

# Resident Handbook

## Aurora Military Housing

This Resident Handbook is incorporated into and made of part of your lease with Aurora Military Housing (AMH). Except as otherwise defined in this Resident Handbook, the terms used herein shall have the same meanings as set forth in the lease.

## Contact AMH

### Offices

6350 Arctic Warrior Drive  
338 Hoonah Avenue

### Phone (Maintenance and Admin)

907.753.1023

### Website

[AuroraMilitaryHousing.com](http://AuroraMilitaryHousing.com)

### Email

[Aurora@ilproperties.com](mailto:Aurora@ilproperties.com)

### Normal Business Hours

9 AM to 5 PM  
Monday through Friday

## Revisions

AMH shall from time to time revise this Resident Handbook as needed to incorporate any changes made. Residents will be notified via e-mail of any changes to this Resident Handbook. The current version of this Resident Handbook including the most recent updates may be found at:

[www.auroramilitaryhousing.com/handbook/handbook-changes/](http://www.auroramilitaryhousing.com/handbook/handbook-changes/)

## Section 1: AMH Services Provided

This section includes all of the items that we do for you, the next section highlights areas that are your responsibility.

### MAINTENANCE SERVICE

AMH offers 24/7 maintenance services to ensure your home remains in good working order.

Work orders can be requested through the following mediums:

- By Phone (24/7): 907.753.1023 (Emergencies must be called in. If you are unsure as to whether a request is an emergency, call it in!)
- By Web: [www.AuroraMilitaryHousing.com/Maintenance](http://www.AuroraMilitaryHousing.com/Maintenance)
- Via the RentCafe App

Work orders are prioritized based on severity

- **EMERGENCY WORK ORDERS.** Emergency work orders require immediate attention. Emergencies include anything that could cause loss of life or property. Additionally, Lockouts are also considered emergencies.
- **ROUTINE WORK ORDERS.** Routine work orders include less severe maintenance or repair actions that do not meet the criteria for emergency service.

AMH uses additional priorities to classify work orders including Preventative Maintenance, Capital or Reinvestment, and AMH Identified.

AMH provides a full breakdown of work order priorities (see APPENDIX A)

[View Emergency vs Routine Breakdown](http://www.auroramilitaryhousing.com/download/work-order-request/) [www.auroramilitaryhousing.com/download/work-order-request/]

AMH reserves the right to enter your home under reasonable circumstances. You will be given at least 24 hours written notice before entry, except in case of an emergency or if it is impractical or unsafe to do so.

## REFUSE & RECYCLING SERVICE

### Trash and Recycling Pickup

All homes include a trash and recycling roll cart. This roll cart must be stored inside the garage except on pickup days. Roll Carts must be placed out no later than 6 AM day of pickup and brought inside immediately following pickup.

Products labeled WARNING, CAUTION, POISONOUS, TOXIC, FLAMMABLE, CORROSIVE, COMBUSTIBLE, REACTIVE, or EXPLOSIVE may be classified as hazardous waste and cannot be placed in the roll carts or in the drain system. Common household hazardous materials include but are not limited to: pesticides, herbicides, paints, fluorescent tubes, solvents, preservatives, household cleaners, photographic chemicals, automotive waste (i.e., oil, antifreeze, batteries, or fuel). For hazardous waste questions, please contact our maintenance team as detailed in Maintenance Service.

More information about these programs is available online. (see APPENDIX E and APPENDIX F)

[View the Trash/Recycling Schedule](http://www.auroramilitaryhousing.com/download/flyer-alaska-waste-schedule/) [www.auroramilitaryhousing.com/download/flyer-alaska-waste-schedule/]

[View the Recycling Policy](http://www.auroramilitaryhousing.com/download/recycling-policy) [www.auroramilitaryhousing.com/download/recycling-policy]

### Additional Resources

- AMH provides a **move out trash pickup service** for your convenience. (See APPENDIX G)
- AMH periodically provides **additional waste removal services**. These vary in scope and are always announced via our blog. These may include Christmas tree recycling, extra trash pickup days, extra recycling pickup days.
- Some **local resources** are listed below. Should you have questions about Hazardous Waste
  - a. **Anchorage Regional Landfill (Available for free to all Army Active-Duty Soldiers) | 15500 Eagle River Loop**
  - b. **Central Transfer Station | 1111 East 56<sup>th</sup> Avenue**
  - c. **JBER Auto Skills Center (Waste Oil) | 2<sup>nd</sup> Street, JBER**
  - d. **JBER Veterinarian (Deceased Pets)**

[View Move Out Trash Pickup Service](http://www.auroramilitaryhousing.com/download/move-out-trash-pickup-service/) [www.auroramilitaryhousing.com/download/move-out-trash-pickup-service/]

## UTILITIES

AMH provides electricity, water, sewer, and gas (heat) services. Some items could be subject to a Utility Allowance as detailed in the lease.

Information regarding the status of the utility allowance program is available online at [AuroraMilitaryHousing.com/Utility](http://AuroraMilitaryHousing.com/Utility).

## SELF HELP CENTER

AMH maintains a Self-Help Center at 6350 Arctic Warrior Drive. This location contains various year round and seasonal items, such as light bulbs and grass seed (respectively), to assist you with maintaining your home.

You can learn more by going to [AuroraMilitaryHousing.com/residents/self-help-center](http://AuroraMilitaryHousing.com/residents/self-help-center).

## GROUPS MAINTENANCE

### Winter

Road and sidewalk snow removal begins when snowfall accumulation reaches 2".

- This is classified as a "Snow Event" and will be shared via the AMH Website.
- Snow removal typically observes quiet hours unless JBER command allows for a variance due to extreme road conditions.
- Plows make multiple passes through neighborhoods; during snow removal, you may notice wind rows on streets, these will be removed on a later pass through.
- Snow removal may be prioritized to higher traffic areas.

AMH removes snow from **vacant units** following each snow event.

Note that residents are responsible for removing all snow and ice from their driveway and sidewalk within 24 hours of snowfall.

### SUMMER

AMH oversees landscaping of all common areas in housing, to include tree maintenance, landscaping, mowing, etc. Common areas include any areas greater than 75 feet from the foundation of the home or outside of a fenced yard.

Note that residents are responsible for maintaining the area within the fenced yard as well as the front yard.

## DEPLOYMENT SUPPORT PROGRAM/DEPLOYED SPOUSE PROGRAM

The Deployment Support Program/Deployed Spouse Program (DSP) provides a variety of services to residents who are deployed and their families.

For more information about this program or to sign up, please visit [AuroraMilitaryHousing.com/DSP](http://AuroraMilitaryHousing.com/DSP).

## SHARED AMENITIES

AMH provides various shared amenities for use by all residents.

Children should always be supervised by adults when on the Installation. Additionally, personal items should not be stored in common areas.

Certain amenities such as community gardens or community centers require reservations or pre-authorization to use. By reserving these amenities, you agree to comply with all provided terms of service.

A full list can be found at [AuroraMilitaryHousing.com/Amenities](https://www.auroramilitaryhousing.com/Amenities)

## CONTESTS AND EVENTS

AMH may host in person or online events. These will be shared on our website along with dates, times, terms and conditions.

# Section 2: Resident Responsibilities

## INTERIOR MAINTENANCE

The home must be maintained to livable standards. Any damage beyond normal wear and tear is your responsibility.

- The home must be routinely cleaned and should not pose any safety risks to you or your neighbors.
- Exits must be accessible at all times, obstructions, or locks that prevent exit are prohibited.
- Maintenance issues must be reported to AMH upon discovery.
- For ongoing move out and cleaning requirements and costs, see [Appendix B: AMH Cleaning Requirements](https://www.auroramilitaryhousing.com/download/final-cleaning-standards/) [https://www.auroramilitaryhousing.com/download/final-cleaning-standards/] and [Appendix D: AMH Cleaning, Repair and Replacement Cost](https://www.auroramilitaryhousing.com/download/standard-charges/) [https://www.auroramilitaryhousing.com/download/standard-charges/].

The following sections provide key highlights and important considerations from each area of the home.

### Kitchen

- Do not set hot pans/utensils on the countertops. Use a cutting board to chop food items.
- If coils are visible at the back or underneath the refrigerator, clean coils periodically to prevent buildup of dust and lint (this is a fire safety standard).
- Do not place fibrous material (such as onions and celery, pasta, potato peels, egg shells) or grease in the garbage disposal.
- Cooking grease in the sewer lines is a common cause of sewage back-ups.
- The use of adhesive-backed shelf paper damages surfaces when removed, and is not permitted in AMH homes. All shelf paper must be removed prior to the final move out inspection.

### Bathrooms

- Even if labeled flushable, do not flush tampons, sanitary napkins, disposable diapers, baby wipes, small toys, and other similar materials down the toilets.
- In case of a plumbing stop-up use a plunger to attempt to clear. If this fails, contact AMH maintenance for assistance.

### Light Fixtures

- Light fixtures must be kept in good working order and free from dust, grime, grease, etc. Residents are expected to replace all burned out bulbs, missing bulbs, and broken or damaged light covers.
- Burned out or damaged fluorescent bulbs, vanity bulbs, flood, and appliance bulbs, and some light covers can be exchanged at Self Help Center on a one-for-one basis.

## **Carpets and Vinyl**

- AMH recommends that shoes/boots be removed at the door, and pets be kept off the carpet.
- Residents are encouraged to vacuum carpets frequently, and spot treat and shampoo carpet as necessary to prevent excessive soil buildup or staining of the carpet.
- AMH strongly recommends residents utilize runners and area rugs to cover high traffic/stain areas. Remove dirt, dust, smudges, and wax build-up from floor areas, all cove base, baseboards and trim.
- Vinyl floors should not be waxed.
- Urine or feces discovered on a carpet during final inspection does not constitute normal wear and tear.

## **Basements**

- Unfinished basements and storage areas are not to be used as living space and are not typically painted during change of occupancy maintenance. Basements are required to be kept clean along with the living areas of the home.
- While some housing areas contain large basements, the basement area cannot be converted or otherwise used as a bedroom or living space unless there are two means of approved egress. Do not use unapproved rooms as bedrooms.

## **Windows and Doors**

- Keep windows and garage doors closed when not in use, especially in the winter months as cold air can quickly cause pipes to freeze. Window limiters should remain locked at all times.
- Contact AMH maintenance to repair or replace damaged weather stripping.
- Aluminum foil is prohibited for use on any windows or doors.

## **Walls**

- Use mild soap and warm water to remove stains and grease from your walls.
- AMH encourages the use small nails or picture-type hangers instead of adhesive materials.

## **Garages**

- Garage doors must be kept closed when not in use.
- Garages must be broom clean; this includes removal of accumulated debris and trash, and sweeping of the area.
- Excessive accumulation of dirt, gummy materials, oil, and grease stains must be removed.

## **Heating Systems**

- All homes include either a forced air (furnace) heating system or a radiant heat (boiler) system.
- Residents residing in units with an in unit forced air furnace are required to regularly change the furnace filter.
- Filters need to be checked monthly and changed at minimum every 90 days. Filters are available at the Self Help Center location on a one for one exchange basis.
- If your home base radiant baseboard heating, make sure beds, drapes, and furniture do not block heat registers, all furniture should be a minimum of 2-3 inches from walls for proper heat circulation.
- Contact AMH immediately via our emergency maintenance line should you notice a heating issue in your home (no heat, too much heat, not enough heat).

## **Roof, Attics, Crawl Spaces**

- Crawl spaces and attics are not to be used for the storage of personal items.

- Do not allow pets in crawl spaces under any circumstances. Residents are not permitted on any roof area.

## **Appliances**

- Ranges, refrigerators, dishwashers, washers, and dryers are furnished and serviced by AMH.
- AMH supplied appliances are for residential use and should not be used for commercial applications.
- Privately owned washers, dryers, and refrigerators may be used only if hook-ups are compatible.
  - Electrical and/or gas outlets will not be installed to accommodate a Resident's personally owned appliance.
  - AMH furnished appliances will not be removed from the housing unit to accommodate a Resident's personally owned appliance.
  - AMH will not service personally owned appliances and damages to the home caused by personally owned appliances are the resident's responsibility.

## **Outlets, Cable and Electrical**

Alterations to cable outlets, electrical systems, etc is prohibited. Please contact AMH with any questions.

## **EXTERIOR MAINTENANCE**

Residents are responsible for individual yards extending out to a point that is midway between adjoining units, or if fronted by a street, out to the street. The general rule of thumb is 75 feet from the unit's permanent foundation, not including any common areas.

The following sections provide key highlights and important considerations for exterior maintenance.

### **Spigots and Hoses**

- When not in use, hoses must be neatly stored
- Prior to the first hard freeze, remove and drain hoses thoroughly before storing them for the winter.
- Hose bib covers are available from the Self Help Center and must be used during winter months. These covers provide additional protection to pipes from freezing temperatures. Hoses may not be attached to the unit's hot water heater for any purpose.

### **Porches, Decks, and Storage**

- Porches and decks are to be clutter free, not used for storage, and should not detract from appearance standards.
- Storage outside of the fenced area of your home is prohibited.

### **Appearance Standards**

AMH maintains full authority to determine if items detract from appearance standard of the neighborhood. Items such as tarps, storage bins, toys, bikes, etc may not be stored in yards or left outside when not actively in use.

### **Screens**

- Damaged screens can be brought into the Self Help Center for repair by the resident at no cost.
- Screens will not prevent falls from windows and are not designed to hold the weight of children or pets.

## Siding and Foundation

- Report any damage to siding to AMH immediately upon discovery.
- Residents are not permitted to attach any item to the exterior of the home without an approved [Special Modification Request Form](http://www.auroramilitaryhousing.com/residents/special-modification-request/)

## Fencing

- Extending, raising the height of, or installing additional fences or dog runs is not permitted.

## Lawn Care and Gardens

Residents are responsible for the full maintenance of their lawn; yards should be maintained and mowed regularly and not exceed three (3) inches in height or should not be cut to less than two (2) inches.

- Trim grass around foundation of house, base of trees, and doorsteps as necessary. Lawns must be given adequate water to maintain a healthy state.
- Instructions and advice for maintaining pristine lawns are posted on our blog during summer months ([www.AuroraMilitaryHousing.com/blog/category/self-help-center/](http://www.AuroraMilitaryHousing.com/blog/category/self-help-center/)).
- Residents should fertilize and apply lime to lawns each spring. Fertilizer, lime, and grass seed are available at the Self Help Center during the Spring and Summer Season.

Residents are responsible for all landscaping-bark, rock, planters, etc. that fall in their area of responsibility. Landscaped areas must be kept weed free and in good condition.

- If you wish to add or remove plants, trees, garden beds, or other landscaping items, a [Special Modification Request Form](http://www.auroramilitaryhousing.com/residents/special-modification-request/) [www.auroramilitaryhousing.com/residents/special-modification-request/] form must be submitted and approved prior to proceeding with the work.
- 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 4 inches. Pointed pickets are not permitted.
- Vegetable gardens are not permitted in AMH housing areas except for in community gardens. Our community garden lottery occurs in the Spring annually. For repairs to lawn areas
  - Remove all foreign objects from the lawn: stones, pet waste, sticks, and other debris.
  - Add topsoil as needed to fill holes and cover eroded areas.
  - Utilize the resources at the Self Help center.

## Grills, Smokers, Chimineas, Fire Pits, Firewood

- These items must be stored in the fenced in yard areas of AMH units. Small amounts of firewood can be stored inside fenced area if cut into lengths no longer than 24 inches and neatly stacked; firewood must be stored 10 feet from the building.

## Sheds

- Residents are allowed one shed per unit. Authorization is required through [Special Modification Request Form](http://www.auroramilitaryhousing.com/residents/special-modification-request/) [www.auroramilitaryhousing.com/residents/special-modification-request/] prior to installation. Sheds must meet the following requirements: placed within the unit's fenced area, no larger than eight foot length x eight foot width x nine foot height, electrical or extension cords are not permitted.

- A small number of homes may have pre-existing AMH-owned sheds. AMH sheds will not be repaired or replaced should they become damaged, however we will remove them at our expense if requested.

## Snow Removal

Residents are responsible for snow and ice removal within their individual driveways and sidewalks in front, behind or beside their unit. (This does not include communal sidewalks or mailboxes; AMH maintains these). Adequate emergency egress must be maintained from all exits.

- Within 24 hours of snowfall these areas must be shoveled edge to edge (no pathways).
- Snow and ice from the driveway and sidewalks may not be put into the residential streets. Residents are also responsible for removing any snow left alongside or around their vehicle after snow removal equipment has been through their area.
- [Don't have a yard to shovel snow into? Read this](#)

## Renters Insurance

Please reference your lease regarding renters insurance requirements. Your lease may require you to obtain a renters insurance policy. Regardless, liability and personal property coverage is highly encouraged.

## Notice of Absence

When leaving the home for more than 5 days, please provide a notice of absence form to our office. This requires that you designate someone to watch your home while you are gone as you are responsible for the home the entirety of the time that you are a resident.

## Notice to Vacate

Residents who are preparing to terminate their residency with AMH are required to give a minimum of 30 days written notice. For your convenience, we have a 30 day notice form on our website that helps guide you through the process.

- The military clause in your lease allows some exceptions to the 30 day timeframe (however notice and supporting documents still must be submitted to AMH as soon as the PCS is confirmed).
- A prefinal inspection may be scheduled prior to your move out date to help you prepare for the final inspection.
- The final inspection will occur on or after your move out date. AMH will attempt to schedule the inspection at a time that works for you, however please review the lease for additional details.

[View the 30 Day Notice Form](http://www.auroramilitaryhousing.com/residents/departing/30-day-notice-form/) [www.auroramilitaryhousing.com/residents/departing/30-day-notice-form/]

## ACCOUNT MAINTENANCE

We need to know when things with your family change, always let us know of updates to your family so that we can better serve you.

- **Contact Information:** Residents should contact AMH using the contact form on our website should contact information in our system need to be updated.
- **Eligibility Information:** Changes in dependents, marital or military status, or Rank must be reported to AMH immediately. Please reference your lease for more information.
- **Pet Information:** Changes in pets in homes must be reported to AMH via a Pet Application.



# Section 3: Restrictions

## FLAGS AND SIGNAGE

Flag displays are determined by the [Department of Defense](#); flags must promote unity and esprit de corps. The following list includes flags permitted in housing areas. These may only be displayed if placed in appropriate flag pole holders.

- American Flag
- Flags of U.S. States and Territories and the District of Columbia;
- Military Service flags;
- Flag or General Officer flags;
- Presidentially-appointed, Senate-confirmed civilian flags;
- Senior Executive Service (SES) and Military Department-specific SES flags;
- The POW /MIA flag;
- Flags of other countries, for which the United States is an ally or partner, or for official protocol purposes;
- Flags of organizations in which the United States is a member ( e.g., NATO); and
- Ceremonial, command, unit, or branch flags or guidons.

JBER authorized home based businesses such as Home Day Care are allowed to post one sign up to 12"x14" in one window of the unit. A copy of authorization must be on file with AMH.

Note: Signs, banners and posters representing political parties, prophesying messages, etc. are not allowed to be posted in housing unit yards, windows, or any area where they are visible on the exterior of the unit.

## EXTERIOR DECORATIONS, RECREATION, AND LIFESTYLE DEVICES

### Holiday Decorations

Holiday decorations may be displayed up to a month prior to the holiday and must be removed within two weeks after that holiday has passed.

Seasonal decorations may be displayed for the duration of the season and must be removed within two weeks after that season has passed.

**Halloween:** Real pumpkins are not allowed on JBER unless an exception is granted by JBER leadership. Please refer to the JBER website and Facebook page for further guidance. Additionally, decorations should refrain from depicting gruesome, violent, or sexually explicit scenes. AMH and JBER may, at our discretion, request that decorations that do not meet community standards be removed.

**Decorative Lighting:** Neutral decorative lighting is permitted to be lit throughout the entire winter season (15 October to 20 March). Holiday specific lighting must follow the "Holiday Decorations" provisions above. You do not have to remove lighting outside of these periods unless needed for maintenance purposes, especially if snow and ice is still present.

### Basketball Hoops

Portable basketball hoops may be used in family housing areas so long as:

- Name and housing unit number of the owner must appear legibly on the frame,
- Must be located a minimum of 15 feet from any structure,

- Must not be placed on a residential street or driveway where moving vehicles may pose a danger to the users.
- When used in shared driveways, extreme care must be used to avoid potential damage to neighboring vehicles.
- They must be stored in a fenced area when not directly in use.

### **Swing Sets, Tree Forts, Tents, Playhouses, etc**

- These items must be free standing and not attached to any trees, fences, sheds or the housing unit.
- They can only be placed within the fenced in portion of the yard.
- They cannot be used in side yards or front yards. The area in and around the items must be maintained in a clean, safe, and sanitary manner.

### **Trampolines**

Trampolines must be located within the fenced in area of the yard, must have safety netting in place at all times, and must be anchored at all times.

- From October 15th to April 15th trampolines must be disassembled and stored inside the housing unit or approved exterior shed.

### **Antennas/Satellite Dishes**

Exterior television antennas and citizen band antennas are not permitted in AMH housing however satellite dishes can be installed with prior approval on a [Special Modification Request Form](https://www.auroramilitaryhousing.com/residents/special-modification-request/) [https://www.auroramilitaryhousing.com/residents/special-modification-request/] in accordance with Installation policy.

- Satellite dishes and equipment may NOT be attached to the exterior of any AMH unit, shed, or fence; tripod or post installation only.
- The resident accepts all liability and responsibility for any damages that may occur and for removal of the dish at the end of their residency.
- Check with satellite providers to ensure adequate signal acquisition is possible at your unit.

### **Wading and Swimming Pools**

- Swimming pools are not allowed.
- Wading pools are allowed if they are less than 48 inches in diameter and do not exceed 12 inches in depth.
- Direct parental supervision is required for ANY outside structure that is filled with water.
- Water must be completely drained when not in use.
- Object must be located fully inside the Resident's fenced yard.
- From October 15th to April 15th pools must be stored inside the housing unit.

### **Water Features**

- Bird baths and fountains are allowed but must be placed on top of the ground (no digging or inset allowed).
- If electric, the supply must be rated for outdoor use and must not be run through the windows or doorways.
- Reservoir or holding tanks may not be more than four inches deep.
- Ice rinks are not permitted.

## Hot Tubs and Saunas

- Only electrical hot tubs and saunas are allowed, and they must not exceed 110 volts of electrical power.
- A [Special Modification Request Form](http://www.auroramilitaryhousing.com/residents/special-modification-request/) [www.auroramilitaryhousing.com/residents/special-modification-request/] must be submitted and approved prior to installation of any tub or sauna. The hot tub must contain a locking lid and must be locked when not in use. Hot tubs must be located at least three feet away from the house.

## Clothes Lines.

- Clothes lines are not permitted in AMH housing units and lawn areas.

## SOLICITATION

Solicitation, fund-raising, scout activities, school sales, etc., require prior approval by the Installation Commander.

## SPECIAL MODIFICATIONS

Special modification work in AMH units may be authorized if the proposed work is relatively simple, reversible upon move out, and is primarily for resident benefit.

- This work must not generate additional maintenance costs or increase the size of the living area, or structurally compromise the unit.
- Upon receiving an approval for a special modification request, you must follow all conditions
- If you are unsure as to whether a [Special Modification Request Form](https://www.auroramilitaryhousing.com/residents/special-modification-request/) [https://www.auroramilitaryhousing.com/residents/special-modification-request/] is required, please contact our office for clarification. Residents or spouses with Power of Attorney may submit Special Modification Request Forms in person or online.

For disability related accommodation or modification requests, you may complete a Special Modification Request Form (be sure to include that this is a reasonable modification or accommodation request), call our office, or email us [aurora@jlproperties.com](mailto:aurora@jlproperties.com).

## HOME BASED BUSINESS

The Installation Commander or designated representative must approve all home based businesses prior to initiation.

- Activities may involve direct sales of products, small-item repair service, limited manufacture of items, and tutoring services.
- The Installation may allow activities which are not at the expense of community tranquility, safety of the base mission, or compete with name brands in the military exchange.
- Residents conducting a residential business (e.g. child care) will be required to comply with and are subject to inspection for compliance with government standards.
- The granting of permission by AMH does not serve as a warranty that the unit is suitable for the conduct of the Resident's business.
- Residents are responsible for obtaining the necessary permission, licenses or equipment and will indemnify, save, and hold harmless AMH for any failures to obtain the necessary permission or licenses and for any damages to third parties arising from the conduct of resident's business.

For more information about home based businesses, please contact our office.

## CHILD SUPERVISION

Parents, guardians, or hosts are responsible for the conduct of children in their charge and for ensuring compliance with applicable state and federal laws governing JBER.

- Residents are required to follow all applicable JBER policies regarding **curfew**. Contact Security Forces for the current curfew policy.
- JBER has an **unattended youth policy**, which is established to supervise youth activity, prevent youth misconduct, and ensure their safety.
  - [View the current policy](https://www.jber.jb.mil/) [https://www.jber.jb.mil/]
- The Installation regulates **in-home childcare**. Contact the Family Childcare Office for regulations and requirements governing childcare providers and babysitters.

## PARKING

The only reserved parking for residents is inside the garage and the driveway. Residents should be reasonable and considerate and talk to their neighbors when problems occur over parking matters. Resident parking cannot block mailboxes, fire hydrants, driveways, or dumpsters.

Security Forces is authorized to tow and ticket on JBER. Should you encounter a vehicle that violates the policy below, please report it to AMH and Security Forces (using the JBER Connect App).

**No parking areas** include fire lanes, within 15 feet of a crosswalk or fire hydrant, on sidewalks, cement patios, yards, grass or landscaped areas, within 10 feet of any building, structure or mailboxes, except in designated parking spaces. Additionally, some neighborhood roads contain no-parking signs.

**Overflow parking areas** are for residents, and their guest's vehicles which are operated and frequently used. They are not for long term parking or storage of seasonal vehicles.

- Overflow parking areas may be used by AMH for snow storage during winter months. AMH is not responsible for vehicles which may become blocked in by snow storage.

Residents who are **TDY or on vacation** must park their vehicles in their garage and driveway.

- Parking for longer than 48 hours in any overflow parking area, or on the street is prohibited.
- Vehicles left for longer than 48 hours may be considered abandoned and towed at Resident expense.

Any vehicle **partially dismantled, non-operational, wrecked, junked, or in a derelict condition** parked on a residential street, driveway, or parking lot is subject to impoundment at the owner's expense, including towing and storage fees.

- Non-operational vehicles, trailers, ATV's, snow machines, vehicles awaiting parts, vehicles with expired registration, or vehicles whose owners do not want to operate them, may NOT be stored within AMH communities. Vehicles may not be left unattended on jacks, regardless of the duration of time.

**Parking on residential streets during snow removal** is highly discouraged and extremely dangerous. AMH will notify all residents of snow removal commencement via our blog and email list.

- Vehicles parked in active snow removal areas may be towed at the owner's expense. Vehicles are subject to towing if they interfere with snow storage or removal.

**Unattended running** vehicles are not allowed in AMH housing areas. Except during winter months for the purpose of warming up the engine, vehicles may be left running for a maximum of 10 minutes provided they are under constant observation by the operator.

- Vehicles may NEVER be left running while inside the garage as this can lead to Carbon Monoxide poisoning, regardless of whether the garage door is open or not.

Performing **vehicle maintenance** to include oil or transmission fluid changes, major maintenance such as removal/disassembly of the transmission, rear end, motor, body repair, repair work, and work which renders the vehicle inoperable for 24 hours or longer is prohibited within AMH housing driveways and parking areas.

- Residents should utilize the JBER Auto Hobby shop on JBER-R.

Vehicle **engine block heaters** are only to be plugged in when exterior temperatures reach 20 degrees or below.

- Extension cords must be UL (Underwriters Laboratories) rated for exterior use and should be attached using devices specifically designed for that purpose.
- Cords may not be run across driveways or sidewalks where damage to cords or trip hazards could occur.

**Recreational Vehicles or RVs** are vehicles designed for recreational purposes to include, but not limited to motor homes, travel trailers, tent campers, boats, canoes, trailers, ATVs and snow machines.

- RVs can only be parked within the AMH areas from noon Friday until noon Monday (the "Authorized Parking Period").
- RVs in housing areas outside the authorized parking period require that an AMH recreational vehicle special permit be properly displayed on vehicle. Special permits are limited and at the sole discretion of AMH.
- For the storage of RVs, contact Outdoor Recreation at 907-552-2023 or visit [jberlife.com](http://jberlife.com).
- Under no circumstance should an RV ever block roadways, driveways, sidewalks, or prevent egress and traversal of the street and sidewalks.
- **Pickup campers or toppers** may not be left un-mounted in housing areas at any time.
- **Dirt Bikes/ATVs/Snow Machines** must be stored in the garage while in the housing area.
- **Canoes and kayaks** are permitted only if stored on racks within the fenced in area of the yard.
  - All other boats must follow the RV parking policy.

## NOISE

Many homes have adjoining walls which can allow noise to transfer to neighboring units. Excessive noise that disrupts your neighbors is never permitted, regardless of quiet hours. During quiet hours, special attention to the volume of devices, etc in homes must be made.

Quiet hours are

- Sunday through Thursday from 2200 to 0600
- Friday and Saturday from 2300 to 0600.

Please attempt to resolve noise complaints directly with your neighbor. If unresolved, contact Security Forces at 907-552-3421 for further assistance.

### **Gatherings**

Many complaints and misunderstandings can be avoided by informing your neighbors prior to having a gathering. Let them know your intent and be considerate to their requests. Ensure your guests do not park in unauthorized areas or block neighbors' driveways. AMH Provides rentable community centers for larger events at no cost to residents; please make use of these.

### **Noise From Children**

Divert children's activities away from other homes so their noise does not cause disturbances. Instruct your children to be considerate of others. Ensure play that is occurring outdoors is not in conflict with curfew hours or quiet hours.

### **Speakers and Televisions**

Even on low volumes, bass can be extremely disruptive to neighbors. Placing TVs and speakers on non-adjointing walls or in non-adjointing rooms and keeping the volume down is recommended.

## **Section 4: Safety**

### **JBER SAFETY AND SECURITY**

AMH encourages all residents to have a safety plan and to practice their evacuation drills in the home (EDITH). Always keep fire escape routes free of trip hazards, i.e.: debris, litter, snow, ice and other obstructions.

The Installation Commander is responsible for the control and safeguarding of all base property. Routine patrolling of AMH areas is accomplished by Security Forces. Incidents, complaints and inquiries concerning law enforcement should be directed to Security Forces.

### **ENVIRONMENTAL SAFETY**

#### **Mold and Mildew**

Mold spores are found in every breath of air you breathe, however mold becomes a problem when it begins growing out of control on surfaces. Mold requires moisture, spores, and a substrate to attach itself to.

#### **Precautions:**

- Perform regular and frequent cleaning and removal of excess moisture from windows or surfaces.
- Minimize use of humidifiers.
- Promoting air circulation through the opening of blinds, curtains and the use of fans and exhaust vents during and after showers or cooking.
- Report leaks, smells of mildew or areas of suspected water intrusion to our maintenance team immediately.

#### **Asbestos**

- **Asbestos** is a family of minerals that forms harmful fibers when broken. It was used in various applications such as fireproofing, acoustical, and thermal insulation.

- Asbestos only becomes a health hazard when fibers are released into the air, usually through the destruction of the matrix holding the asbestos in place.
- **Inhalation** of asbestos fibers is the major exposure route of concern.
- **JBER family housing** was constructed during a time when asbestos-containing materials were commonly used.
  - Asbestos does not present a significant health concern to housing residents unless disturbed.
- During maintenance or renovation, such as when repairing heating systems or replacing flooring, asbestos-containing materials are usually removed or encapsulated.

### **Precautions:**

- Do not hang anything from insulated pipes and do not drill holes or hammer nails in walls or ceilings.
- Avoiding scraping floor tiles, walls, or ductwork when moving furniture.

## **Lead Based Paint**

Please review the EPA Guidelines on Lead in the Home that was provided to you at Move In.

## **Storm Water**

- Storm water runoff from JBER goes untreated, unlike water that enters the sanitary sewer system.
- Pollutants such as oils, antifreeze, detergents, pesticides, pet waste, grass clippings, and other pollutants get washed into storm drains or ditches.
- The drains and ditches direct storm water to swales leading to Ship Creek, wetlands, or Cook Inlet.

### **Preventing Storm Water Contamination**

- Keeping your vehicle free of leaks and spills.
- Practicing safe lawn and garden habits.
- Properly disposing of hazardous materials and waste.
- Cleaning up after your pet.
- Reporting all hazardous material and waste spills.

## **Water Safety**

Maintenance of the JBER water system is shared between JBER, AMH, and additional government partners.

- JBER Bioenvironmental Engineering and Civil Engineering are responsible for testing and maintaining drinking water. Annual reports are posted on our blog.
- In some cases, AMH or the Government may perform maintenance on water lines. If certain criteria are met, a precautionary boil water advisory is typically issued. During a boil water advisory, water must be boiled prior to consumption. Should this occur, you will receive a flyer and email detailing the proper precautions. Boil water advisory are precautionary and are lifted after testing is completed that verifies the safety of water.

## **FIREARMS**

All firearms must be registered with Security Forces.

- There are specific policies regarding firearms on Military Installations. BB guns, Air guns, and even Bow and Arrows are considered Firearms.
- Discharging of firearms in AMH housing is prohibited. Firearms must be kept unloaded in locked gun safes.
- Use extreme care when handling/cleaning firearms. For information on firearms on JBER, contact the NCOIC Security Forces Armory or Plans and Programs Superintendent at 907-552-3668.
- Prior to storage of gunpowder and primers in AMH housing, contact the Fire Protection Section at 907-552-2620 for specific instructions. Place a dry chemical type fire extinguisher (minimum 5 pounds) close to the powder storage area.

## FIRE PREVENTION

### If A Fire Occurs

If a fire occurs in your home, get everyone out and call 911 immediately; always inform the operator that you are on JBER.

### Safety Devices

Homes on JBER contain various fire safety resources.

**Fire extinguishers** are provided in all AMH units, typically in the kitchen area of the unit. Please ensure all family members know the location and how to use the extinguisher.

Residents are responsible for monthly checks of the extinguisher. This should include: inspecting the physical appearance, verifying gauge shows full and turning extinguisher upside down, shaking, and tapping the bottom. When the date is one year beyond the date listed on the tag bring extinguisher into Self Help Center for re-certification or possible replacement.

**Fire hydrants** within AMH community may be used by the fire department.

- AMH removes snow from fire hydrants located in the common areas.
- Marker flags are installed on hydrants to make them easier to find during winter months. Ensure children do not play with or remove the flags.
- Report missing or damaged marker flags or damage to fire hydrants to AMH at 907-753-1023.

Fire Suppression or sprinkler systems are installed in some homes.

- Please do not hang or attach items on or within eighteen inches; do not obstruct or tamper with, paint, or knock, hit or bump the sprinkler heads or piping.
- Pipes in sprinkler systems primarily run through ceilings; do not hammer or drill into ceilings or floors.

**Smoke and Carbon Monoxide Detectors** are in all homes. Smoke Detectors are in bedrooms, and Smoke/CO combination detectors are in halls.

- You are responsible for performing a monthly serviceability check on all household warning devices within the home. This includes inspecting the physical appearance of the detectors or warning devices for evidence of damage, abuse, or tampering, and for dead batteries.
- Note that smoke detector batteries can be picked up at the Self Help Center at no cost to you.
- Report any malfunction or beeping to AMH Maintenance at 907-753-1023.



## Fire Prevention Best Practices

The following is a non-exhaustive list of fire prevention requirements.

**Extension cords** must be rated for the capacity of the equipment being served and be UL approved.

- Cords shall not be connected in series to extend the length nor may multiple loads be served by one cord with more than one outlet.
- Do not nail or staple cords to interior building surfaces, run cords through doorways, windows, and holes in walls, or under rugs, or carpets.
- Cords used for the exterior installation of items such as holiday lights or vehicle plug-in heaters shall be weatherproof and attached using devices specifically designed for that purpose.
- Do not run cords across driveways or across sidewalks where damage to the cords or trip hazards could occur.

Never leave **the Stove or Oven** unattended especially when cooking with grease or anything that produces its own grease.

- Should a grease fire occur, cover the burning pan with a lid, turn off the burner, and use the fire extinguisher immediately, then call 911. Never use water to extinguish a grease fire. Most importantly, do not attempt to move the pan. Some grease fires can occur due to excessive buildup of grease. Keep your stove, burners, hood, and walls clean of grease to avoid such fires.
- Hot plates and other burner type cookers are not allowed for use in AMH units.

Good **housekeeping** and **cleanliness** promotes fire safety and prevention.

- Dispose of trash and combustibles regularly.
- Keep storage to a minimum and keep exit routes clear.

**Space heaters** are not allowed in AMH units unless issued by AMH for emergency no-heat issues.

- AMH issues only electric, oil filled heaters with automatic shut off.
- Decorative fireplaces or other like items that produce heat are prohibited in AMH units.

**Clothes dryers** present an elevated fire risk if used improperly.

- Annually remove the 4-inch vent hose from the back of the dryer and remove any accumulated lint or residue.
- Never place plastic articles in dryer.
- You must clean lint traps after each use and wash the screen with a small brush often.
- Do not overload the dryer.

**Candles** are a leading cause of house fires.

- Do not place lighted candles in areas where they could contact flammable items and do not leave candles unattended

**Smoking** can also lead to house fires. Take care to ensure that lit cigarettes, cigars, etc are not placed into contact with combustible surfaces.

The **storage of gasoline or other flammable liquids** must be in approved containers and is limited to three gallons per dwelling.

- Flammables may not be stored within living areas or in areas frequented by playing children.
- Containers can be stored in the garage storage area if there are proper ventilation openings. Ensure they are placed at least five feet from the heater or hot water heater.
- Do not refuel lawn mowers, edgers, snow blowers, and other motor driven types of equipment while the motor is running. Turn motors off and allow at least ten minutes to cool before refueling.
- Never store gas powered equipment in the living areas of your unit.

**Grills, Smokers, Chimineas, Fire Pits** must be used a minimum of 10 feet from any combustible fixture, such as a fence or the side of the home.

- They cannot be used on any wooden or other combustible surface nor can they be used inside the garage.
- Grills, chimineas, and fire pits must be completely cooled, fuel tanks closed, and all ash material removed prior to storage nearer than 10 feet to housing unit.

**Fireworks** are prohibited on JBER.

**Welders, decorative fireplaces, hot plates**, and other like items that produce heat are prohibited in AMH housing units.

## PEST CONTROL

Pest control is a resident responsibility. Our maintenance team consists of pest control specialists who are able to provide guidance and support to your family should you encounter pests in the home.

## WILDLIFE

JBER has an abundance of bear, moose and other wild animals that are seen frequently in family housing areas.

**Always call Security Forces at 907-552-3421 if wild animals present a danger in your housing area.**

## WILDLIFE POLICIES

- Alaska State Law prohibits feeding bears or causing a wildlife nuisance.
  - Storing pet food or garbage on the back porch, in the back of a pick-up, or leaving food remains on barbecues is construed as feeding the bears and can cause bears to become a nuisance.
  - Always keep roll carts inside except on trash or recycling pick up days.
  - Bird Feeders are not permitted between 1 April and 31 October.
- Photographing or approaching animals, even if they do not appear to be a threat can put you in harms way.
- Hunting and game processing can only occur in the garage or a resident owned shed and cannot occur outside, in sight of neighbors. Floors must be scrubbed down immediately.

## NATURAL GAS

All homes on JBER are heated with natural gas provided by ENSTAR. Natural gas runs in flexible lines and is delivered directly to your home. If you smell natural gas, always exit the home immediately and call ENSTAR at 907-277-5551. ENSTAR will dispatch a technician and contact AMH.

- Natural gas is naturally odorless, but is infused with a chemical to make it smell like sulfur so leaks can be identified.
- CO detectors in homes can detect carbon monoxide, not natural gas.
- Natural gas lines are buried relatively close to the surface; digging, installing posts, or performing any other activity that disturbs the ground on JBER (without a dig permit) can put potentially rupture a line.

## HELMETS

Everyone who rides bicycles, skateboards ebikes, hoverboards, or roller-blades on JBER must wear a helmet approved by the American National Standards Institute.

# Section 5: Animals

Residents are responsible for the behavior of their animals and must assure they do not become a nuisance or menace to other animals, persons, or property. Owners must maintain clean surroundings and provide proper humane care for their animals. AMH reserves the right to require the removal of any animal when there is confirmation of neglect, abuse, biting, nuisance, or destruction of property.

## AUTHORIZED PETS

AMH Residents are allowed to possess or maintain no more than two adult pets.

- Excesses caused by pets giving birth must be removed from the residence within eight weeks.
- Residents must request a waiver for any pregnancy or additional pets. Breeding of animals for commercial use or sale is prohibited in AMH units.
- Spaying and neutering is encouraged.

## PROHIBITED PETS

The following breeds of dogs (including mixes of these breeds) are prohibited on Military Installations by the Department of Defense:

- Pit bull (American/English/Irish Staffordshire Bull Terriers)
- Rottweiler
- Doberman Pincher
- Chow
- Wolf hybrids

In addition, the following animals are prohibited from being kept as pets: farm, ranch, or wild animals, marsupials, primates (monkeys and apes), ferrets, raccoons, hedgehogs, pot-bellied pigs, exotic felines, squirrels, skunks, rodents (rats and mice), reptiles, snakes, spiders, and any animal requiring a permit from the Fish and Wildlife Service.

NOTE: Guinea pigs, hamsters, tortoises, chinchillas, gerbils, rabbits, caged birds, and fish are not considered exotic and may be kept as pets.

## Grandfathered Pets

A limited number of prohibited breed dogs were in residence prior to the Installation wide prohibition. The only grandfathered animals are those that were residing with the current residents at the time of prohibition. Residents are not allowed to obtain additional prohibited pets. Puppies from grandfathered pets are prohibited to stay after the eight week without an additional pet waiver.

## REGISTRATION

Prior to taking occupancy in an AMH unit, all privately owned pets over four months of age must be registered with the JBER Veterinarian and have certificates showing they have received the required vaccinations or microchips as required.

- Registered animals are required to wear a registration tag showing they have had a rabies vaccination.
- Residents must notify AMH once registered pets are no longer in the household.
- For further details on compliance with JBER pet regulations or information regarding the registration of new pets, please visit <https://www.auroramilitaryhousing.com/residents/pets/>.

## CONTROL

Residents are responsible for controlling their pets at all times.

- Pets must be confined to the home or in a fenced yard.
- Pets capable of jumping the fence must be tethered with a ground anchor.
- At no time may pets be tethered to trees, bushes, any building, fence or structure; including any area outside of the fenced yard.
- When outside of the home or fence, pets must be on a leash and under the control of an individual physically able to control the animal.

## NUISANCE PETS

Pets that exhibit aggressive behavior or cause a public nuisance to neighbors through noise, smell, personal threat, or other undesirable behavior will not be allowed to remain on JBER.

- Aggressive behavior is indicated by any of the following: (i) unprovoked barking, growling or snarling at people/animals approaching the animal, (ii) aggressively running along a fence line when people/animals are present, (iii) biting or scratching people/animals, or (iv) escaping confinement or restriction to chase people/animals.
- If you have concerns regarding a nuisance or aggressive pet, please contact Security Forces at 907-552-3421. Continued reports of nuisance pets can result in removal of pet from AMH housing units.

## BARKING DOGS

Animal noise can be highly disruptive to other residents. Be considerate of neighbors by keeping dogs under control. Quiet hours are Sunday through Thursday from 2200 to 0600 and Friday and Saturday from 2300 to 0600, however excessive barking is prohibited all hours of the day.

Report excessive barking to Security Forces at 907-552-3421.

## CARE AND UPKEEP

Residents are responsible for the sanitary, safe, and healthy care of both the pets and the AMH unit.

## **Cleanliness and Sanitation**

- Pet owners must clean pet waste in yards daily, or more often if necessary, to prevent the areas from becoming a public nuisance.
- When walking pets, owners must immediately clean up feces left by the pet.
- At no time will owners allow animals to utilize their basement, garage, or any other housing interior as a pet run or a pet waste disposal area.

## **Shelter**

- Leaving pets outside for unreasonable periods of time (especially in extreme weather conditions) or without proper food or sufficient water is considered inhumane and cruel.
- Pets left outside are required to have adequate shelter from the elements.
- Do not leave pets unattended in vehicles.
- Pets may not be left alone in a home, garage, or back yard for more than six (6) hours without attention.

## **Dog Houses**

- Dog houses must be located within five feet from your housing unit. Portable containers used for transporting pets may not be used.
- Dog houses must be kept in good repair and painted to match the color scheme of the housing unit, use of bright contrasting colors is prohibited.
- Dog houses should be moved periodically to avoid damaging the yard.

## **Pet Damage**

- Pets must never be allowed to dig under fences or against foundations.
- Do not allow pets to scratch or chew any portion of your AMH unit.
- Damage caused by pets is not considered normal wear and tear.

## **Stray/Lost Animals**

Call Security Forces at 907-552-3421 to report a stray or lost animal.

## **Pet Sitting**

Residents may accept the responsibility of watching pets for a neighbor, friend or co-worker, in their home if the additional pets do not bring the total household pets to more than two. Pet sitting for more than 2 weeks requires a Pet Application be completed with AMH. The pet sitter is accepting full responsibility and liability for the animal's actions, to include any possible damage costs.

# **Section 6: Miscellaneous**

## **MAILBOXES**

All mailboxes are property of the U.S. Postal Service and subject to all applicable laws. Residents who receive mail in cluster mailboxes must obtain the key from the U.S. Postal Service. Posting of flyers, ads, brochures, etc. on the mailboxes is prohibited.

## **RESIDENT DISPUTES**

As in most close communities there is always the potential for disputes between neighbors. The best way to handle this is for the affected parties to simply discuss the issues between themselves and seek resolution. This should be accomplished resident to resident. In the event this does not resolve the

conflict, residents should then request input from their military supervisors. AMH will not participate or get involved in personal disputes between residents.

## DISABILITY LIST

Notify both the Fire Protection Flight at 907-552-2620 and AMH if a family member has a disability. The type of disability, building number, address, telephone number, and DEROS date for the sponsor are required. In the event special accommodations to the housing unit are required, submit a completed Special Modification Request form to AMH, give us a call, or email [aurora@jlproperties.com](mailto:aurora@jlproperties.com).

## MAYORS PROGRAM

The Mayors Program (also known as the Resident Council) is made up of volunteers representing their housing areas under the leadership of the ABW Resident Advocate.

- Mayors meet every 6-8 weeks to review and discuss community matters affecting all residents. Residents are encouraged to volunteer.
- While AMH supports and participates actively in this program, mayors are not representatives of AMH and should not be contacted in lieu of AMH.
- Contact information for the Mayor Coordinator is available at [www.AuroraMilitaryHousing.com/mayors-program/](http://www.AuroraMilitaryHousing.com/mayors-program/).

## SMOKING

Smoking is not prohibited in homes; however it is highly discouraged.

- Please be considerate of non-smoking neighbors and understand that indoor smoking can filter into shared venting systems.
- While smoking outside is preferable to smoking inside, please avoid smoking close to the building to keep smoke from entering neighboring units through windows.
- Damage to fixtures, paint, flooring, etc in homes that results from ongoing smoking in a unit can come at a substantial cost to you at move out.

## YARD SALES

Two sales per housing unit are permitted per year.

- Signs advertising the sale are limited, one for your yard and one at the entrance of the quad and must be obtained from the Self Help Center. Homemade signs are not permitted.
- Use care when placing signs at entrances to housing areas as not to impede visibility or traffic.
- Yard sale signs are NOT allowed to be placed in the median of Westover Drive (front of Commissary/BX).
- If AMH sponsors a "Community Yard Sale" the sale will not count towards your yard sale limit.

## SOCIAL VISITORS

**Local Social Visitors** reside or work inside the commuting area of the Installation.

- The commuting area is the greater of 20 miles or a 60 minute drive from the Installation.
- Allowed to stay for two concurrent days at a time.

**Non-Local Social Visitors** reside outside the commuting areas of the Installation.

- Allowed to stay for 30 concurrent days annually.

## LIVE-IN CHILD CARE PROVIDER

Residents may employ a live-in childcare provider with the approval of the Installation Commander or an authorized representative. Copies of Installation approval to include the approved length of stay, must be on file with AMH. Childcare providers will be considered a guest of the resident and will not entitle resident to a higher bedroom qualification. Resident will be solely responsible for the actions of the provider.

## COMPENSATION/SUBLETTING

AMH housing units are single family dwellings only. Residency beyond the approved visitor length, acceptance of rent, or, any compensation in lieu of rent, by either approved or non-approved social visitors will be grounds for the loss of an AMH housing unit.

## GROUPS INSPECTIONS

Groups Inspections are performed using the guidelines in this Resident Handbook. Discrepancies will be noted and an inspection notice will be posted on the unit front door.

- If a notice is not resolved in allotted time AMH may issue a formal lease violation notice or involve the resident's military unit to request help in resolving upkeep issues.
- AMH notices that are resolved require no additional action on your part and come with no other consequences. However, other JBER authorities can issue notices that can incur fines or more serious consequences.

## GENERATORS

Generators may not be connected to any AMH housing unit electrical system.

## WINDOW AIR CONDITIONERS

Window air conditioners must be approved via a Special Modification Request.

## WATER BEDS AND TANNING BEDS

Waterbeds and tanning beds are not allowed in AMH units.

## ELECTRIC VEHICLES

Electric vehicles may not be plugged into any outlet in the home.

## INFORMAL DISPUTE RESOLUTION

AMH and JBER maintains a strong support system to help address concerns. For details on how to resolve disputes, please reference Appendix C: Dispute Resolution

[<https://www.auroramilitaryhousing.com/download/jber-home-voice/>]