

## Welcome To Your New Home

This Resident Guide has been designed to familiarize you with all the facilities and services available within the Sheppard Air Force Base family housing community.

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with your new home and surroundings. If, by chance, you have a particular question not covered in this handbook, please do not hesitate to contact the Community Management Office. Our management personnel are trained professionals who are committed to your satisfaction.

Sincerely,

Balfour Beatty Communities

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## GENERAL INFORMATION

### PRIVATIZATION

The Air Force has entered in to a 50-year ground lease with AETC Housing LLC (Owner). AETC Housing, LLC will design, construct, own, operate and manage the housing at Sheppard Air Force Base.

The goal is to provide quality, affordable housing for the service members and their families living at Sheppard Air Force Base.

Balfour Beatty Communities, in partnership with the Air Force, is proud to take care of the Sheppard Air Force Base resident's family housing needs.

### MANAGEMENT OFFICE HOURS

The Management Office will be open Monday through Friday from 8:00am – 5:00pm. Our office will also be open until 7:00pm every Wednesday. After hours, an answering service is available to leave non-emergency messages.

### RENTAL PAYMENT

**Rental Rates and Payments:** The Resident will pay the amount of Rent specified in the Lease. Rents will be collected by payment as described in the Lease. Should the Lease term begin other than the first day of the month, residents will be required to make the partial month's rent payment via certified funds (money order, cashiers check or credit card) at the time of signing the Lease.

**Non-US Military ENJJPT Personnel:** The monthly rental amount for a Non-US Military ENJJPT personnel is as specified in the lease, and will remain as such for the duration of assignment at Sheppard AFB. If a promotion is received during assignment at Sheppard AFB, rental rate will be adjusted as specified in the Lease.

### RENTER'S INSURANCE

Landlord will provide personal property and liability insurance for every home upon application of the resident. Residents should augment the insurance provided by Landlord to ensure that adequate coverage is provided for all personal property.

A coverage sheet will be provided to each family describing the terms, limits, and conditions of the policy and coverage.

If a loss is sustained and a claim needs to be filed, residents should notify the Community Management Office, by the next business day. Please note, as with most insurance policies, there is a deductible. The deductible amount is the residents' responsibility.

### **MOVE-IN**

Once a home has been assigned, the resident will be given a confirmation letter showing the house number and the move-in date so this information can be provided to the Transportation Office and the move can be scheduled.

On Move-In date, the resident will be given a housing orientation. This will consist of an explanation of the terms of the Lease, instructions on placing a service request, an overview of the Resident Guide, and an explanation of the Property Condition Report.

The resident will be given the option of signing an "Authorization to Enter" which will authorize service requests to be performed without the resident or a designated representative being at their home for the requested work and further agreeing to isolate any pets to a room in the home that will not be accessed by the maintenance personnel. Otherwise, a time to perform the work will be scheduled by the Community Management Office.

A Community Management person will accompany the residents to their home, complete the Property Condition Report, provide instructions on the operation of appliances, and point out the location of thermostats, smoke detectors, range hood fire suppression system (installed in some homes) circuit breakers/fuse boxes, and water shut-off valves.

### **USE AND RESIDENCY**

Only the listed residents shall personally use and occupy the premises and will do so solely as a private dwelling. The resident agrees that the number of residents will not exceed the number and names shown on the Lease. Residents must notify the Community Management Office if a family increases in size due to an event such as the birth of a child, adoption of a child or addition of a recognized dependent. Community Management will update their records to reflect the correct family size.

In the event that any person using the premises or visiting the same suffers any fall or other injury, such person shall report to Community Manager the date, time, place and conditions of

such occurrence and the names of all persons who witnessed the same. Such report shall be given no later than the next business day after the event has occurred.

## **COMMUNITY POLICIES ENFORCEMENT**

By signing the Lease, residents have agreed to abide by its terms, including the provisions in the Resident Guide. Residents are also required to comply with all applicable laws, regulations, policy letters and orders. Civilian residents who reside with residents are also subject to both terms of the Lease, the Resident Guide, and applicable laws and regulations while in Sheppard Air Force Base family housing. Residents are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Sheppard Air Force Base command authorities may also deny or limit access to the Sheppard Air Force Base. These violations may also be considered a breach of the Lease, resulting in its termination.

### **Notice of Violations**

Community Management may issue notices for violations of obligations under the Lease or Resident Guide. For more serious violations, a termination of the Lease may occur without previously issuing notices of violations. Serious violations will be reported to the Installation Command and the Residents' chain of command.

Community Management may likewise choose to issue citations and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

Community policies enforcement is as follows:

- A Discrepancy Notice will be issued for minor violations such as failing to cut back yard, place trash in proper areas, parking violations, etc. These types of violations require correction within two (2) days of receipt of the notice. Failure to do so will result in a formal Letter of Caution.
- A Letter of Caution will be issued for a resident's first major violation such as disturbing neighbors, damaging property, etc. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Warning will be issued.
- A Letter of Warning will be issued for a resident's second violation of any nature. Resident will have two (2) days from receipt of letter to correct the violation. Should resident fail to correct the violation within two (2) days, a Letter of Termination may be issued to the resident.

- A Letter of Termination of Residency will be issued for a resident's third offense of any nature. Resident will have thirty (30) days in which to vacate the home.

Based on the nature of the incident and any other documentation contained within the resident's file, the Community Manager will determine the appropriate Letter of Caution, Warning or Termination of the Lease to issue.

Blatant disregard for the rules and regulations of Sheppard Air Force Base by any resident, regardless of the number of warnings previously received, is grounds for the termination of the Lease.

## MOVE-OUT

Move-out will occur under the following conditions:

- a. At retirement or separation of the resident.
- b. At Permanent Change of Station (PCS) of the resident.
- c. As directed by the Installation Commander.
- d. If the resident becomes ineligible to remain in housing, the home will be vacated immediately.
- e. Resident requests to vacate housing and move, provided their initial Lease term has been fulfilled and they have given 30 days written notice to Community Management Office.
- f. If prior to the expiration of their initial Lease term, the resident will provide thirty (30) days notice, remit rental payments through that thirty (30) day notice period, pay a termination fee equal to one months BAH to cover the landlord's costs to re-let the home, plus any costs incurred by Landlord to repair damages, paint and clean as needed.
- g. Resident qualifies for a change in housing due to a change in their military status or in the size of their family.
  - a. In the case of promotion or demotion to a different grade, the Rental amount will be adjusted to the new BAH level. Additionally, the move to a new home will be solely at the cost of the Resident, including transportation expenses, utility reconnection fees, and cleaning or damage costs incurred by Landlord, plus a \$300 transfer fee
  - b. In the case of changes to the size of Residents family, the move to a new home will be solely at the cost of the Resident, including transportation expenses, utility reconnection fees, and cleaning or damage costs incurred by Landlord, plus a \$300 transfer fee

In these cases, the resident must submit a new application for appropriate housing in accordance with assignment policies. Again, the move will solely be at the Residents' expense.

### **Move-out Inspections**

A minimum of thirty (30) days written notice must be provided to the Community Management Office. In addition to the notice, if the Lease is being terminated prior to the expiration, a copy of orders must accompany the notice or termination fees may apply.

Upon receipt of the above information, Community Management will provide the resident with written instructions on minimum standards of cleanliness and conditions that are required when returning the home.

The resident may schedule a pre move-out inspection. The purpose of this inspection is to make the resident aware of any items that will not meet standards prior to moving. The Property Condition Report that was completed at move-in will be referenced when performing this inspection. Charges will be assessed for any items that are not as a result of normal wear and tear. The resident will be made aware of the amount of charges that will be assessed if the damages are not repaired. Any additional damage charges will be assessed at final move out inspection.

An appointment for a final move-out inspection must be scheduled no later than ten (10) working days prior to date of move-out. If there are damages to the home, the resident may elect to pay for the damages by certified funds (money order/credit card) or correct the deficiencies at standards of acceptable quality within 24 hours. A second move out inspection will be performed 24 hours after the original move-out inspection. A final inspection will be performed 24 hours after the move-out inspection. If damages are not corrected at that time, payment will be due immediately.

In the event the resident fails the final inspection, the home will be cleaned by a Balfour Beatty Communities approved contractor. The resident will provide payment for the cost of cleaning to the Community Manager at the time of the move-out inspection.

Any damage charges that total more than \$300 will be documented with photographs.

### **Abandonment**

If the Community Manager is informed of or discovers a home that has been abandoned by the resident, the Community Manager will notify the Resident's Command and request a determination of status of the resident. If it is determined that the home is indeed abandoned the Community Manager will take appropriate action in accordance with applicable law. Manager will contract for cleaning and arrange for Change of Occupancy Maintenance for the home in order to return it to service. The abandoning Resident will be charged for this service, any unpaid rent, termination fee and damages to the home, over and above, normal wear and tear. The Manager will seek reimbursement through normal collection procedures which commence with demand letters and escalate to placing the account with a collection agency.

## **TERMINATION OF THE LEASE BY MANAGEMENT**

**In severe cases, the Community Manager will advise the Commanding Officer that Termination of the Lease be mandated immediately and issue a notice to the Resident.**

In egregious cases, or due to serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, resident's actions may result in a termination of the Lease.

If the violation is of a severe nature that constitutes a threat to the safety and/or welfare of the resident or the community, then no Letter of Caution will be necessary and the Community Manager will issue a Letter of Warning.

Examples of severe violations, which are contrary to the safety, and welfare of other residents, include but are not limited to: domestic disturbances, felony convictions, spouse or child abuse, and destruction of property. In the event of a second violation related to the warning, the Community Manager will issue a Letter of Termination of the Lease.

In the event the Installation Commander bars a resident service member from Sheppard Air Force Base, the Landlord may initiate eviction proceedings.

## **EXCEPTIONS TO OCCUPANCY POLICY**

Under the following circumstances, Residents may request an exception to the occupancy policy for family members to remain in housing:

- Residents in receipt of Unaccompanied Dependent Tour (UDR) orders.
- Residents in receipt of Overseas Accompanied Permanent Change of Station Orders.
- Residents in receipt of PCS orders with Temporary Additional Duty (TAD).
- Death of Active Duty Residents<sup>1</sup>

Requests must be made by submitting a Request for Exception to Policy Form to the Community Manager, no less than thirty (30) days prior to the detachment. Any approvals will be contingent upon the Service Member signing a Lease Addendum detailing the conditions of the policy exception and providing the name of the designated family sponsor for this period. Additionally, the service member's chain of command must concur with the request for retention of housing.

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<sup>1</sup> In the event of death of an Active Duty Resident, 30 days prior notice is not applicable.

Requests from residents who have had incidents involving misconduct either by themselves, their family members or guests, or have received previous notices for violations will not be approved.

At any time during the resident's absence the family wishes to leave the housing, the Community Management Office must be notified.

At any time the home is going to be vacant for a period of two (2) weeks or longer, resident must provide Community Management Office with the name(s) and phone number(s) of the responsible party that the resident assigned to look after the home.

### **RIGHT OF ENTRY**

The Community Management Office has immediate right of entry to homes if emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property, or risk of death, injury or illness to humans or animals. Management may also enter, with reasonable notice, to make inspections and/or repairs. See section under Maintenance for details.

### **UTILITIES**

The Rent will include utilities (water, sewer, gas/oil and electric). Once all of the homes in a neighborhood are equipped with electric and/or gas meters, consumption and costs will be tracked for one (1) year. An average consumption will be determined for each type of unit in each neighborhood and 110% of this average will be considered the Resident Utility Allowance. Balfour Beatty Communities will decrease the Resident Rent Allotment by the amount of the Resident Utility Allowance. The Resident would then receive that amount in their pay and would then become financially responsible for their own gas and electric consumption.

It is the resident's responsibility to make arrangements for TV cable, Internet access and telephone services. Phone numbers for such service providers are located in the reference section at the end of this guide.

### **CAPEHART GATE ACCESS**

The code for the access gate is changed monthly. Residents may obtain the new code by logging on to <http://www.sheppardfamilyhousing.com>. Go to the "submit a service request" hyperlink. Residents will need their tenant code (provided at lease sign) to log in or to call the management office for the latest code.

## MAINTENANCE

### OFFICE HOURS

The Service Request Desk is open: Monday through Friday from 8:00 a.m. to 5:00 p.m. After hours, an answering service is available for the reporting of emergency requests.

### DAMAGES

There is a charge for the cost of repairs, labor and material for any damage caused to the home, lawn, garage, carport and/or driveway by negligence of the resident and/or resident's family, pets or guests. All payments are due within thirty (30) days of the date the repair is completed.

### ENERGY AND CONSERVATION

The goal of energy and water conservation is to ensure that the essential needs of all residents are provided without waste. Energy conservation is a key element in Sheppard Air Force Base's effort to become energy efficient. Residents are responsible for practicing energy conservation to avoid waste. The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

- Limit thermostat settings to no higher than 68 degrees for heating and no lower than 78 degrees for cooling.
- Turn off or restrict the use of lighting for porches, carports, patios, and entrances, except when required for safety or security.
- Turn off or curtail the use of decorative lighting inside and outside.
- Do not operate portable electric heaters.
- Adjust thermostat settings of hot water heaters to reduce temperature to 105 degrees, except where dishwashers are in use.
- Use drapes, blinds and shades to allow entry of sunlight in the heating season and provide shade during hot weather.
- Close doors and registers to unused rooms.
- Turn off air-conditioning systems, reduce heating to 50 degrees, and close windows when away for an extended period of time (weekends, holidays or vacations).
- Operate dishwashers, clothes washers, and dryers only when fully loaded.

- Delay operation of heat-producing appliances to cooler periods of the day during the summer months.
- Use the lowest wattage lamp consistent with needs and turn off lights in unoccupied rooms.
- Operate kitchen exhaust fans to reduce cooling loads imposed by cooking appliances during the summer months.
- Ensure that filters are changed during the scheduled Preventative Maintenance inspections or sooner.
- Do not obstruct duct outlet registers.
- Lower heating thermostats 5-10 degrees at bedtime.
- Use the shower in lieu of the tub for bathing.
- Self-cleaning ovens use large amounts of energy; consequently this feature should be used sparingly.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads.
- The electric and gas bills will be paid by the Landlord until all housing units are individually metered with the exception of units being conveyed on a 7-year lease agreement (these units will not be metered). Until 12 months of metered usage has been established, the resident will pay the Landlord their full BAH to cover rent and utilities. After the initial 12 months of metering has concluded, Balfour Beatty Communities will establish a portion of the BAH as a Resident Utility Allowance. Resident's will then become responsible for utility usage that exceed their monthly utility allowance or receive a credit for conserving and using less than their allotted utility allowance.

## HOME INSPECTIONS

Periodic inspections of homes will be conducted, as there is a preventative maintenance program to maintain and assess HVAC systems, appliances, smoke detectors, safety systems, and carbon monoxide detectors. Residents will be notified via newsletter, fliers and postings on their housing website at [www.sheppardfamilyhousing.com](http://www.sheppardfamilyhousing.com) as to which day's maintenance personnel are scheduled to be at the resident's home to perform preventative maintenance. If the resident has an "Authorization to Enter" on file, it will not be necessary for the resident to be home in order to

have the work performed. If the resident does not have this "Release" on file, the technician will leave a door hanger note indicating their attempt to perform the work and asking that they call to reschedule. All homes must be inspected at a minimum of two times per year to ensure that the fire and safety systems are operating properly.

**LOCKS & KEYS**

Only the residents listed on the Lease and providing valid identification will be issued keys to the home.

Residents are permitted to alter existing locks or install any additional locks with written permission of the Landlord. Permission is to be obtained by submission of a Request for Alterations Form. The permission will stipulate that the replacement lock must be of the same manufacturer of the existing lock and that the Community Management Office must be given a copy of the new key.

Should keys become lost, immediately notify the Community Management Office. The lock will be changed, and the resident will be assessed a \$50 replacement fee for each lock.

**LOCK-OUTS**

If a resident requests the Community Management Office to unlock the door of a home, the following charges will be incurred:

- First lockout during regular business hours                      No Charge
- Second lockout during regular business hours                      \$25.00
- All after hours and weekend lockouts                                      \$50.00

A resident listed on the Lease must be present at the time that the door is unlocked and show proper identification.

**MAINTENANCE EMERGENCY**

Emergencies will be handled immediately.

Emergency situations consist of:

- **Fire - immediately call 911**

- Lack of electricity
- Broken or non-working doors, locks, windows
- Roof leaks
- Lack of heat when outside temperature is below 50 degrees
- Lack of air conditioning when outside temperature is above 90 degrees.
- Lack of water
- Non-functioning toilet when only one exists in the home
- Gas leak
- Ranges when entire range is inoperable
- Refrigerator when not working at all
- Locked out of home
- Flooding
- Broken pipes
- Any life safety or health concern
- Water flowing from grass or street areas (possible underground pipe break)
- Overflowing manhole (possible sewer back-ups)

Contact the Service Request Desk immediately for assistance when any of these situations occur.

### **MAINTENANCE SERVICE REQUEST**

If a Resident requires routine maintenance, contact the Service Request Desk or complete the service request on-line via the website at [www.sheppardfamilyhousing.com](http://www.sheppardfamilyhousing.com). Routine service requests may be scheduled to be completed on weekdays from 8:00 a.m. to 5:00 p.m.

### **PEST CONTROL**

Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices. For professional pest control treatments, residents should contact the Service Request Desk.

Residents are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests

- Ensure windows and doors are screened and fit properly
- Request that Maintenance repair air leaks into or from the home
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed
- Regularly remove excessive clutter in and around the home; debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods
- Promptly clean up spilled foods, crumbs, drinks, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and cat litter box daily and clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly

***Failure to maintain a home as described above may result in charges for pest service or the termination of the Lease.***

Requests for pest control may be made by contacting the Service Request Desk. Depending on the type of pest problem, the resident may be charged for the service.

- If a resident is allergic to common pesticides or has any reaction at all, notify the Community Management Office.
- Pesticides may be hazardous to infants under 3 weeks old, the elderly, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Residents should inform the pest controller of any such situations, and he will advise of any special safety precautions required.

Control of pests around the outside of homes includes those in trees and shrubs. Pest control services for such problems may be made by contacting the Service Request Desk.

Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, fleas, birds, wood destroying pests, and pests of stored food products should be reported to the Service Request Desk.

## HOUSEHOLD REFUSE

All refuse must be on the curb before 7:00 a.m. on the day of pickup and empty garbage cans must be removed from the curb no later than 7:00 p.m. The pickup schedule is as follows:

- Regular Refuse:
  - Capehart and Bunker Hill: Tuesday and Friday
  - Streets in Bunker Hill include: Galaxy Court, Venus Court, Solar Court, Saturn Court, Pluto Court and Orion Court.
  
  - Bunker Hill and Wherry: Monday and Thursday
  - Bunker Hill Streets include: Millennium Court, Ream Ave, Neptune Court, Mercury Court, Mars Court, and Lunar Court.
  
- Bulk Refuse: To request a bulk trash pickup, call the City of Wichita Falls at 761-7977

## HOUSEHOLD HAZARDOUS WASTE DISPOSAL GUIDELINES

**Paint:** Latex or oil-based paint that is still usable can be recycled at the Universal Waste Center, 676-4600. Latex paints are more environmentally friendly than oil-based paints. If you are looking for alternatives, nontoxic paints are also available, though they tend to be more expensive than traditional paints. For more information regarding recycling or disposal of household hazardous wastes, contact Environmental Flight at 676-5718.

**Aerosol Cans:** Empty aerosol cans may be disposed of with the regular refuse. Minimize waste by completely using aerosol-packaged products prior to disposal.

**Motor Oil:** No vehicle maintenance is allowed in the housing area. However, you should be aware that the Car Care Center, located at building 57, 111 D Ave. as well as off-base maintenance shops have collection points for motor oil. For more information, contact the Car Care Center at 855-4071.

**Drugs:** Prescription and/or OTC drugs should be flushed.

**Lamps:** Incandescent light bulbs can be disposed of with regular trash.

**Batteries:** Small flashlight or calculator-type batteries can be disposed of with the regular trash.

### **Hazardous Material Center**

The Hazardous Material Center has a Household Hazardous Material Conservation Program, Building 2116 or call 676-6333.

Most of the common household products everyone uses daily, such as cleaning products, are hazardous household materials.

You are encouraged to purchase amounts of products that can be used up easily; read and follow label safety directions, and, if you can't use it up, follow storage and/or the disposal guide for proper disposal. If you have unused portions of household hazardous materials, you may donate them to the HAZMAT Center, call 676-6333 for more details. Residents interested in obtaining one of the donated products may call the HAZMAT Center for a listing of available materials.

### **SELF-HELP SUPPLIES**

The Community Maintenance Office will stock complimentary self-help items for resident's use in maintaining their home. Such items will consist of shovels, rakes, HVAC filters, seed small quantities of top soil and mulch, manual mowers and pruning devices. Please contact the Service Request Desk for a list of items. Hours of operation are from Monday - Friday, 0800-1300, and Saturdays from 0800-1200(during the summer season).

## **COMMUNITY POLICIES**

### **AIR CONDITIONERS**

Resident owned air conditioners are prohibited. All homes have centrally installed heating and air conditioning units.

### **APPLIANCES**

All homes are fully equipped with a stove, hood vent, refrigerator and dishwasher. The above listed appliances may not be removed or replaced with privately owned appliances. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes without written permission from the Community Management Office.

### **BOARDERS**

Boarders or paying guests are prohibited.

### **BURNING AND BONFIRES**

Burning rubbish or bonfires is prohibited.

### **CHILDCARE PROVIDERS**

Childcare Providers are permitted within the Sheppard Air Force Base family housing community in accordance with the Family Child Care (FCC) Program and authorization by Air Force Regulation. The provision of Family Child Care in privatized government housing located on the Sheppard Air Force Base, is a privilege extended to family members. Only qualified applicants who meet the standards will be certified. The Family Child Care Coordinator will manage this program in accordance with all applicable local, state, and federal requirements. All childcare providers are required to provide a copy of proof of at least \$300,000 liability insurance coverage which will be kept in the resident File in the Community Management Office.

Family Child Care is regulated, home-based childcare provided by certified military family members operating as independent contractors from privatized housing. FCC is a subsidized program, through Appropriated Funds, providing an alternate means for parents needing care for their children with a flexible schedule at a reasonable cost.

FCC homes usually require minor modifications and equipment, which are handled through the FCC Coordinators. The Community Management Office must approve modifications that require permanent installation. Also, to assure proper installation, Community Management will arrange to install or supervise the installation of those modifications. Examples of equipment include safety latches, Ground Fault Interrupters and special fire extinguishers. Water heaters and furnaces must not be accessible to children. Landlord will repair any health, safety and maintenance concerns discovered during the FCC pre-certification, through the regular maintenance and repair program. Any additional safety equipment or FCC specific modifications will be performed at the expense of the Resident and/or the FCC program. Additionally, a Lending Program is available to Family Child Care Providers to borrow child care equipment and toys on the first Tuesday (5 - 7 p.m.), third Thursday (5 - 7 p.m.), and the last Saturday (8:30 - 10:30 a.m.) of each month. Family Child Care Providers have a great selection of items to equip their homes, free of charge, to provide exceptional care for children. Please call 851-6151 to verify dates and times. To request to become a FCC provider, residents need to contact the FCC Coordinator at 851-6151, or visit their office located in Bldg. 4022, 24A Childress Street.

The TEN CHILD CARE HOUR LIMIT POLICY is in effect in your community. Adults may watch other people's children for up to ten childcare hours per week on a regular basis without being certified FCC providers. The rule is intended to differentiate those who wish only to help out friends from those providing childcare services in their homes. Persons providing childcare in excess of 10 hours per week, whether paid or unpaid, require licensing by the 82d Mission Support Group Commander through the Base Family Child Care Coordinator.

## **COMMERCIAL BUSINESSES**

Requests for permission to conduct a home enterprise such as tailoring, tax preparation, dressmaking, cake decorating, hobby/crafts, manicures and selling products such as Avon, Tupperware, Longaberger Baskets, etc. on Sheppard Air Force Base should be made in writing via the Community Manager. All Local, State, and Federal laws, regulations and licensing requirements will be considered before permission is granted to conduct a business. Businesses that adversely affect the tranquility or safety of the community will not be allowed. Businesses will not duplicate the sale of merchandise and service readily available through the command's officially sanctioned commerce. Utility payment requirements will be determined during the approval process. The Resident is expected to pay for excessive utility consumption used in operation of the business.

To operate home businesses, other than in home childcare, the following conditions apply:

1. Residents must have permission from Community Management. Approval for home-based businesses is valid for one year.
2. To renew, submit a letter to Community Management.

3. The following paperwork must be provided with an application:
  - a. Business registration tax identification number (if applicable).
  - b. Any documentation of family housing solicitation privileges presently or previously extended on any military installation and/or the firm he/she represents. If privileges have previously been withdrawn, a statement regarding how and why they were withdrawn will be furnished (to include those allowed to expire through the passage of time).

### **DECORATING AND ALTERATIONS**

Residents may wish to add customized accents to make their house feel more like home. While Community Management supports such projects, it requires Residents to secure authorization for alterations from the Community Manager prior to work being performed and to ensure that potential health and safety hazards are prevented. Authorization is intended to alleviate concern for restoration charges that could be assessed. Alterations include paint, wallpaper, borders, ceiling fans, structural changes and remodeling. Also, attaching or removing fixtures requires management approval. Authorization may include a requirement to restore the alteration to its original condition.

- Only small nails or “J” hooks should be used for hanging items on walls.
- No nails, screws or hooks should be used on doors or cabinets.
- Adhesive wall mirrors, corkboards, paneling, etc. are prohibited on the walls.
- Only removable shelf paper should be used in cabinets.
- Tub decals are prohibited.
- Removal of window blinds (if provided) is prohibited.
- Awnings, signs, window tinting or resident owned screen doors are prohibited.
- Alterations to fences, carports, garages, patios or balconies are prohibited.

***All requests for alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.***

### **DOOR-TO-DOOR SOLICITING**

Door-to-door solicitation is prohibited. Residents should notify the Community Management Office when peddlers or uninvited salespeople are encountered.

## **GASOLINE STORAGE**

Petroleum or petroleum by-products necessary to operate lawn mowers or other small-motor home maintenance equipment and recreational conveyances may be maintained by Residents in quantities of 5 gallons or less provided that they are kept in approved Underwriter Laboratory (UL) containers and stored in covered areas outside of the dwellings. In the event of a leak from a vehicle or a spill of oil, gasoline, other petroleum or hazardous product, the resident will be responsible for cleaning up the area immediately and replacing any contaminated soil with clean fill material.

## **GUESTS**

Visitors and guests are welcome, but are subject to all rules contained in the Lease and this Guide. Social visits of a temporary nature by residents or their family members are authorized. Residents are allowed a guest residing within the commuting area (sixty minutes from the Installation) for up to two days. Residents are allowed a guest residing outside the commuting area for up to 30 days.

A visit is bona fide only if the guest is present at the invitation of the host and does not contribute directly or indirectly to any of the household or other expenses that the host must bear because of such visits. In order to be considered a guest, the resident must be present.

House sitting is not authorized without permission of the Community Management Office.

## **HEATERS**

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited.

## **HOLIDAY DECORATIONS**

Holiday decorations can be displayed 30 days prior to the holiday and removed within 14 days after the holiday. Rooftop decorations are prohibited. Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited.

## HOME ALONE & JUVENILE CURFEW

Residents are responsible for the safeguard and control of all family members. In accordance with AFI 32-6001 of The Family Housing Management Directorate:

Supervision is necessary for the protection, care, and management of children and youth. The safety and well-being of children and youth is a priority.

Parents are held accountable for their decisions regarding their child's/children's supervision and any misconduct by juveniles/adolescents. The following provide the standards for the supervision of children and youth on Sheppard Air Force Base:

- a. No child, 5 years or younger, will be left unattended at any time.
- b. Children, 6-9 years of age, will not be left alone at any time but may be permitted to play outside as long as a responsible adult provides direct supervision
- c. Children, 10-11 years of age may be left unattended during the day for periods not to exceed two hours.
- d. Children, 12 years of age, may be left unattended during the day and in the early evenings not to exceed four hours. Children this age may also care for younger siblings during the same four-hour period.
- e. Children, 13-15 years of age, may be left unattended during the day or evening hours not to exceed eight hours. Children this age may care for younger children other than their own siblings during this time.
- f. Children, 16 years of age and older, may be left unattended, to include over night. Children this age may also baby-sit younger siblings during this time.

We recommend that all childcare providers, whether attending younger children in their own home or another resident's home, be at least thirteen (13) years of age and have completed the Red Cross Babysitting Course or similar course whose curriculum has been approved by Child Youth Services (CYS). Family Child Care Office, 851-6151.

- Additionally, we recommend that adolescent baby sitters not watch more than two children at one time with no more than one of these children being under the age of two years.
- Residents will ensure that their children respect and do not damage private property. Fireworks, air rifles, pellet guns, paintball guns and all firearms will not be discharged anywhere within the community.

### **Juvenile Curfew**

- Any child fourteen (14) years and younger will not be in a public place on Sheppard Air Force Base from 2300 to 0600 the following day.

For the purpose of this policy, a public place is defined as any location other than a resident's own home and yard or the home and yard where resident is an invited guest.

There is no curfew violation if the child was in a public place during the established curfew hours and is:

- Accompanied by a parent or legal guardian.
- Accompanied by an adult at least twenty-one (21) years old and with parental or legal guardian permission.
- Attending a school, religious, community, government-sponsored or work activity. This includes the travel to and from the activity and travel during the activity (i.e. newspaper carriers).
- In a public place as a result of parental direction or to make an emergency errand (i.e. seeking medical assistance).
- On the sidewalk abutting his or her on-base home or abutting the residence of a next door neighbor, provided that the next door neighbor does not object to the minor's presence.

### **HOT TUBS/WHIRLPOOLS/SPAS**

Hot tubs, whirlpools and spas are prohibited.

### **ILLEGAL OR UNAUTHORIZED ACTIVITY**

All residents, whether tenants or others residing/visiting them at Sheppard Air Force Base, are required by the Lease to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Lease and/or limitation or denial of access to Sheppard Air Force Base.

### **LANDSCAPING**

Residents are responsible for maintenance of the fenced in area of their backyards. This includes edging along the fence line. Shrubs must be trimmed to the proper height. Damages to lawns caused by neglect, pets, swings, pools, furniture, decorations, etc. will be repaired and billed to the resident.

**Residents are responsible for personal flowerbeds, vegetable gardens and for the removal of trash and debris from their lawns and yards.**

- **Flower Gardens:** Residents may plant annual and/or perennial flower gardens in beds in front, rear and adjacent to their homes. Authorization is required prior to any significant alterations made to the existing landscaping. Resident must submit the plan in writing to the Community Management Office along with the Request for Alteration form. Plantings may not cause damage to or interfere with gutters, downspouts, windows, doors, screens, roofs, privacy fences or other structural parts of the building or interfere with air conditioners. The resident, at their expense, will return the altered area to its original condition prior to vacating housing. Residents in newly constructed areas that remove landscaping plants will be charged for those plants.
- **Vegetable Gardens:** Residents may plant small vegetable gardens within back yards only. Areas used for gardening will be returned to original condition with grass rooted prior to vacating and will be at the resident's expense.
- **Watering of lawns, trees and shrubs:** Residents are responsible for watering their own lawns unless an irrigation system is present. Balfour Beatty Communities adheres to the existing Sheppard Air Force Base watering policy. You may water your grass any 3 days of the week that you choose excluding your scheduled Maintenance Day. We ask that you not water on your scheduled Maintenance Day. In keeping with the spirit of water conservation we ask that you water between 0500-0900 and 1800-2200 and to water only 3 days per week. This schedule is good for May through September. For April and October please limit your watering to one time per week observing the same times. From November through March you may water one time per month when the temperature is above freezing. You should limit watering to no more than 20-30 minutes on any one area.

Platforms or structures in trees, attaching swings to tree limbs and driving nails into the tree trunks are prohibited.

***All requests for landscaping alterations of any kind must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.***

## **LITTER CONTROL**

Residents are responsible for picking up trash in their yards. In addition to keeping your community clean and beautiful by:

- Using tightly covered trashcans. Bag and tie all garbage and trash bags. Do not leave trash sitting out for pets, wild animals, or the wind to ravage.
- Placing litterbags in cars and being sure to utilize them.
- Picking up trash when seen.
- Coordinating and supporting the cleanup projects.

A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do his/her part to keep his or her community litter-free.

## **NOISE**

Be considerate of neighbors. Residents must refrain from making or permitting any disturbing noises by their family members, pets, or guests. Any noisy or boisterous conduct, including the loud playing of stereos, televisions or musical instruments, and continuous noise from animals, which would disturb the peace and quiet enjoyment of other residents, is absolutely prohibited. Car stereos must be turned down when driving within the community.

## **PACKAGES**

Residents may authorize the Community Management Office to accept mail/UPS/Federal Express, etc. packages on a resident's behalf. This service is provided as a convenience. Packages are to be picked up within 48 hours of notice of arrival. Failure to do so will result in Community Management returning the package to the delivery service.

## **PARKING RULES, VEHICLES, MOTOR VEHICLES, GARAGES AND CARPORTS**

Motor vehicles are to be parked in the garage, under the carport, in the driveway or in authorized parking areas, in that priority. At no time will motor vehicles be allowed parked or driven on the grass, desert landscaping or curb. Any violation of this regulation will result in the vehicle being towed at the resident's expense.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks.

Motorcycles or mopeds may not be parked on patios, sidewalks or grassy areas and are not to be stored or worked on inside the home.

Repairs of any nature or washing of vehicles is prohibited in the community. Either the Car Care Center located at 111 D Ave, or the Auto Hobby Shop located at Bldg. 55, 81/2 St. and C Ave, 676-4110, may be utilized to perform these tasks. Additionally, the Car Care Center can be used for major or minor automobile repair, call 676-4110 for availability.

Parking for boats, trailers, recreational vehicles, pop-up campers, camper shells, and utility trailers are allowed up to four hours before and after use in the community. They may be stored at the Outdoor Recreational Vehicle Park Storage Facility located on Ave. K, behind Bldg. 1900. To obtain these spaces, please call the Outdoor Recreation Office at 676-4141, Monday through Friday from 0800 -1800. Saturday hours are (from April – September) from 0800 to 1200.

Vehicles must be registered with the Community Management Office and display a current Sheppard Air Force Base decal. Inoperable, unlicensed, or abandoned vehicles will be towed away at the resident's expense. At no time will vehicles be permitted to be on jacks.

Preventive measures shall be taken to keep the garage and/or carport floor free of stains; i.e., car oil, grease and rust. Garage, driveway and/or carport floors must be free of stains upon move-out.

## **PETS**

Only cats, dogs, hamsters, gerbils, fish and birds are allowed in family housing. A maximum of two (2) pets are allowed per home.

No "visiting" pets are permitted without prior Management approval.

### **Resident Responsibilities**

All pets must be registered with the Community Management Office by completing the Pet Addendum when signing the Lease. If additional pet(s) are acquired after move-in, the resident must update the Pet Addendum within ten (10) days.

All pets are required to be registered at the Sheppard Veterinary Services within 10 days of arrival or after taking ownership of the animal. Veterinary records, including Rabies vaccination, will be required for this registration. If there is not a vaccination history, a new record will be started after the pet has received the appropriate treatment/vaccination history, for the pet's age and history. Sheppard Veterinary Clinic is located in Building 61. Appointments can be made on Mondays, Wednesdays or Thursdays only, in person or by calling 676-6883.

All pets *must* be kept current with vaccinations, testing, and/or treatments. All dogs and cats must wear their current rabies vaccination tag on their collar or harness.

The term "pet owner" will include any person owning, keeping, or harboring an animal. The service member residing in Sheppard Air Force Base shall be deemed the pet owner of any pet owned, kept, or harbored within their home.

Owners will be held responsible for compliance with current directives and for any damage caused by their pets.

Residents are responsible for removing their pets' solid wastes throughout all areas.

Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are moving out will not abandon any animal. Unwanted pets should be placed up for adoption.

The privilege of keeping a pet in homes may be revoked and/or a Letter of Caution issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. For example, an animal may be deemed a nuisance if it:

- Habitually or repeated barks in such a manner or to such an extent that it disturbs others.
- Interferes or obstructs persons engaging in exercise or physical activity.
- Defecates on the lawn of a home not occupied by its owner.
- Habitually violates the leash law.

Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

**Owners of pets are encouraged to maintain additional liability insurance in the event that their animal bites another person or animal.**

### **Control of Pets**

Pets will not be permitted to run loose. A Letter of Caution may be issued or the privilege of having a pet may be revoked if a resident or guest routinely violates the leash law. When pets are not penned, they will be leashed at all times. Dogs will not be chained outdoors and left unattended at any time. Pets may be left in fenced-in-yards for short periods of time with proper food, water, and shelter.

All dogs may not be unattended unless confined indoors, or outdoors in a securely enclosed and locked pen, or other approved structure designed to completely restrain the animal. The Community Manager, or a representative of the Community Manager, will determine if the

structure used to restrain the animal is sufficient. Anytime a dog is outside the above confined secured areas, it must, at all times, be securely leashed and under the control of the owner or his representative.

Doghouses are allowed in homes with yards with authorization from the Community Manager. A Request for Alteration Form must be submitted to the Community Management Office. Doghouses shall conform to the size of the dog, standards of good taste, and shall not detract from the appearance of the property. It must be painted to match the color of the home or painted white and kept to the rear at all times. Residents are required to remove the doghouse and return the area to original condition with grass seeding at resident's expense.

### **Prohibited Animals**

The following breeds are not permitted at Sheppard Air Force Base: Akita, Chow, Doberman, Pit Bull, Rotweiller, American Staffordshire Terriers, English Staffordshire Bull Terriers, wolf hybrids or any other breed with dominant traits geared toward aggression.

Breeding or raising animals in housing is prohibited.

Farm, exotic and wild animals are not allowed in family housing. These animals include all animals normally used as work animals and those kept for the production of food, or possums, raccoons, and any other species of animal not usually considered to be domestic.

### **Animal Bites**

All humans bitten or injured by an animal are considered to be potentially exposed to rabies and should report to a medical facility for treatment. The animal must be transported to the nearest Veterinary Facility for examination. The Community Manager must also be notified.

A Letter of Caution may be issued or the privilege of having a pet in family housing may be revoked as a result of a pet biting a person or another animal.

### **Pet Violations**

Complaints concerning stray or unattended pets and general upkeep of grounds around pets should be directed to the Community Management Office.

## **PLAYGROUNDS**

Playgrounds are located throughout the Sheppard Air Force Base Community. The streets and neighbors' yards are not to be used as children's playgrounds.

Children under the age of six (6) years are not permitted on playgrounds without adult supervision.

Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed or altered. No personal equipment will be installed in the playgrounds.

### **PLUMBING FIXTURES/EQUIPMENT**

The plumbing fixtures/equipment in the bathrooms and kitchens is not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diapers, tampons, sanitary napkins, or other obstructive substance shall be thrown into the toilets.

Do not place metal, string, grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, paper, wire, bones, rice, pasta or non-food in disposal or sink. Residents will be responsible for all damages resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and once hardened, thrown in the trash. Misuse may result in sewer line back-ups that present unsanitary conditions that could overflow in to the yards. Furthermore, such back-ups could potentially result in damage to your household goods and the inconvenience of water outages while repairs are undertaken. Your assistance in keeping our sewer lines healthy is appreciated.

Removal or replacement of existing plumbing fixtures and devices with non-comparable components is prohibited. Upon move-out, the final inspection will confirm the presence of aspirators and low-flow showerheads. Residents will be charged for the replacement of missing devices.

### **POOL RULES**

The pool opens on or around Memorial Day each year (weather permitting) and is open until Labor Day. Hours of Operation and Pool Rules will be posted on premises and are subject to change at management's discretion.

The Pool Rules are as follows:

- No Glass container allowed within the fenced area.
- No eating in the pool area. Food is allowed in designated areas only.
- No Running, Diving, or Horseplay allowed at anytime.
- No person under the age of 15 without a parent or guardian.

- No profane language or lewd behavior allowed.
- No paper diapers. Rubber pants are required.
- No cut off jeans.
- Limit of 2 guest per housing unit.
- No large floating devises.
- No Animal in pool area.

### **SATELLITE SYSTEMS (TV)**

Satellite systems are permitted; however, they will not be larger than 39 inches in diameter. In order to ensure installation does not damage homes or detract from the appearance of the homes or the community, the Resident must agree to the terms of the Satellite Dish Addendum and execute such addendum which will become a binding part of their lease.

Television and radio antennas are prohibited.

***A Satellite Dish Addendum must be executed prior to installing this equipment.***

### **SIDEWALKS, DRIVEWAYS, PARKING, YARDS, PORCHES, PATIOS & BALCONIES**

To preserve a crisp, clean appearance in your housing communities:

Bikes, toys, patio furniture and lawn equipment, when not in use, should moved to the back yard or garage.

Patio furniture, used daily, properly maintained and in good taste may remain on the patio/balcony or in the back yard area when not in use.

Couches, chairs or other furniture not built or intended for outdoor use is prohibited.

Appliances will not be stored outdoors or in carports.

Back yards are expected to be well-maintained and neat in appearance.

The playing of uncontrolled baseball games and practicing of golf in areas that are not designated for such, is not in the best interest of all residents and is prohibited.

Platforms or structures in trees, attaching swings to tree limbs and driving nails into the tree trunks are prohibited.

Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited.

Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance. When not in use, these items may not be stored in the driveway.

Skateboard ramps are prohibited.

Storage on patios, balconies, or in carports is prohibited. Excess household goods should be stored in the storage closet, shed, or off-base storage facility. Within 30 days of move-in, if a resident determines their household goods will not fit into their assigned home, they *may* be entitled to store HHG at government expense. This entitlement is briefed at the family housing office prior to a resident receiving their referral authorization. For more information, please call Sheppard Family Housing, 676-1840.

Storage sheds are permitted with the permission of the Community Management Office. Please contact the Community Management Office for the specifications and requirements.

Swing sets and other similar types of children's exterior recreational equipment are permitted in rear yards of homes with authorization from the Community Manager prior to installation. The resident must submit a Request for Alterations Form to the Community Management Office. Equipment must be whole and without defect so that it does not present a health and safety risk. Resident is responsible for the safety, supervision, and upkeep of equipment. Resident is also responsible to restore damaged areas of turf/landscape caused by use of said equipment.

The use of portable barbecues is permitted as long as they are 5 feet away from any building or structure.

Residents are not allowed to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are authorized; however, they should not be located in a position that encourages children to play in the street.

Umbrella type clotheslines may be used in the backyard. Clotheslines of any kind are not permitted on patios or balconies.

***Failure to comply with these provisions may result in the termination of the Lease.***

## **SMOKE & CARBON MONOXIDE DETECTORS**

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or

performance can be directed to the Community Management Office. Residents agree to immediately report a malfunctioning device to the Community Management Office.

### **SNOW REMOVAL**

Residents are responsible for snow and ice removal on their sidewalks and driveways.

### **SPEED LIMIT**

The speed limit is 20 MPH. If children are in or around the street or poor weather conditions exist, 15 MPH may be too fast and you are expected to drive accordingly. There are too many children and the risk is too high for the speed limit not to be ***STRICTLY ENFORCED. DO NOT SPEED.***

### **STORAGE BUILDINGS**

Storage sheds are permitted with the permission of the Community Management Office. Please contact the Community Management Office for the specifications and requirements.

***All requests for Storage Buildings must be made by completing the Request to Make Alterations Form and submitted to the Community Manager.***

### **SWIMMING & WADING POOLS**

The use of swimming pools is prohibited. Small wading pools up to 6 feet in diameter and one foot in depth are permitted in the backyards only. When wading pools are in use by children, adult supervision is required. When wading pools are not in use, they must be emptied and stored. By ensuring these wading pools are emptied and stored when not in use, this will help to prevent them from becoming a breeding ground for mosquitoes.

### **TRAMPOLINES**

Trampolines are prohibited.

### **WATERBEDS**

Use of waterbeds is authorized on first floor bedrooms only. Residents will be held liable for any damages caused by the use of a waterbed.

### **WEAPONS POLICY**

Residents and family members residing in the home may possess and store privately owned weapons, which include firearms, crossbows, and BB and pellet guns.

All privately owned permitted weapons must be registered with Security Forces prior to moving in or within three (3) days after obtaining the weapon. All Installation and local laws regarding firearms must be met. For information contact Security Forces at 676-5165 or 676-2763.

All firearms should be kept in an unloaded condition. All firearms and other potentially dangerous weapons must be stored out of children's reach and access.

**Violations of the Weapons Policy may be grounds for termination of the Lease.**

### **WINDOW COVERING**

All blinds that have been provided must remain in place. Any other material used to cover a window that is not the original material that comes with your home must be approved in writing by Balfour Beatty Communities before installation.

**PHONE NUMBERS**

<b>Emergency</b>	<b>911</b>
Sheppard Security Forces:	
Emergency	676-2981/2982
Non-emergency calls:	676-1100
Fire Department:	
Emergency:	911
Non-emergency:	676-2310
(Communications Line)	
Poison Control Center	1-800-222-1222 1-800-492-2414
Sheppard Veterinary Services	676-6883
Community Management Office (Balfour Beatty Communities)	264-4404
Service Request Desk (Balfour Beatty Communities)	264-4420
Medical Emergencies	911
(Please note; there are no Emergency Room Facilities at SAFB)	
Central Appointments:	676-1847
(For Family Practice, Pediatrics and Optometry only)	
OBGYN	676-4250
Nurse Line	676-7724
Health and Wellness Center	676-4292
Sheppard Ground Safety Office	676-1808
Phone Companies:	
SBC:	1-800-464-7928
AT&T:	1-800-222-0300
MCI:	1-800-444-3333
Sprint:	1-800-746-3767
Base Information:	676-0000
Cable TV/Satellite Companies:	
Time Warner:	855-5700
Dish TV:	761-3688
Dish Network:	689-8777
Dish Direct:	689-0101

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