

**2009**  
**AMH Handbook**  
**Update**

*for the January 2008 edition*



JL PROPERTIES, INC.  
REAL ESTATE DEVELOPMENT & MANAGEMENT  
**Aurora Military Housing**

**\*\*\*Page 10, Section C-Self Help Work-Landscape timbers and border protectors:**

**Delete existing and insert-**

Landscape timbers or small border protectors, which are designed to be decorative in nature and do not exceed 20 inches in height, may be installed around flowerbeds provided they are neat and properly maintained. The decorative protectors cannot penetrate the ground more than four inches. Under no circumstances will they be made with pointed pickets. **A completed Work Request Form is not required for border protectors.** All landscaping, even landscaping built with Aurora U-Fix-It provided timbers **must** be removed prior to residents Final Inspection.

**\*\*\*Page 10, Section C-Self Help Work-Wading Pool /Water Features:**

**Delete existing and insert-**

Wading Pools and Fountains are allowed in the Aurora Housing Area with specific restrictions. Ponds, waterfall, and other water features are not allowed within Aurora Housing. For restrictions and policies, please reference page 36 Section M-Safety (updated version in this notice).

**\*\*\*Page 11, Section D-Recycling and Garbage- Recycling Disposal:**

**Delete existing and insert-**

Curbside recycle service is provided throughout Aurora Military Housing. Aurora provides a “no sort” container for each unit. All recyclable items are placed in the one container-no sorting required. Recycle containers are assigned to the unit and will stay with the unit. Recycle containers must be stored inside the unit. For a specific schedule of your subdivision’s recycling collection, please contact Aurora.

Current items recycled by Aurora Contractors are-Mixed paper, Aluminum/Steel/Tin Cans, #1 & #2 Plastic.

**Glass items are not currently recycled-do not place in recycle container!**

**\*\*\*Page 14, Section E-Interior care of your unit- Windows**

**Delete existing and insert-**

Residents are responsible for cleaning all windows surfaces and tracks-interior and exterior-year round. Aluminum foil transfers to the glass on windows and cannot be removed. Foil also causes a heat build up between panes and will cause windows to crack. Do not use aluminum foil to cover windows in Aurora Military Housing. Stained window glass and broken windows will be assessed and charged to the resident. Contact Aurora Military Housing at 753 1023 for proper window covering instructions.

**\*\*\*Page 15, Section F-Exterior Care of your unit- Dumpsters**

**Delete existing and insert-**

Dumpster and play areas are the responsibilities of all residents. Do not place trash or refuse outside of the dumpster. Children taking out garbage should be tall and strong enough to be able to place the bag inside the dumpster. To minimize blowing trash, use trash bags at all times.

**\*\*\*Page 15, Section F-Exterior Care of your unit- Faucets and Hoses**

**Delete existing and insert-**

Ensure faucets and hoses are in good repair. Regularly check hose washers and replace as needed. When not in use, hoses must be neatly stored either on a hose hanger or coiled on the ground. Hose Rollers cannot be mounted into the exterior siding of the units. Prior to the first hard freeze, remove and drain hoses thoroughly before storing them for the winter. During winter months, faucet covers are available from the U-Fix-It Store. These covers provide additional protection to pipes from freezing temperatures. Hoses may not be attached to the units Hot Water heater for use in filling wading pools, washing cars, or any other use.

**\*\*\*Page 18, Section F- Exterior Care of you unit-Landscaped Areas:**

**Delete existing and insert-**

Residents are responsible for all landscaping (bark, rock, planters, etc.) that falls in their area of responsibility. Landscaped areas must be kept weed free and in good repair. If tenants desire to remove the Aurora Housing landscaped areas, they must first submit a Self Help Work Request and receive approval prior to proceeding with the work.

Landscaping build with U-Fix-It supplied timber will be required to be removed prior to the residents Final Inspection.

**\*\*\*Page 20, Section F- Exterior Care of your unit- Holiday Lights:**

**Delete existing and insert-**

In cooperation with the Anchorage Chamber of Commerce's City of Lights Program, residents can display exterior and interior window lighting from the lighting of the star on the mountain to when the last Iditarod dogsled musher crosses the finish line in Nome (usually by mid March). This program is limited to **clear lighting only** that is non specific to a holiday.

**Multi color lighting and holiday themed decorations** may be used from the lighting of the star on the mountain until February 15<sup>th</sup> only. *Use caution to ensure ornaments/lights will not freeze to the ground since they must be removed mid-winter.* Extension cords **cannot** be run from the windows or through the doors. Ensure proper usage of electrical cords; do not overload circuit breakers. In the event anchors are required, a Self Help Work Request Form, must be approved. Use caution in installing your holiday lights.

**\*\*\*Page 21, Section F-Exterior Care of your unit-Snow Removal from Streets:**

**Delete existing and insert-**

**Snow Removal from Streets:** Aurora Military Housing strives to provide snow removal service in a timely regular manner, with as few inconveniences to our residents as possible. Realizing that there will never be a perfect snow removal process due to so many weather issues that are outside anyone's control, we have attempted to refine the process, based on our previous experiences. Keep in mind that the following procedures may work quite well under normal circumstances, but a significant amount of snowfall in a short period of time or other unusual circumstances may prove to be a challenge and may require understanding from everyone. Snow removal is a two-step process.

**Step One:** Includes the removal of snow during the snowfall to enable vehicles entrance and egress into the housing areas. During this process, snow may be bermed up, in out of the way areas, or down the center of the roadways, to be moved during Step Two of the process. Step One will be activated in all areas once snowfall has reached 3 or more inches. We ask that you be patient, the plows will get to your street. All areas cannot be cleared at the same time.

**Step Two:** Is the clean up process. The heavier equipment will come in to remove the bermed snow and to finish clearing the areas. During step two, there will be more equipment in the area. Please be cautious. Inform and supervise your children regarding the potential dangers of playing on or in snow piles. Heavy equipment removes temporarily placed piles and have the ability to cause harm to anyone who is on / in the piles during snow removal.

You can assist during Step One and Step Two by parking your vehicles in your driveway and/or garage. This will minimize berms and will allow equipment to leave streets clearer. Aurora Housing reserves the right to use overflow parking as a snow storage area and the equipment must have safe and reasonable access. Vehicles must be parked in marked slots and not parked along back section. Owners are responsible for removing all snow from around the vehicle itself, the license plate and tag. Vehicles are subject to towing if they interfere with snow storage or removal. Trailers, RVs, campers, etc. are not allowed to be stored in overflow parking. Vehicles must be operational with current tags and registration. Continued next page-

**Remember! You are responsible for snow removal in your individual driveways and sidewalks in front, behind or beside your unit. You are also responsible for removing any snow left along side or around your vehicle if it is left on the Street during Step One or Step Two.** While we allow the snow from driveways to be pushed into the street for our equipment to move, *it must be done **PRIOR** to equipment coming through.* Snow that is pushed into the street PRIOR to snow equipment entering area must not be left in piles or mounds that can impede traffic, snow must be smoothed out to allow low lying vehicles to get through. You may not push snow into the streets after snow removal has been performed. This will result in a Grounds Inspection Notice.

\*\*\*Page 22 Section G-Pets/Pet Owner Responsibilities Barking Dogs:

**Delete existing and insert-**

Animal noise can be very annoying to other residents. Be considerate of neighbors by keeping dogs under control. Pet Quiet hours are 2200 – 0800 daily. Chronic Animal Noise\* (barking, whining, howling, etc.) will result in a notice to tenants. Continued chronic noise will result in the animals being removed from Aurora Housing.

*\*Chronic Animal Noise is defined by the Municipality of Anchorage as repeated vocalization by an animal or animals in a 60-minute period from the time the noise begins for more than seven consecutive minutes.*

\*\*\*Page 23 Section G-Pets/Pet Owner Responsibilities Prohibited Pets:

**Delete existing and insert-**

The following animals as pets are specifically prohibited from Aurora Housing: ferrets, farm, ranch, or wild animals, rodents, primates (monkeys and apes), skunks, reptiles, snakes, raccoons exotic felines, marsupials, spiders, and any animal requiring a permit from the Fish and Wildlife Service. NOTE: Guinea pigs, hamsters, gerbils, rabbits, pet birds, and fish are not considered exotic.

\*\*\*Page 26, Section I- Security, Motor Vehicle, Parking and Recreational Vehicle Policies, Parking:

**Delete existing and insert-**

Parking within the family housing areas is often limited. Common courtesy prevails for overflow parking for visitors or additional resident vehicles. Be reasonable and considerate and talk to your neighbor when problems or misunderstandings over parking occur. **Do not** block mailbox or Dumpsters when you park. Privately owned vehicles must be in authorized parking areas only. Residents must remain sensitive to snow removal during and after snowfall. It is important in the event of resident absences to have your vehicle(s) moved from the street and parked in your driveway or garage to facilitate snow removal operations. Vehicles parked in active snow removal areas may be towed at the owner's expense. Parking in overflow parking areas is allowed during winter months with the following restrictions. Aurora reserves the right to use the overflow parking areas as a snow storage area and equipment must have safe and reasonable access. Vehicles must be parked in marked slots and not parked along back section. Owners are responsible for removing all snow from around their vehicle, the license plate and tag. Vehicles are subject to towing if they interfere with snow storage or removal. Trailers, RVs, campers, etc. are not allowed to be stored in overflow parking and around their vehicles after every snowfall. Vehicles must be operational with current tags and registration.

**Specific no parking areas are:**

Within fire lanes.

Within 15 feet of a crosswalk or fire hydrant.

On the Sidewalks or cement patios

On grass, seeded, dirt areas, or patio

Within 10 feet of any building or structure and mail boxes except in designated parking spaces.

Within 15 feet of trash containers (dumpsters) except in designated parking spaces

**\*\*\*Page 26, Section I- Security, Motor Vehicle, Parking and Recreational Vehicle Policies, TDY/Long Term Parking:**

**Delete existing and insert-**

Parking for longer than 48 hours in any overflow parking or in the street is prohibited. Many squadrons allow long term parking in workplace lots. Vehicles left for longer than 48 hours may be considered abandoned and may be towed at resident expense.

**\*\*\*Page 27, Section I-Unattended Vehicles:**

**Delete existing and insert-**

Vehicles left parked or standing are required to have the engine stopped, the ignition locked, and the key removed. During winter months, only for the purpose of warming up the engine, vehicles may be left running for short periods provided they are under constant observation by the operator. Vehicles may **never** be left running while inside the garage, whether the garage door is open or not. Vehicles may not be left unattended on jacks, regardless of the time element involved.

**\*\*\*Page 28, Section J-Good Neighbors, Noise:**

**Delete existing and insert-**

Excessive noise is typically the greatest source of complaints received by property managers. Many Air Force personnel work shifts and that requires them to sleep during the day. Please be considerate. **Quiet hours are 2200-0600 Sunday through Thursday and 2300-0600 Friday and Saturday.** Make direct complaints of excessive noise to the security forces at 552-3421.

**Animal Noise:** Barking dogs can be very annoying to other residents. Be considerate of neighbors by keeping dogs under control. **Pet quiet hours are 2200 – 0800 daily.** Please reference Page 22, Section G for more information on pet noise control (new version in this notice).

**Excessive stereo and television volumes:** Do not assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume down.

**Parties:** Many complaints can be avoided by informing your neighbors prior to having a party.

**Play** that is occurring outdoors is not to conflict with curfew hours and/or quiet hours.

**\*\*\*Page 29, Section K-Resident/Community Activities, Cable Service:**

**Delete existing and insert-**

Aurora offers a great cable package for a nominal charge per month. The package includes two digital boxes, Plus service, and the Starz Channels. Residents are required to pay their monthly cable fee to Aurora by allotment. Residents will also be able to add the cable modem, local service, and long distance service for an Aurora type Ultimate package from GCI. Contact Aurora for more information.

**\*\*\*Page 36, Section M- Safety-Pools, Wading Pools, and Water features:**

**Delete existing and insert-**

Wading pools are allowed, but **must** comply with the following-

They are limited to a maximum size of 48” diameter *or* outside dimension not to exceed 14 linear feet. Maximum depth cannot exceed 12 inches.

Direct parental supervision is required for **any** outside structure that is filled with water.

Water must be completely drained, or covered with an Aurora approved secure cover when direct parental supervision is not available.

Object must be located fully inside the fenced area of the resident’s yard.

*Continued on next page-*

**\*\*\*Page 36, Section M- Safety-Pools, Wading Pools, and Water features: CONTINUED**

Water features such as bird baths, and fountains, are allowed but must comply with the following-

1. Water features must be placed on top of the ground-no digging allowed.
2. If electric supply is required, it **must** be rated for outdoor use, and cannot be run through the windows or doorways.
3. Reservoir/hold tank can not be deeper than 4 inches.
4. Object must be located inside the fenced area of the resident's yard.

**\*\*\*Page 38, Section O-Wildlife:**

**Insert new subject heading-**

***Hunting/Game Processing:***

Many Elmendorf residents take advantage of the abundant hunting and fishing opportunities in Alaska. Residents are allowed to process their wild game at their housing unit with the following restrictions.

1. Skinning, gutting, curing and sectioning **must** occur only in the garage or tenant owned shed.
2. Waste product must be immediately disposed of (in garbage bags) in a dumpster.
3. Under no circumstances will the animal or animal carcass be allowed to be visible by neighboring units.
4. Tenants are responsible for any damages caused to unit by these activities.

**\*\*\*Page 39, Section O-Wildlife Note:**

**Delete existing and insert-**

Dumpster and play areas are the responsibilities of all residents. Do not place trash or refuse outside of the dumpster. Children taking out garbage should be tall and strong enough to be able to place the bag inside the dumpster. To minimize blowing trash, use trash bags at all times.

**\*\*\*Page 40, Section P-Leaving Aurora Housing Inspections/Final:**

**Delete existing and insert-**

***THE RESPONSIBILITY FOR FINAL CLEARANCE OF FAMILY HOUSING RESTS SOLELY WITH THE RESIDENT ACTIVE DUTY MEMBER.*** In the event the active duty member is deployed, the spouse must have an appropriate Power of Attorney in order to clear the unit and sign the necessary paperwork required. The final inspection ensures that the standards of cleanliness, fair wear and tear excepted, are met and identifies additional maintenance needs. Re-inspections are not allowed-the unit **must** be ready at the start of your scheduled Final Inspection. Failure to comply with the standards will result in charges to bring the unit up to the standard. These charges must be paid prior to being released from the unit. A timeline has already been prepared to put your house into maintenance so it will be ready for the new resident on time. For your information, we have provided cleaning standards for moving on the following pages.

**\*\*\*Page 42, Section P-Leaving Aurora Housing Repair Costs:**

**Delete existing and insert-**

Repair costs vary according to unit type/style and are based on current market costs of materials, and the labor costs for the repair/replacement. If you have any questions about costs you may call our office @ 753-1023, or email us at [aurora@jlproperties.com](mailto:aurora@jlproperties.com) .

**\*\*\*Page 42, Section P-Leaving Aurora Housing Aurora's Cleaning Standards:**

**Delete existing and insert-**

To receive a copy of the updated cleaning standards you may call our office @ 753-1023, or email us at [aurora@jlproperties.com](mailto:aurora@jlproperties.com) .