Island Palm Communities communities have had pesticides applied to the soil under the foundation slabs as a treatment for termites. As a result, our homes have the potential for pesticide-impacted soil to be present. Island Palm Communities has gone to great strides to address the historical use of pesticides, and continues to do so. For this reason, Island Palm Communities does not allow residents to dig or disturb soils within the Island Palm Communities communities. For more information please contact your Island Palm Communities community center.

