

**NEW ORLEANS NAVY
HOUSING, L.L.C.
TENANT GUIDELINES**
NEW ORLEANS NAVAL COMPLEX
FAMILY HOUSING OFFICES

NAVAL SUPPORT ACTIVITY
2300 GENERAL MEYER BLVD., BLDG. 23
NEW ORLEANS, LA 70142
PHONE (504) 364-9433
FAX (504) 364-9350
EMAIL – nsamaint@pm-br.com

**NAVAL AIR STATION
JOINT RESERVE BASE**
303 RUSSELL AVE.
BELLE CHASSE, LA 70037
PHONE (504) 392-7500
FAX (504) 392-7772
AFTER HOURS EMERGENCY (504) 363-8121
MAINTENACE E-MAIL: nasmaint@pm-br.com

OFFICE HOURS BOTH SITES:

**MONDAY – FRIDAY 0730 - 1700
SATURDAY 0830 - 1700
SUNDAY 1300 - 1700**

**This Manual will be updated annually, or as required, by
the Business Manager and the Partnership.**

GUIDELINES

1. Move-In Procedure

- a. For civilian applicants who are not on the Navy's Housing Referral List, an application for housing must first be completed, and any applicant will be required to submit to a credit check, salary and employment verification, prior rental reference checks, and a criminal background investigation. If an applicant is not accepted, he or she will be notified of this decision.
- b. If an applicant is accepted, he or she will be required to complete the lease, security deposit agreement (all civilian applicants, plus any military applicant not electing to pay by EFT or Allotment), Rules & Regulations, and other required documents.
- c. On the day of move-in, the Tenant and Landlord will perform a joint inspection of the unit, and each will sign off on the move-in section of the Move-In/Move-Out Checklist (attached). Prior to physically moving into the unit, all charges and applicable deposits must be paid in full. For tenants in residence on October 1, 2001, Landlord will rely on the inspection report prepared by New Orleans Naval Complex Housing Office for the Community at the time of occupancy by the Tenant or, on a list from the tenant himself or herself.

2. Rental Payment

- a. Rental payments not made by Allotment or EFT must be made by personal check, cashier's check, or money order. No cash will be accepted.
- b. Rental payments paid by personal check must be on the Tenant's and/or their spouse's accounts, and the Tenant must be the signatory. Payment must be made with one check. No multiple checks or two party checks will be accepted.

3. Transfers to Other Family Housing

Military - The Navy's Housing Office will establish the priority list for those Tenants who wish to transfer to the new development being constructed at Naval Air Station. Tenants may transfer as long as their lease is up and at least thirty (30) days notice of intent to vacate is given. The transferring Tenant will be subject to the same move-in and inspection procedures applied to any new Tenant. Additionally, the transferring Tenant will be required to execute a new lease, all applicable attachments, and participate in a move-in inspection.

4. Lockouts

- (a) During office hours - There will be no charge for issuing keys to Tenants locked out of their housing units during normal office hours as long as the keys are returned to the office the same day. If not, a lockout charge of \$5.00 will be assessed.
- (b) After Office Hours - The first three (3) times in any given twelve (12) month lease period a Tenant is locked out of his/her unit and a Landlord employee has to let the Tenant in will be at no charge to the Tenant. If any reoccurrence exceeds three (3) times in a twelve (12) month period the Tenant will be charged \$25.00 per lockout.

5. Energy Conservation

As utility costs and consumption continue to increase, conservation becomes more and more important – not only to save costs, but also to keep the impact on the environment to a minimum. Some conservation measures are obvious, such as not running air-conditioning or heat with windows and doors open. Tenants who flagrantly abuse utility usage in such cases will be responsible for paying the additional charges in excess of normal utility costs for the unit they are residing in.

6. Energy Management

- (a) Central Air Conditioning – All housing units are equipped with central air conditioning. The thermostat has two switches. One switch controls both the heating and cooling cycle. The other switch controls the blower fan. To cool the housing unit set the heating and cooling switch to “cool” and the fan switch to “automatic.” The temperature should be set at 78 degrees in keeping with the government’s energy conservation program. Do not mistakenly think you can conserve energy by turning your air conditioning either to the off position or turning it up to 80 degrees or above during the day while you are gone from your housing unit. When you return home it will take the AC unit approximately two hours to cool your housing unit down to 78 degrees. This will actually cause you to use more energy than if you were to leave your unit at 78 degrees continuously.

Air conditioning units are designed to keep the inside temperature approximately 15 degrees lower than the outside temperature. Do not expect the temperature in your housing unit to go down to 70 degrees when the outside temperature is 90 degrees or over. When there is a dimming of overhead lights or complete power failure turn off the AC at the thermostat. Do not turn the AC back on until electricity has been restored for at least 5 – 10 minutes. All AC and heating units are checked by Landlord’s maintenance personnel for proper operation twice yearly. Landlord’s maintenance personnel will also change filters every other month and during the off months will leave filters at housing unit doors for you to change yourself. If you need to change your filter more often, these may be picked up from Landlord’s management office.

Water backing up into the AC drains results in unnecessary water damage to the floor of your housing unit. Part of Landlord’s preventive maintenance program is to add algaecide tablets to the AC drain pans which will minimize this problem. However, if this problem does occur please call Landlord’s office and a maintenance man will be sent to your housing unit to correct the problem.

Do not operate the AC when doors and windows are opened. Frequent disregard of this rule may result in eviction.

If the AC is not working properly:

- Make sure the thermostat is set properly. If you have any questions call Landlord’s office.
- Make sure the filter is clean.
- Make sure all vents are opened and that the return air grill is not blocked.
- Make sure the breaker labeled “furnace” or “AC fan” in the breaker box is in the “on” position.
- Make sure the handle on the disconnect box located on the outside of the housing unit is in the “on” position.

Do not attempt to make any repairs or adjustments yourself after you check the above. If you suspect mechanical problems, call Landlord's management office.

- (b) Central Heating – Set the heating and cooling switch to “heating” and the fan switch to “automatic.” The thermostat should be set at 68 degrees per the government’s energy conservation program. Never try pushing the thermostat to a higher temperature to make the furnace come on. When the dimming of overhead lights occurs or an electrical power failure happens turn the furnace off at the thermostat. Do not turn the furnace back on until full electrical power has been restored for 5 – 10 minutes.

When the furnace is not working properly, please follow the same guidelines as shown above for central air conditioning.

- (c) Gas Operated Equipment – The central heating system, hot water heater and cooking range in some housing units are gas operated. To relight the water heater please see the instruction plate located on the heater itself.

The faint odor of gas is a signal to relight the pilot of your hot water heater or oven. As a safety measure, open a window or door to ventilate the room for at least 5 – 10 minutes and call Landlord’s office. After working hours call Landlord’s answering service. Gas odors are considered an emergency.

- (d) Clothes Washers and Dryers – Connections for laundry equipment are provided. Electric dryers which operate on 110 or 220 volts, or gas dryers may be installed. Care must be taken to prevent overloading of electrical circuits while the dryer is operating. Should the operation of the equipment result in repeated overloads or other similar difficulties, advise Landlord’s management office in order that the installation may be inspected. Tenants are responsible for correcting defects found in their laundry equipment. If the standard connections provided in the quarters do not meet the requirement for connecting privately owned equipment, Tenants must provide necessary equipment at their own expense. Both hot and cold water faucets should be turned off when the housing unit is vacated for any extended period of time. When the gas dryer is disconnected, the gas outlet must be shut off and secured with a cap.
- (e) Energy Conservation – The demand for energy in the United States and elsewhere in the world is out-weighting the means to produce energy. Adequate energy is still available to maintain our standard of living, provided we use it wisely. Everyone’s cooperation is needed to reduce energy consumption. A little effort on the part of many people saves tremendous amounts of energy. The following hints will save the nation valuable energy, produce year round energy savings, and not cause an inconvenience.

1. Heating, Cooling and Hot Water Tips – Keep drapes or blinds closed to cut down window heat gain in summer and heat loss in winter. Keep the room temperature at 68 degrees in winter and 78 degrees in summer. Keep vents and radiators clean and free of obstructions, such as furniture. Keep vents in unused rooms closed off. Report leaky water faucets. One drop per second adds up to about 200 gallons per month, which for hot water includes a substantial energy waste. Take showers instead of tub baths; showers consume less than one-half the hot water required for a tub bath.
2. Kitchen Energy Savers – The kitchen is a prime candidate for energy savings. The oven, range, refrigerator and dozens of other appliances used are large energy consumers. Following a few simple tips can substantially reduce energy consumption.

- a. Refrigerator – Avoid frequent door openings and close door immediately after removing food. Do not over cool. Milk is a good test. When cold enough for drinking, the refrigerator setting is proper. If ice-cream stays firm, the freezer temperature is proper. Cool hot foods to room temperature before placing in refrigerator. Check door gaskets; if you place a dollar bill between the door and cabinet and pull straight out and there is a slight drag, the gasket is fitting properly. If the dollar slips through easily, notify the Landlord’s office. Keep the freezer full to retain lower temperatures. Keep refrigerator at least three inches away from the wall.
 - b. Dishwasher – Use dishwasher only for full loads.
 - c. Oven and Range – Plan oven meals. A complete meal can be cooked in an oven as economically as one food item. Turn off gas oven as soon as meal is cooked. The oven will retain the heat if the door is kept shut. Do not open oven door unnecessarily; as much as 20% of the heat could escape. When cooking in glass or ceramic utensils, oven setting should be lowered by 25 degrees. On the range top, use covered pots and pans and lower settings. Flat bottom utensils heat better. Use the right size pan. Bring to boil only the amount of water needed. Do not use the oven as a heater; the heat will not circulate efficiently or economically.
3. Lighting – Do not leave lights on unnecessarily. Use higher wattage bulbs only where required for reading, sewing or other close work. Avoid using excessive decorative lighting inside and eliminate all exterior decorative lighting. Keep lamps and light fixtures clean. Dirt absorbs light.
 4. Washer/Dryer and Other Appliances – Wash full loads of clothes. Use cold water detergents and cold water whenever possible. Remove collected lint frequently. Dry full loads of clothes. Take advantage of different types of heat for different types of loads. Use warm temperatures for permanent press. Dry clothes outside when weather permits. Turn off all small appliances, such as TVs, radios, etc., when not in use. If TV has “instant on,” unplug it when not in use, as when going away for a weekend or vacation. When ironing clothes do them in large batches rather than only a few items at a time. Each time an iron is warmed up, energy is wasted. Electric blankets permit lower bedroom temperatures to be maintained. Whenever possible, use major appliances in the off-peak hours (before 9 a.m., after 6 p.m.) to reduce demand charges for electrical consumption. Improper or wasteful use of water, electricity, and natural gas considerably reduces the funds available for the proper maintenance of family housing.

7. Lawns & Grounds Maintenance

Landlord shall employ a contractor to maintain all common area lawns and grounds. This includes all yards and patios, but only if these areas are accessible to the contractor. Gates on yards and patios must be kept unlocked on service dates. If not left unlocked, Tenants are responsible for maintaining these areas.

A limited amount of lawns and grounds maintenance equipment is available for self help at Landlord’s maintenance shop for Tenants’ use. Tenants are responsible for purchasing fuel for such self-help equipment.

8. Refuse Collection

Refuse collection is provided on Tuesday at Naval Air Station and Tuesday at Naval Support Activity each week. Cooperation and maintaining a neat appearance in refuse collection areas is required. All refuse must be in tied garbage bags and in the container provided by the contractor or, if not provided by the contractor, a plastic or metal container with a lid. Please keep lids on your containers and keep them in the designated areas. Tenants are required to carry their containers to the curb for pickup and return them to their proper place the day after pickup. Tenants should not place their containers at the curb before 1600 the day prior to pickup. If containers are not returned to their proper place by 1200 the day after pickup, the rental office will collect the containers. Missing containers may be reclaimed at the rental office. It is suggested that the lids of garbage cans be secured to the handles of the container if possible to avoid loss of lids. It is also suggested that the containers be marked with the housing unit number.

9. Recycling

Each Tenant has been issued a recycling container by Base Housing. Recycling containers are collected every Thursday at NAS and every Tuesday at NSA. The following materials are recycled:

- (a) Aluminum cans, rinsed
- (b) Newspaper, tied with string and placed inside paper bags
- (c) Plastic – plastic with a No. 1 or No. 2 on the bottom of the container. This includes milk cartons, 2 liter soda bottles, water bottles, or sport drink bottles. All containers placed in the recycling container must be rinsed.
- (d) Tin cans, washed and labels removed.
- (e) Cardboard, boxes must be broken down and tied.

10. Child Care in The Housing Area

Family Child Care Provider (“FCCP”) is defined as care provided by private individuals in their family housing unit. Care may be full or part time, and includes anyone offering regularly scheduled child care for more than ten hours a week. This excludes occasional babysitting co-ops. “Regular” child care is any child care which enables parents to be on duty, to be employed, or to attend school/training. FCCP must meet and maintain extremely rigid certification standards, including background screening, orientation, CPR and First Aid certification, and on-going monthly training in child development practices. Providers are subject to routine and unannounced housing inspections by the Family Child Care staff. FCCPs are required to adhere to OPNAVINST 1700.9D and NAVSUPACTINST 1710.2A rules and regulations, including the purchase of their own liability insurance. These strict standards are for the safety and well-being of the children. Unauthorized child care is sometimes offered by non-FCCP certified Tenants on a full or part-time regular basis for more than ten hours a week. Unauthorized care bypasses the FCCP standards, placing the children in potential jeopardy. Navy regulations state that only officially certified FCCP providers are authorized to provide care in government housing. Individuals identified for the first time as providing unauthorized care will receive an official warning from the Commanding Officer with information regarding the process to attain certification. Continued unauthorized care may result in eviction. For more information on becoming a FCCP, please call the NSA Family Child Care Coordinator at 678-2450/2451; and at NAS 678-3654.

11. Child Neglect

Louisiana Revised Statute 14:403 says “Neglect is the failure by a person responsible for the child’s care to provide the proper or necessary support, education required by law, or medical, physical or other care necessary for his well being.” Louisiana courts have held that leaving minor children unattended for long periods of time constitutes lack of necessary support and could be

considered child neglect. Ensure your children are well taken care of and under the supervision of responsible persons.

12. Supervision of Minor Children

Tenants are the responsible for providing safe, appropriate, and adequate care and supervision of their children. Children who are not properly supervised are at increased risk of harm to themselves and may impose an unwarranted burden upon the Community from inappropriate behavior.

Children should not be allowed to wander about the common areas. After 2000 (2300 on Friday & Saturday, and summer/holiday breaks,) dependent children unaccompanied by an adult Tenant should proceed directly to their units quietly and expeditiously. Tenants should know where their children are at all times. Do not allow children to play with dangerous toys or weapons. Playing baseball, football, basketball, etc. in the housing area is prohibited except in areas designated for such purposes. Basketball courts and ballfields within or adjacent to the Community are provided for this purpose.

Curfew – Curfew hours for juveniles (under age 18) are as follows:

Sunday through Thursday:	2000 - 0600
Friday and Saturday:	2300 - 0600
Summer and Holiday Break:	2300 - 0600

13. Care & Supervision Age Requirements

Parents, guardians and sponsors will ensure the following when determining the care and supervision to be provided for their minor children (younger than 18 years of age):

- a. Children younger than 10 years of age will not be left alone or unsupervised at home.
- b. Children between the ages of 10 – 12 may be left alone in the unit unsupervised for no more than one and one-half hours.
- c. Under no circumstances shall a child under the age of 18 remain alone and unsupervised overnight in a unit.
- d. Children, ages six and older, may play in a designated play area or park located closest to their unit until 1800 without close supervision. In addition, these children may go to and from local schools without close supervision.
- e. Baby-sitters must be at least 13 years of age to baby-sit children, including siblings, without adult supervision. They should complete the American Red Cross Baby-Sitting Course, sponsored by the Family Service Center.

Tenants are responsible for ensuring that arrangements have been made for proper supervision and care in their absence. Although threshold ages have been established, individual circumstances regarding the mental or physical capabilities and maturity level of the child may dictate a higher age limit for the requirement for constant supervision.

14. Absence From Quarters

Civilian Tenants leaving their quarters for a period in excess of seventy-two (72) hours must notify Landlord's office. Military Tenants must notify Landlord's office and Base Housing. Base

security is furnished a list of all absent Tenants and checks on temporarily unoccupied quarters within their capabilities. All Tenants should call security and report when they return.

15. Firearms/Weapons

Military Tenants of the Community may retain firearms or weapons in their units provided the weapons are properly safeguarded (under lock and key) and are registered with Base Security. Military members and/or their dependents with an unregistered weapon or a weapon not properly safeguarded could result in eviction.

16. Name Signs

Name signs for individual housing units are prohibited except: (i) for those provided by the government itself; or (ii) designation of units occupied by the Commanding Officers, Captains, and other parties allowed to designate their units under military rules.

17. Communicable Diseases

All Tenants, both civilian and military, must notify both Landlord's office and Base Housing of any communicable diseases infecting Tenants or their dependents.

18. Storage

Storage is allowed only in family housing provided storage units. Storage is not permitted in the attic space. Furniture that family housing provided storage will not accommodate such as bedroom sets, dining room sets, window air conditioners, etc. may be stored at government expense only for military Tenants through the Personal Property Department. The numbers for both bases are 678-2505 or 678-2510. Appliances provided in units are not to be removed. Military Tenants who own their own appliances can store these at government expense. Civilian Tenants must make their own arrangements for storage off-base.

Additional storage buildings in family housing are not allowed except for those in place and having had prior approval from base housing before Landlord Management assumed management of the property.

19. Bicycles

Bicycles may not be stored in common entrances or hallways of family housing units. All bicycle riders must wear safety helmets. Bicycles must:

- (a) Be registered with the Security Department.
- (b) Not be ridden after sunset unless adequately lighted (white light forward and red aft, as a minimum.)

20. Exterior Appearance

A clean and uniform exterior appearance enhances the quality of life of all Tenants. The following rules must be followed to maintain a neat, orderly and pleasant environment at the complex:

- a. All window coverings visible from the outside must be those provided by the Landlord. Tenants may install their own drapes, but these must be installed on the housing unit side of the window coverings that are furnished. No foil or polarized film is allowed.
- b. Seasonal decorations are acceptable as long as they are not attached with anything that penetrates the door.

- c. Exterior attachments, such as planters and lights must have prior management approval and must be maintained. Exterior attachments can not penetrate the building or otherwise damage the building.
 - 1. They are not attached with any penetrating holders.
 - 2. The wiring is not run through a partially open window or door.
- d. Balcony or visible patio furniture must have Landlord's prior approval.
- e. Flower gardens are permitted; but must be maintained by the Tenant.
- f. Vegetable gardens are allowed, only if they are completely hidden from view by existing fencing.

21. Exterminating Service

Exterminating service is provided to all family housing. However, Tenants with pets will be responsible for the extermination of ticks and fleas at any time during the lease term when this infestation is discovered, and upon move-out if necessary. Landlord's contracted exterminators can use a combination of spray, bait and traps. Any Tenant allergic to the sprays, for example, may request through Landlord's office that his/her housing unit be treated with baits or traps. Therefore, a Tenant may not refuse monthly extermination treatment.

Tenants are responsible for taking certain preventive steps to control pests. Do not let garbage accumulate; keep food stored in closed containers; and keep tables, countertops, stoves and floors free of grease and food crumbs. Cleaning underneath sinks and underneath stove tops on a regular basis is required.

22. Household Appliances

- (a) Refrigerators – Refrigerators are provided for all quarters. A clean, well maintained, and properly used refrigerator saves electricity, decreases maintenance, reduces pest infestation, and lessens food spoilage. Listed below are a few hints for refrigerator care and use:
 - 1. The surface of the refrigerator should not be subjected to chipping by hard blows from pans or other heavy objects.
 - 2. The outside of the refrigerator should be cleaned frequently with a damp cloth and washed periodically with mild soap and water, rinsed, and dried. Abrasive cleansing powders or abrasive pads such as Brillo, should never be used for cleaning.
 - 3. A crowded, dirty refrigerator wastes utilities, spoils food, and shortens the life of the appliance.
 - 4. Spilled foods should be wiped up at once with warm soapy water.
 - 5. Hands and grease should be kept off the rubber door gasket, as grease deteriorates the rubber.

- (b) **Cooking Ranges** – Cooking ranges are provided for all quarters. Select utensils large enough to avoid spill-overs and boil-overs. Never leave pots or food on the range unattended, especially on the high setting.

1. **Oven Operation** – Each oven has the type of thermostat which accurately controls baking, roasting, and broiling temperatures and provides temperatures ranging as low as 140 degrees and up to broiling temperatures. The low temperature ranges are excellent for keeping foods warm, warming serving dishes and plates, and for thawing frozen foods rapidly.

The normal time for a gas oven burner to ignite is about 30 seconds after the dial is turned to the temperature setting.

Note: The gas oven thermostat controls the temperature. When the oven temperature reaches the temperature set on the thermostat dial, the thermostat will turn off the oven burner. Only the standby pilot will remain lit. As soon as the temperature in the oven cools below the set temperature, the thermostat automatically relights the oven burner. This cycle of oven burner off and on is normal and will continue for the entire time you are using the oven.

2. **Ranges With Clocks** – The clock is not part of the oven control system and is used only as a time-of-day clock. Not all ranges have clocks. An unrepairable clock does not warrant replacement of the range.
3. **Baking Tips** – Always preheat the oven before placing food in the oven. Preheat time will vary from 10 – 15 minutes depending on the temperature desired. Failure to preheat sufficiently may result in uneven baking. If your range is equipped with a glass panel in the oven door, be sure to clean the glass after each baking or roasting operation to prevent grease film from accumulating, clouding the glass, and possibly causing a fire.

DO NOT COVER THE BROILER GRID WITH FOIL. Foil prevents fat from draining away and may cause smoking when fat gets too hot. Foil also prevents the fat from dripping away from the meat, and the food dries rather than broils. The bottom part of the broiler pan (where the drippings collect) may be lined with aluminum foil for easier clean up.

DO NOT USE DISPOSABLE BROILER PANS. They do not allow fat to escape. Disposable foil pans present the same problems as lining the grid with aluminum foil. Always remove the broiler pan as soon as the meat is done. Grease left in the pan may catch fire if the oven is used without removing and cleaning the pan. This is considered Tenant negligence. Tenants will be held responsible for any charges incurred by such damage.

4. **Gas Range Safety** – Accidents can be tragic, especially since many can be prevented with just a little care and judgment in the use of this important appliance. Sound practices to follow are:
 - a. Select correct flame height.
 - b. Adjust the burner flame so that it is not larger than the bottom of the pan. Any higher flame is inefficient and unsafe.
 - c. Never use the range as a kitchen heater. Prolonged use for heating without adequate ventilation can be dangerous. Ovens and top burners are not designed for heating use and can fail with such abuse.

- d. Do not permit the top burner section or oven broiler section to become a storage area for flammable or plastic items which may ignite or melt.
 - e. Do not leave children alone or unwatched near the range when the range is in use or while surfaces are still hot from use. Let burner grates and other surfaces cool before touching. Turn all pan handles away from the front edge of the stove. Children must be taught that the range and the pans may be hot; they are not to play with range controls and are not to use the range as a step stool to the cabinet area. Avoid storing items attractive to children in cabinets over or near the range.
5. Range Cleaning Suggestions – Ranges will be easier to clean if given daily care. Some suggestions for easy cleaning are:
- a. Clean only when range is cool.
 - b. Chrome or aluminum parts can be cleaned best with warm soapy water. Dry with soft cloth.
 - c. Clean the tops of burners daily by wiping them with a damp cloth. Be sure burner is dry and all holes are open.
 - d. Remove all dirt, grease and spill-overs promptly. If allowed to remain on parts of the range subject to high heat, grease or spill-overs will turn to hard carbon and will be difficult to remove.
 - e. If grease or spill-overs become burned, do not use abrasive material to remove. Soak in soapy water or use a non-scratch cleaner. Do not use commercial oven cleaners on chrome or aluminum metal parts.
 - f. Use of a plastic sponge containing soap may be necessary to remove burned grease or protein.
 - g. If range has one-piece “lift-off” top, only removable pans will need to be cleaned. Remove the top for more thorough cleaning of spill-overs. To remove the top, take off grates and drip pans, then pull forward and up on the main top. The top must be replaced correctly or it will not fit over the burners. WIDER border goes toward the back, NARROWER border toward the front.
 - h. Oven Cleaning – wash porcelain parts of ovens with detergent and warm water. If necessary, use soap filled plastic pads to remove stubborn stains. Rinse well, wipe dry, and replace. Oven windows are not removable and may be washed in place with detergent and warm water, or a solution of baking soda and water. Strong commercial cleaners may be used on porcelain-lined ovens. Follow manufacturer’s instructions and use rubber gloves to protect hands. Rinse oven parts with a solution of 1 tablespoon vinegar to 1 cup water. Oven cleaners (particularly the spray type) may coat the thermostat sensing device and affect accuracy. Be sure any residue left on thermostat bulb (metal tube at top of oven) is carefully removed.
- c. Dishwashers – Dishwashers are provided in all housing units. To operate your dishwasher, follow these steps:

- Move latch all the way to the left to open the door.
- Roll out lower rack and load pre-rinsed dishes, silverware, and larger utensils. You must pre-rinse the dishes, silverware, and utensils to clear away all excess food particles before loading the dishwasher. This will aid cleaning and avoid clogging the drain. The dishwasher is designed to flush away only normal food soils from dishes.
- Load silverware basket.
- Pull out upper rack. Load glasses, cups, and small utensils upside down.
- Fill detergent cups.
- Close door and move latch all the way to the right.
- Turn cycle indicator knob slowly to the right until “ON” light glows.

IMPORTANT: Cycle indicator knob must be turned only in a clock-wise direction. The rest is automatic. Your dishwasher will need no further attention. The dishwasher will complete the normal dish washing cycle. The dishwasher will then shut off.

d. **GARBAGE DISPOSAL** – Listed below are instructions for the use and care of garbage disposals:

- Never force a large amount of food waste into the unit. Put food waste down the drain while cold water is running and the unit is operating; insert a small amount of waste at a time. Feeding waste into the unit while the unit is running is particularly important when garbage includes fibrous material such as celery or pea pods. Allow the unit plenty of cold water, and to run at least one full minute after unit has disposed of the fibrous material.
- Never oil the unit.
- Do not insert any of the following into the unit:
 - Bones, heavy food wastes, string, or cloth
 - Metal (thumb tacks, wire, eating utensils, etc.)
 - Glass or crockery (broken glass does not float and will remain in the household plumbing)
 - Lye, strong drain cleaning materials, or chemicals.
- Should the unit fail to operate:
 - Turn off the unit at the wall switch
 - Check electrical circuit breakers in service panel; reset breaker if necessary
 - Push in on the reset button (located on the bottom of the unit)
 - Call Landlord’s office if after all the above steps are taken and the unit still fails to operate.

NOTE: If garbage disposal has stopped because of foreign objects such as grease, wire, toys, rags, or cigarette filters, the Tenant will pay a service charge.

23. Tenant Maintenance Responsibilities & General Household Information

- a. **Smoke Detectors** – Smoke detectors are installed in all units. All units have electrical detectors with battery backup. All detectors are checked annually by qualified personnel and at change of occupancy. Tenants shall test their detector monthly. Testing procedures require that you depress the small button on the detector. If the detector sounds, the detector is operating properly. Tenants should notify Landlord’s office immediately if the detector is not operating properly. If the battery begins to emit an intermittent beeping sound this is an indication that the battery needs replacing. Landlord shall be immediately notified if any battery should be replaced. Removal of smoke detector batteries could result in eviction.

- b. Carbon Monoxide Detectors – Carbon Monoxide monitors are installed in all units. Should the carbon monoxide detector sound an alarm, contact Landlord and base housing immediately.
- c. Garages/Carports – Garages and carports will be utilized only for the purpose for which they were specifically designed, i.e., nominal storage and automobile protection.

24. General Safety

- a. NSA
 - 1. Report A Fire – Fire protection is provided to both the on and off station units by the New Orleans Fire Department. To report a fire on station and at Gilmore Park, first call 911, then Security Department 678-2333. Speak slowly, plainly, and say, “My name is _____ I want to report a fire at _____”. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the unit. If your telephone is out of reach or the wires have burned, use a neighbor’s phone or street alarm box. Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Pre-arrange for an outside meeting place to quickly check that Tenants and other occupants are safe. Once out of the house, stay out.

Tenants are financially responsible for fire damage caused through negligence.
 - 2. Fire Prevention safety – In the interests of safety, all Tenants are required to take particular care in eliminating fire hazards. Oily rags, paints and other flammable should be stored only in proper metal type containers. Do not store flammables near the hot water heater or furnace. Do not store clothing or trash in the utility room of units. Overloading of electrical circuits by the operation of too many appliances is prohibited. If circuit breakers repeatedly trip, circuits are overloaded and/or equipment is faulty. Advise Landlord’s office if the system equipment is faulty, so the system equipment may be inspected for possible hazardous deficiencies. Under no condition are Tenants allowed to attempt to alter the electrical wiring.
 - 3. Police Protection – The Commanding Officer, Naval Support Activity, has military jurisdiction over all Navy families living on base and in Gilmore Park. Accordingly, station security forces exercise normal police protection and security duties. Additionally, the Commanding Officer has an agreement with the New Orleans Police Department which allows them to respond to calls from all Tenants of military family housing.
 - 4. Driving safety – Drive carefully! Everyone in the vehicle must use seat belts at all times on base. Observe the speed limits and be alert to avoid children who may dart into the street. Especially watch for children and toys when backing out of driveways. Because of the serious traffic hazard in the housing area, children must not play in the streets. Encourage small children to play in the tot lots provided and emphasize that the streets are extremely dangerous and are not to be used as playgrounds. Tenants are required to supervise the play of children and to keep them out of the streets and from neighbors’ property. Violators will be warned, and a record of names and offenses maintained by the Security Department. Repeat violators jeopardize their privilege to remain in family housing. When driving in the housing area, strictly observe the posted speed limit. Do not park in the street. Safety is up to the driver. The child you save could be your own.

b. NAS

1. Fire Information – To report a fire, call the station alarm telephone number **678-3334 or 911**. Speak slowly, plainly, and say: My name is _____. I want to report a fire at _____. Then wait to answer questions. Call the Fire Department as soon as everyone is out of the house. If Tenant's telephone is out of reach, use a neighbor's phone.

Do not waste time getting dressed or gathering valuables. Precious seconds can count in a fire. Prearrange for an outside meeting place to quickly check Tenant safety. Once out of the house – STAY OUT.

If you have any questions concerning fire safety or a condition which exists in your units which you consider hazardous, you may call the Fire chief's office at 678-3104.

Tenants are financially responsible for fire damage caused through negligence.

2. Fire Prevention – An authorized inspector of the Fire Department will conduct a fire prevention inspection on all new Tenants shortly after move-in. Subsequent inspections are made periodically on a random basis. Tenants will be notified of the approximate date and time of inspections. A written notice of discrepancies will be made of any hazard in units. Failure to correct Tenant caused fire hazards may be considered sufficient cause for termination of units assignment. Each unit is provided with a smoke alarm and CO detector and it is the responsibility of the Tenant to periodically test the smoke alarm and CO detector batteries. Replacement batteries are available at Landlord's office.

Following are the fire prevention rules and regulations for public units:

- a. Safety matches shall be the only types used in Navy units.
- b. Non-combustible ashtrays shall be used for disposal of matches and smoking material.
- c. Clothing or other combustibles shall not be placed on water heaters, furnaces, or furnace outlets.
- d. Non-combustible receptacles shall be used for the disposal of waste, paper, and rubbish.
- e. Newspaper and other combustibles shall not be used on electric light bulbs or placed on or over light shades.
- f. Landlord shall make no changes in the electrical wiring, fittings, fuses, or attachment of any electrical appliance.
- g. Flammable liquids, such as naphtha, benzene, etc., shall not be used in or around the units. (This includes toys, airplanes, etc., using the same items).
- h. Storage of any flammable liquids, such as gasoline for boats, camping equipment, lawn mowers, etc., shall be in an approved safety type container.
- i. Open fires and burning of leaves, paper, and trash are strictly prohibited.
- j. Cooking or barbecuing on upstairs porches in common hallways, and under covered patios and carports is prohibited.
- k. The Fire Department shall be notified of any small fires that are extinguished in units.
- l. Stairs and passageways used as fire exits shall not be obstructed at any time.

- m. Christmas trees shall be installed in a container so that water can be added to keep the tree in a fresh condition. The butt of the tree shall be cut at an angle at least one inch above the original cut. The tree shall be located away from the source of heat, such as television sets and furnace outlets. Keep the tree clear of exits. Only electric lights approved by the Underwriters' Laboratories, Inc. shall be used on trees and for decorations. Only flame-retardant materials shall be used for decorations and ornaments. Christmas trees should be disposed of as soon as the holiday is over or the tree becomes dry.

25. Move-Out Procedure

- a. Cleaning Prior to Check-Out – The following items must be accomplished by the Tenant in order to pass the final inspection:
 - 1. All light bulbs must be taken down, washed, dried and replaced.
 - 2. Windows must be washed and cleaned thoroughly inside and out on first the floor and inside on the second floor. Clean all window frames and sills. Rehang screens.
 - 3. Blinds must be removed from windows, washed thoroughly and replaced.
 - 4. All visible marks, grease stains, and handprints must be removed from walls and walls wiped clean. Spic and Span is recommended. DO NOT use a harsh detergent.
 - 5. Remove all existing shelf/drawer paper and coat hangers from cabinets, closets, and drawers. Wash thoroughly all shelves and hanger rods. Clean all cabinets, doors, and drawers. Closet floors must be stripped of wax and cleaned.
 - 6. All existing wax from floors must be removed and floors cleaned. Do not re wax (this pertains to all vinyl tile). At the time of the pre-final inspection, the inspector will determine if carpet cleaning other than stain removal is required.
 - 7. Clean all dust from top of heater furnace and water heater. Wall and ceiling registers must be removed, cleaned and re-installed. Change air filter, if necessary. Air filters are furnished by Landlord.
 - 8. All charred food and grease must be removed from the drip pans under the burners on the stove, the grill burners, broiler, and oven. Clean grease from under the stovetop.
 - 9. All oven cleaner residue (streaks) must be removed.
 - 10. Range burner knobs must be pulled off and cleaned of grease.
 - 11. Clean grease and lint from pipe leading from pilot light to burner in range.
 - 12. Range sides, walls, and floor under and behind range must be clean. The range must be pulled forward at time of inspection. Be careful not to scratch or gouge floors.
 - 13. The vent hood above the range must be thoroughly cleaned of grease. The screen filter should be removed and cleaned, which can be done in the

dishwasher. The exterior of the vent must be washed and polished. The bulb should be replaced, if needed.

14. The refrigerator must be completely defrosted, washed inside and out, including the back and all accessories in place. Refrigerator must be pulled forward and the floor beneath and the wall behind the refrigerator cleaned; coils vacuum cleaned and drip pan in bottom of refrigerator cleaned and replaced. Be careful not to scratch or gouge floors.
 15. The exterior of the dishwasher should be cleaned by wiping with mild detergent and water. Rinse and dry. Clean the interior. The white porcelain interior is self-cleaning with normal use. Repeated use of hard water may cause lime deposits to accumulate. To clean: Pour two (2) cups of vinegar into empty dishwasher, omit detergent and operate on normal cycle.
 16. The sink fixtures must be cleaned and polished.
 17. Gas dryer: If a gas dryer has been installed in the units, make sure the individual shut-off valve is turned off before disconnecting the dryer and that the gas outlet pipe is secured with the proper cap or plug.
 18. The bathroom must have all contents removed from the medicine cabinets. The shelves and mirrors must be cleaned and polished. Clean tub, lavatory and commodes. Polish soap dish, toothbrush holder and all metal fixtures.
- b. A Tenant can engage a cleaning service approved by the Landlord for purposes of providing the services enumerated above. Landlord agrees to look to the cleaning service to complete such items if not properly cleaned. The use of a cleaning service shall not release a Tenant from responsibility for damages, or items needing repair in excess of normal wear and tear.

Issued To: _____

Unit #: _____

Date: _____

Witnessed by: _____

Date: _____

NOLA HOUSING, LLC MOVE IN / OUT CHECKLIST

PROPERTY _____

RESIDENT _____	UNIT NO _____	MOVE IN INSPECTOR _____	DATE _____	MOVE OUT INSPECTOR _____	DATE _____
----------------	---------------	-------------------------	------------	--------------------------	------------

PRIOR TO MOVING THE RESIDENTS REQUIRED TO INSPECTION THE UNIT WITH AN ON SITE COMPLEX EMPLOYEE AND NOTE ANY DISCREPANCIES IN THE CONDITION OF THE UNIT THE SAME PROCEDURE WILL BE FOLLOWED WHEN THE RESIDENT MOVES OUT

LEGEND:
 ✓ SATISFACTORY
 N/A: NOT APPLICABLE

N.C.: NEEDS CLEANING
 N.R.: NEEDS REPAIRS

	ITEM	MOVE IN	MOVE OUT
K E Y S	UNIT DOOR		
	MAIL BOX		
L R D R	WALLS/CEILING		
	FLOORING/CARPET		
	DOORS		
	GLASS		
	DRAPES/BLINDS/SHADES		
K I T C H E N	OVERALL CLEANLINESS		
	RANGE/OVEN		
	REFRIGERATOR		
	COUNTER TOPS/CABINETS		
	SINK		
	DISHWASHER		
	GARBAGE DISPOSAL		
	FLOOR		
H A L L	WALLS/CEILING		
	FLOORING/CARPET		
	DOORS		
B K # 1	WALLS/CEILING		
	FLOORING/CARPET		
	CLOSET/CLOSET DOOR		
	DOOR		
	GLASS		
B A T H # 1	DRAPES		
	BLINDS/SHADES		
	OVERALL CLEANLINESS		
	TUB/SHOWER		
	SINK		
	COMMODE/SEAT		
	TILE		
	VANITY		
	MEDICINE CABINET		
	FLOORING		
DOOR			
GLASS			

	ITEM	MOVE IN	MOVE OUT
B R # 2	GLASS		
B K # 3	WALLS/CEILING		
	FLOORING/CARPET		
	CLOSET/CLOSET DOOR		
	DOOR		
	GLASS		
B A T H # 2	DRAPES		
	BLINDS/SHADES		
	OVERALL CLEANLINESS		
	TUB/SHOWER		
	SINK		
C O N D I T I O N	COMMODE/SEAT		
	TILE		
	VANITY		
	MEDICINE CABINET		
	FLOORING		
C O N D I T I O N	DOOR		
	GLASS		
	WALLS PAINTED		
	CARPET/FLOOR CLEAN		
	UNIT CLEANLINESS		
C O N D I T I O N	FIRE EXTINGUISHER		
	SMOKE DETECTOR		
	CARBON MONOXIDE DETECTOR		
		RESIDENT SIGNATURE	RESIDENT SIGNATURE