



Welcome home to Kirtland Family Housing!

Kirtland Family Housing
1012 Golden Smoke Drive SE
Albuquerque, NM 87116
Office: 505-232-2049
Fax: 505-255-0155
Maintenance: 505-232-2049
After-Hours Emergency Maintenance:
844-887-6838

Congratulations on your successful move to Kirtland Family Housing! We welcome you to our community, and encourage you read our Welcome Packet for lots of information on settling in, having fun, and even moving out when your time comes.

And don't hesitate to reach out if you have any questions. The Leasing Office is open from 8am-5pm M-F, and 9:30am-5pm on Wednesdays. Stop in or call 505-232-2049 with any questions.

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Moving into your home at Kirtland Family Housing...

- Active-Duty Air Force personnel are eligible for 20 hours FREE childcare with a Family Childcare Provider upon PCS into KAFB. Call Airman Family Readiness Center at 505-846-0741 to find out how to receive your voucher a list of licensed providers. If not Active-Duty, a resident may still find quality childcare. These FCC providers are also base residents, they provide insight for on-base living.

- Mailbox keys can be requested at the Post Office located at 111 Alvarado Dr, SE, Albuquerque, NM 87108. You must bring a copy of your lease along with a government-issued form of identification.



- All pets must be registered with the on-base veterinarian located behind the BX. This is a FREE service to help keep your pets safe. Pets must also have a microchip and be spayed / neutered. Military families can also enroll their furry friend as a patient. Find out more by calling 505-846-4276.
- Residents have a choice when it comes to telephone, cable, and internet providers, and may reach out to any company they wish. Until connection is established, residents may use the Resource Room at the Airman Family Readiness Center for all of their office needs: 505-846-0741
- Important safety note: Speed limit within all neighborhoods is 15 mph. Also, all bicyclists must wear protective helmets.

Neighborhoods

We are proud of the homes available for our residents! Location and size of home depend on rank, size of family, and availability.

Neighborhoods:

- Village 7, Village 6, Village 5
 - Built in 2006
 - 1.5 car garage
 - Refrigerated air conditioning
 - Enclosed patio and yard
 - 2.5 bathrooms
 - 2-bedroom, 3-bedroom and 4-bedroom homes

- Village 4, Village 3, Village 2
 - Built in 2006
 - 2-car garage
 - Refrigerated air conditioning
 - Enclosed patio and Yard
 - 2 bathrooms
 - 3-bedroom and 4-bedroom homes

- Pershing Park
 - Built in 1997
 - 1.5 car garage
 - Evaporative air conditioning
 - Patio and yard with no enclosure
 - 2 bathrooms
 - 2-bedroom, 3-bedroom and 4-bedroom homes

- Maxwell Place

It is possible to move from one home to another. Call our leasing office at 505-232-2049 to find out more!

Resident Amenities

There are lots of FREE equipment, programs, and partnerships that will ensure that your time at KAFB is full of fun and friendship.

- Several playgrounds in each neighborhood
- Dog Park located between Pershing Park and Village 6
- Community pool with lifeguard
- Community centers that can be used for parties, meetings, groups and family get-togethers
- Resident deals through Outdoor Recreation
- Workout room for residents
- Monthly drives to benefit the local community
- Parties, events and nights out planned locally at KFH or in conjunction with KAFB including:
 - EGGstravaganza
 - National Night Out
 - Opening Day Pool Party
 - BOOtastic
 - Movie Under the Stars
 - Summer Bash
 - Back to School Picnic



Maintenance

We are dedicated to maintaining beautiful homes for our residents, and encourage everyone to reach out to our maintenance department with any issues.

Kirtland Family Housing Maintenance
1000 Golden Smoke Drive SE
Albuquerque, NM 87116
Telephone: 505-232-2049
After-Hours Emergency: 844-887-6838

Normal Hours: M-F 8:00am – 5:00pm

Maintenance Requests can be made by either calling our Leasing Office at 505-232-2049, or by going to www.kirtlandfamilyhousing.com and filling out a request, shown below:



Pest Control is scheduled through Maintenance. If pest control is needed, called 505-232-2049.

Emergency Maintenance

One of the benefits of living at Kirtland Family Housing is the availability of 24/7 maintenance in case of an emergency. If you experience a maintenance emergency, please call 1-844-887-6838.

Emergencies include:

- No heat
- Stove gas leak
- Burners on stove inoperable
- Burst pipes
- Gas leak
- Broken supply lines
- Water heater leak
- No hot water
- Sewer back up
- Stopped toilet
- Kitchen sink stopped up
- No power
- Smoke Detector/Carbon Monoxide detector inoperable or beeping
- Exterior door does not lock
- Window broken
- Roof leak

Resident Self-Help

We offer many self-help items so that you can keep your homes in good condition befitting members of our military along with those who support them.

Stop by the Leasing Office during any business day between 8:00am-5:00pm to pick up any of the following:

- Sink aerator - Free
- Basket strainer - Free
- Fluorescent tube bulb (Exchange Only) - Free
- Garbage disposal stopper - Free
- Toilet paper roller – Free
- Toilet flapper - Free
- Touch-up paint - \$25.00 Gallon / \$5.00 Quart (Limit of 2 gallons)
- Switch cover - Free
- Outlet cover - Free
- Batteries for detectors, Garage Door Remotes and Thermostats- Free
- Range hood filters - \$5.75 Each
- Furnace filters - Free

We also offer blinds and interior paint at wholesale prices so that you can keep your home looking neat and tidy during your time residing at Kirtland Family Housing and before your final inspection. Please contact the leasing office for updated pricing information.

Landscaping

All landscaping is currently performed by Barren Outdoor Solutions and is at no additional cost to our residents. The following schedule is for areas outside of your privacy fence:

- Monday: Village 2, Village 3, Community Center and Fields
- Tuesday: Maxwell Place
- Wednesday: Pershing Park
- Thursday: Village 7, Village 4 (Upper command homes only), Village 2 (Upper command homes only) and Village 1
- Friday: Village 4 and Village 5

Please note: if you have a fence in your back yard, then it is your responsibility to maintain everything inside your fence as well as along your fence line.

We help you maintain a beautiful home! We provide grass seed, and a loan locker in which it borrow landscaping supplies! Call our leasing office at 505-232-2049 to find out more.



Fences

Residents may install a chain fence in order to expand their yard. Please note that resident is responsible for landscaping within the enclosed area. Also, any outdoor furniture and toys must be within a fenced area. Residents have the option of renting a fence from a contractor or buying and installing the fence themselves.

To rent a fence:

- Go to Maintenance Office and fill out Fence Addendum
- Call Contractor, who will set up and maintain fence.
 - Kirtland Fence Rental: 505-281-8555 (leave message)
 - American Fence: 505-897-3103
- Schedule Maintenance to inspect and approve fence when installation is complete by calling 505-232-2049.

To install your own fence:

- Go to Leasing Office and fill out Fence Addendum
- Schedule with City of Albuquerque to mark utilities by calling 811 from a local land line, or 505-260-1990 from a non-local telephone.
- Erect fence
- Schedule Maintenance to inspect and approve fence when installation is complete by calling 505-232-2049.

Trash and Recycling Information...

- A dumpster is located to the east of the Maintenance building for residents' use. It is open during business hours, 8-5. Please note that it is a crime to dispose of household trash or household items in any dumpster other than those provided by KFH.
- Bulk Trash Pick up can be scheduled for \$35.00 per load and can be scheduled with the leasing office. Bulk Pickup can only be scheduled for Friday and will have to be paid in the leasing office to the vendor who is responsible for your housing area. Please note that if you have paid for one load and the vendor has to make a trip for a second load it will not be picked up until an additional \$35.00 has been paid. Also, remember if you are scheduled for a final inspection, all trash must be removed by the date and time of your final our additional fees may apply.
- Normal trash pick-up occurs Thursday and Friday as shown below:
Village(s) 1, 2, 3, 4 & 7 – Every Friday
Village(s) 5, 6, & Pershing – Every Thursday

**** Recycling occurs every Monday ****

- MDI observes the following holidays: Labor Day, Columbus Day, Veteran's Day, Thanksgiving (Thursday Refuse Collection moved to Wednesday before Thanksgiving, Friday No Change). All other days Monday would be moved to Tuesday.
- Residents are responsible for the care and upkeep of the receptacles for their use. Each residence will be provided with one black receptacle for trash, and one green receptacle for recycling. Lost or stolen receptacles will be billed at the rate of \$100.00 each.

TO: KIRTLAND FAMILY HOUSING AT KIRTLAND AFB RESIDENTIAL CUSTOMERS

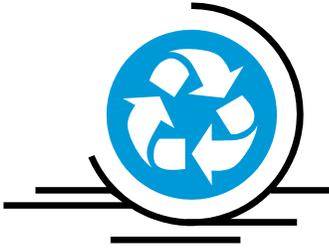
FROM: MARK DUNNING INDUSTRIES, INC.

RE: GARBAGE AND RECYCLING COLLECTION

The following is information you need to know in reference to our garbage collection:

1. ALWAYS HAVE **MDI** CONTAINER TO CURBSIDE **NO LATER THAN 6:00 A.M.** ON YOUR PICKUP DAY.
2. YOUR CONTAINER MUST BE **CURBSIDE WITH HANDLE FACING THE ROAD** TO FACILITATE EASY HANDLING.
3. **MDI** CONTAINER WILL BE THE ONLY CONTAINER EMPTIED. DO NOT USE PERSONAL CANS OR 55 GALLON DRUMS. **ALL GARBAGE AND RECYCLE IS TO BE PLACED IN THE DESIGNATED, MDI 95 GALLON ROLL CART.** GARBAGE AND RECYCLING WILL NOT BE PICKED UP OFF THE GROUND.
4. **“EXTRA SOLID WASTE”** SUCH AS CARBOARD BOXES, WRAPPING PAPER AND HOUSEHOLD TRASH, THAT WILL NOT FIT IN THE CONTAINER, WILL BE PICKED UP CURBSIDE DURING YOUR REGULAR PICK-UP DAY, AT THE FOLLOWING TIMES.
 - a. **FOR A PERIOD OF ONE (1) WEEK AFTER THE 4TH OF JULY.**
 - b. **FOR A PERIOD OF ONE (1) WEEK AFTER THANKSGIVING.**
 - c. **FOR A PERIOD OF TWO (2) WEEKS AFTER CHRISTMAS.**
 - d. **UPON REQUEST FROM A CUSTOMER IN THE EVENT OF A SPECIAL OCCASION SUCH AS WEDDINGS OR FUNERALS. THIS REQUEST MUST BE MADE TO AND APPROVED BY THE CONTRACTOR PRIOR TO PICK-UP.**
5. **ALL SYRINGES NEED TO BE PROPERLY BAGGED OR CONTAINED AND NOT THROWN IN TRASH LOOSE.** ONLY HOUSEHOLD GARBAGE WILL BE COLLECTED, NO TIRES, BATTERIERS, FURNITURE, HAZARDOUS MATERIAL, WOOD, BRICK, CONCRETE, CONSTRUCTION DEBRIS, AUTO PARTS, ELECTRONICS OR YARD WASTE.
6. **DO NOT THROW LOOSE CAT LITTER** IN CONTAINER; HAVE CAT LITTER BAGGED OR CONTAINED.
7. YOUR PICK-UP DAY **WILL NOT CHANGE** FOR HOLIDAYS UNLESS YOU ARE NOTIFIED OF SUCH CHANGE.
8. IT IS VERY IMPORTANT THAT YOU NOTIFY **KIRTLAND FAMILY HOUSING AT KIRTLAND AFB, 505-232-2049** WHEN YOU PLAN TO MOVE.
9. REPORT STOLEN CONTAINERS TO THE HUNT FAMILY HOUSING. CONTACT HUNT FAMILY HOUSING IF YOU HAVE A DAMAGED CONTAINER THAT NEEDS REPLACEMENT OR REPAIR.
10. CUSTOMER WILL BE RESPONSIBLE FOR EXPENSE OF CONTAINER FOR DAMAGE DUE TO THEIR OWN NEGLIGENCE (i.e. throwing hot ashes in container) AND WILL BE CHARGED \$100.00.
11. IF YOUR GARBAGE OR RECYCLING IS NOT PICKED UP, OR IF YOU HAVE ANY QUESTIONS ABOUT GARBAGE OR RECYCLE SERVICE, PLEASE CONTACT **KIRTLAND FAMILY HOUSING AT 505-232-2049.**

THANK YOU FOR YOUR COOPERATION AND HAVE A GREAT DAY!



**Mark Dunning Industries, Inc.
Kirtland AFB**

Acceptable Items for Recycle

**Office Paper
Brown Bags
Aluminum Cans
Magazines
Manuals**

**Colored Paper
Junk Mail
Steel Cans
Cardboard
Shredded Paper**

**Manila Folders
Plastic (1-7 Containers)
Newspapers
Phone Books**

- ☞ All of the above items can be placed in your green 95-gallon recycle container that is collected on Monday.
- ☞ Cardboard can also be empty pizza boxes (no grease), cereal boxes, snack boxes, ect.

Unacceptable Items for Recycle

**Styrofoam
Chip Bags
Food Items
Used Toner Cartridges*
Garden Hoses**

**Napkins
Candy Wrappers
Cigarette Butts
Glass
Textiles**

**Paper Towels
Snack Wrappers
Plants/Dirt
Wood
Diapers**

- ☞ The above items are considered trash. Trash causes contamination to recycle loads.

In the event you have further questions regarding recycling please contact MDI at one of the following numbers:

John Hutson
505 991 8705

Education Opportunities and Schools for Kids

KAFB boasts two Child Development Centers with enrichment programs, a thriving Family Childcare program, an on-base elementary school with affordable before/after care, and a neighborhood middle school and high school with dynamic and creative educators. The on-base Youth Center provides transportation, sports, free clubs and leadership opportunities for school-aged children as well! Residents wishing to care for children in their home must be FCC USAF licensed.

- Infants, Toddlers, and Pre-schoolers:
 - Gibson CDC: 505-846-1103
 - Maxwell CDC: 505-853-1103
 - Family Childcare Coordinator: 505-846-1802

- Youth Center: 505-853-5437

- Elementary: Sandia Base Elementary
 - Principal Jude Garcia: 505-268-4356
 - Secretary Elaine Abeyta: 505-268-4356

- Middle School: Van Buren Middle School
 - Assistant Principal Jeri Heileman: 505-268-3833 X26805
 - Director for Community Partnerships Velina Chavez: 505-268-3833 X26848

- High School: Highland High School
 - Principal Marco Harris: 505-265-3711 X26005
 - Community Liaison Angela Williams: 505-265-3711 X26047

- School Liaison: Beth Mann 505-846-6477

Animals Domestic and Wild

All domestic animals residing within the city of Albuquerque must be spayed/neutered, and must have a microchip. All animals belonging to residents must be up-to-date on vaccinations and also be registered with the on-base veterinarian. This applies to non-military residents as well.

Kirtland Family Housing abides by AFI 32-6007 and AFI 32-6001 pertaining to the ethical treatment of pets and restrictions on aggressive breeds.

- On-base Veterinarian: All KFH residents must have pets registered. Military and military-retiree residents may use the services provided by the veterinarian. 505-846-4876
- Outside Pets: Animals must be provided with food, water, and shelter. Security Forces will be called if otherwise. Dogs may not be tethered.
- Dogs on Deployment: KFH will waive the pet fee for any family fostering a dog or cat for a service member who is deploying or going on extended TDY. Resident must bring in letter from First Sergeant and abide by housing rules.
- Residents may not board exotic animals, nor may they board aggressive dog breeds. Dogs may not show aggression, nor escape.
- After the third violation, residents must rehome their pet.

We have many wonderful and strange wild animals in New Mexico! The following will help with information and safety:

- Project Coyote: www.projectcoyote.org
- New Mexico Wilderness Alliance: nmwild.org

If you have found an injured animal, please contact Albuquerque Wildlife Rescue at 505-344-2500 or www.wrinm.org

Community Pool

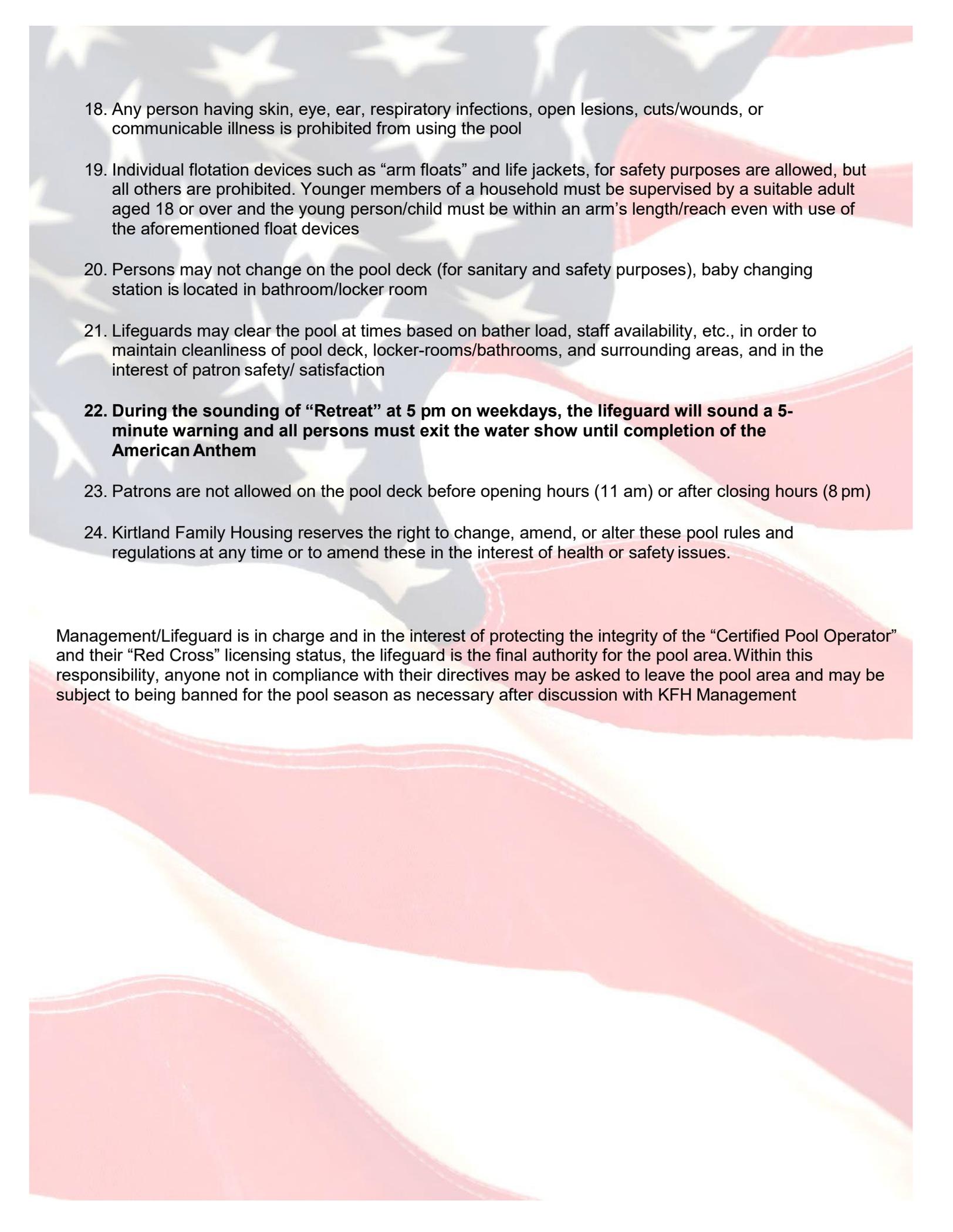
Our local pool is located directly behind our large community center. It is FREE for residents and guests. Residents are permitted to bring 2 guests. Residents must show photo identification, and those under 14 years who wish you use the pool without adult supervision must have permission on file.

Open Memorial Day through Labor Day
Hours: Tuesday-Sunday, 11am-8pm
Life guard on duty



Community Pool Rules

1. Persons under the age of 14 must be supervised by a responsible adult, aged 18 or older
2. For dependents age 14 -17, the legal guardian must fill out a form located in the leasing office (during normal operating hours) before KFH can allow them to use the pool without a sponsor or guardian in attendance - at the lifeguards discretion, a swim test may be administered to test skill level
3. Pool is for the private use of residents and their guests only. Residents may sponsor no more than 2 guests. Lifeguard will perform check-in using a current listing of residents provided by KFH - please bring photo ID to show, upon request
4. All swimmers must take a cleansing shower before entering pool
5. The pool capacity is 80 persons
6. Management/Lifeguard reserves right to close pool due to inclement weather
7. Management/Lifeguard reserves right to deny use of pool to anyone at anytime
8. No running, boisterous, or rough play is permitted
9. No person under the influence of alcohol or drugs admitted
10. No diving is permitted since the pool is too shallow for it. (diving is only permitted in water 9 feet or deeper)
11. No animals or pets allowed within pool enclosure under any circumstances.
12. No **glass**, tobacco products, vaping devices or drinks - other than plastic bottles/aluminum cans - are allowed within the pool fenced in perimeter.
13. Snacks or light fare in plastic containers/baggies (no glass, huge picnics) may be consumed at the tables within the fenced in pool area. Resident is responsible for cleaning and removal of trash from the area afterward. Please help us keep this rule intact by taking responsibility for keeping the areas clean so they remain pest free and trash doesn't blow into the pool or clog the pool skimmers.
14. No coolers are allowed inside the pool complex (coolers may be left outside of pool gate)
15. Persons aged 3 and under, along with any child not potty-trained, must wear a water-resistant swim diaper and be supervised by an adult
16. No spitting, spouting, or blowing nose in pool
17. No "cut-offs" allowed - a proper bathing suit must be worn that is appropriately covering. (IE: skimpy or minimal coverage suits, such as thongs, are prohibited as this is a family friendly environment.)

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- The background of the document is a stylized American flag with stars and stripes. The stars are white on a dark blue field, and the stripes are red and white, wavy in appearance.
18. Any person having skin, eye, ear, respiratory infections, open lesions, cuts/wounds, or communicable illness is prohibited from using the pool
 19. Individual flotation devices such as “arm floats” and life jackets, for safety purposes are allowed, but all others are prohibited. Younger members of a household must be supervised by a suitable adult aged 18 or over and the young person/child must be within an arm’s length/reach even with use of the aforementioned float devices
 20. Persons may not change on the pool deck (for sanitary and safety purposes), baby changing station is located in bathroom/locker room
 21. Lifeguards may clear the pool at times based on bather load, staff availability, etc., in order to maintain cleanliness of pool deck, locker-rooms/bathrooms, and surrounding areas, and in the interest of patron safety/ satisfaction
 - 22. During the sounding of “Retreat” at 5 pm on weekdays, the lifeguard will sound a 5-minute warning and all persons must exit the water show until completion of the American Anthem**
 23. Patrons are not allowed on the pool deck before opening hours (11 am) or after closing hours (8 pm)
 24. Kirtland Family Housing reserves the right to change, amend, or alter these pool rules and regulations at any time or to amend these in the interest of health or safety issues.

Management/Lifeguard is in charge and in the interest of protecting the integrity of the “Certified Pool Operator” and their “Red Cross” licensing status, the lifeguard is the final authority for the pool area. Within this responsibility, anyone not in compliance with their directives may be asked to leave the pool area and may be subject to being banned for the pool season as necessary after discussion with KFH Management

BAH and Privatized Housing

- Basic Housing allowance (BAH) is the amount established and published by the Government to be paid to a service member, or such other sum allotted to a Resident as a service member, to cover the host of housing for a personal residence. It will be the higher of the current rate or the amount received under “rate protection”, meaning that BAH for rank will not decrease, but rather will always remain the same or increase.
- A service member’s initial baseline for rate protection is set at the time of arrival at KAFB. The amount received by the service member will never be less than this initial baseline, even if the BAH decreases in future years for incoming personnel. If the BAH rate increases above the initial base rate in a subsequent year, then the rate increases.
- If a service member chooses to live in our Pershing or Maxwell neighborhood, then the amount debited through allotment will only be for the rent amount. Gas and electric will be billed at the discounted rate from Minol.
- A service member can choose to “buy up” or “buy down” into a home of adjacent rank depending on availability. If the home is in one of our Village neighborhoods, then the utility allowance will be included, and KFH will debit the BAH for rank-of-home through allotment.
- If the service member promotes, then a new lease may be needed. Call the leasing office at 505-232-2049 to find out.
- Questions about BAH can be addressed to Housing Management at 505-846-8217.

Utilities

Kirtland Family Housing provides trash and recycling services, front yard maintenance, water and sewage utilities. The gas and electric is provided to the Resident at a discounted rate.



The Basic Allowance for Housing (BAH) includes the utility allowance (UA). The company that provides gas and electric services is Minol (1888-636-0493). Because the base and Minol must reach an agreement each month, there is a lag time of 6-8 weeks from the meter read until the statement or bill arrives.

- The UA is a fixed monthly amount based on the average utility usage for the floorplan. The amount is determined jointly by Kirtland Family Housing and the Air Force each year by a prescribed procedure.
- Utility charges will fluctuate monthly for a variety of reasons. The actual usage charge incurred is deducted from the UA, resulting in a debit or credit balance. This balance accrues until such time as it exceeds \$50 in either direction. If the balance is for under usage, you will receive a check refunding the amount. But if the amount is for over usage, then you will receive a bill requesting payment.
- A monthly utility statement is sent to each resident by Minol. The statement contains information on utility consumption, billing amount(s) and a “running balance” of the account balance.
- If the amount charged for utilities seems extraordinary, then please call the Leasing Office at 505-232-2049 and ask for an energy audit for the home, along with a check for gauge accuracy from Minol.

Minol Utility Company

Gas and electric are provided to our residents at a discounted rate through Minol. Minol monitors all gas and electric usage, and will maintain account records for each resident. They are the ones who will apply the charges and reconciliation. There is a 6-8 week “lag” from the time the meters are read until the resident receives a statement/bill.

- If you are at KAFB under PCS orders and accompanied, you have a Utility Allowance (UA) included in your BAH that is based on the average utility use for the floorplan in which you live. Minol will send a monthly statement. Minol will also monitor any extra or less than the UA up to a \$50 limit. Once your balance reaches \$50, you will either receive a refund check from Minol, or a bill asking for the amount.
- If you are an Other Eligible Tenant (OET), there is no utility allowance, but rather Minol will bill you directly. As a resident of Kirtland Family Housing, you qualify for the discounted gas and electric rates through Minol.
- Payment for utilities is made to Minol. You can even set up an account online at www.minolusa.com. If a balance persists for 60+ days, however, then it will transfer to Kirtland Family Housing, you will receive a notification in the mail, and it will be due immediately.
- You can contact Minol at their customer care line at 888-636-0493.

Other Eligible Tenants

Kirtland Family Housing must give priority to Active-Duty military personnel who are accompanied by their dependents, but may also offer leases to other members of the US Military who are unaccompanied, National Guard or Reserves, or who are at KAFB on extended TDY. Under special circumstances that do not affect availability for Active-Duty military, housing may be offered to base-affiliated civilians and military retirees. Rent amount is based either on unaccompanied BAH, or on the market rent rate, which must not be less than BAH for rank-of-home.

Questions can be addressed to the Kirtland Family Housing office at 505-232-2049, or Housing Management at 505-846-8217.



Leaving Kirtland Family Housing...

We understand that the nature of military service means that personnel must move frequently, and we hope to make the process easy for you. We honor the military clause, and allow residents to break a lease with KFH with a 30 day notice. **PLEASE REMEMBER YOU DO NOT NEED A COPY OF YOUR ORDERS TO GIVE NOTICE ONLY NEED TO PROVIDE ON DAY OF FINAL INSPECTION.**

- Residents may break a lease with no penalty according to the military clause for the following reasons:
 - PCS
 - Deployment
 - TDY extending more than 90 days.
- Residents must provide 30 day notice prior to leaving KFH. Short orders must be delivered as soon as possible to accommodate the service member. Residents may provide notice without orders, but a copy of orders must be provided in order to break the lease under the military clause.
- Notice must be given in person at the KFH leasing office.
 - Notice to Vacate form filled
 - Pre-Inspection made to ensure everything is on-track
 - Final inspection made
- Make your move easier!
 - 20 hours FREE childcare through Airman Family Readiness for Air Force Active Duty Personnel: 505-846-0741.
 - On-base veterinarian can check animals: 505-846-4876
 - On-base thrift shop can consign extra household items for you: 505-508-1114.
- If a resident chooses to break a lease for reasons beyond the military clause, a 30 day notice is required, and a penalty of a single month's rent is applied.
- There is no penalty if the resident leaves at the end of a lease term.



Cleaning Items Checklist - You can either pay the pay and go price or you can choose to clean yourself.
If you choose to self clean please follow the checklist below.

**Starting Prices*

Kitchen and Bathrooms

Mirror	\$10.00*
Linen Closet	\$20.00*
Pantry	\$15.00*
Sink and Faucets (each)	\$20.00*
Toilet (all parts)	\$30.00*
Tub and Tile (soap scum removal)	\$40.00*
Shower (soap scum removal)	\$40.00*

Cabinets and Counters (In all rooms)

Removal of Contact Paper	\$30.00*
Cabinet Faces (each)	\$10.00*
Cabinet Interior	\$20.00*
Drawers (each)	\$10.00*
Medicine Cabinet (exterior)	\$5.00*
Medicine Cabinet (interior)	\$10.00*
Full Bathroom Counter (Vanity)	\$15.00*
Full Kitchen Counter	\$15.00*

Appliances

Dishwasher (interior)	\$15.00*
Dishwasher (exterior)	\$30.00*
Refrigerator (exterior)	\$25.00*
	\$75.00*
Drip Pans	\$20.00*
Stove burners/top	\$25.00*
Range Hood Filters (each)	\$20.00*
Range (stove top)	\$20.00*
Range (oven interior)	\$50.00*
Range Hood	\$20.00*
Microwave (exterior)	\$10.00*
Microwave (interior)	\$20.00*

Doors and Windows

Door Knobs	\$5.00*
Interior Doors (closet/bedroom) (each)	\$15.00*
Ext.Doors: front,storm/screen,storage unit	\$15.00*
Window Glass (each)	\$30.00*
Window Screens (each)	\$15.00*
Kitchen Blinds	\$10.00*
Living Room Blinds	\$15.00*
Bedroom Blinds	\$12.00*
Sliding Door Glass (each)	\$40.00*
Window Sills (each sill)	\$10.00*
Door Frame (each frame)	\$10.00
Window Tracks (each)	\$5.00*

Wall/Light Fixtures/Ceiling Fans

Outlets/Light Switch Covers (each)	\$5.00*
Light Fixtures	\$20.00*
Kitchen Light Fixtures	\$30.00*
Ceiling Fans	\$30.00*

Miscellaneous

Odor Removal (pets, smoke, & other odors)	\$300.00*
Full Trash Bins (large size)	\$40.00*
Full Trash Bins (small size)	\$25.00*
Book Case	\$30.00*

Cleaning

Full Cleaning (Includes yard but not paint)	\$550.00*
Full Cleaning with Full Paint	\$1,000.00*
Full Cleaning with Partial Paint	\$700.00*
Floor Cleaning (bathroom)	\$30.00*
Floor Cleaning (bedrooms with carpet)	\$100.00*
Floor Cleaning (bedrooms without carpet)	\$50.00*
Carpet Cleaning (Price varies)	\$50.00*
Full Paint	\$450.00

Closet Shelving (each)	\$5.00*
Desk/Nook	\$15.00*

Outside

Full Trash Bins (large size)	\$40.00*
Full Trash Bins (small size)	\$25.00*
Backyard Mowing	\$25.00*
Garbage or trash at curbside	\$65.00*

Pay and Go Cleaning Prices (includes wipe down of painted surfaces only)***

E1 to E6 & 01 to 03		Village 1 Homes - Pay and Go	\$450.00
2 Bedroom	\$400.00	05 to 09 & E7 to E9	
3 Bedroom	\$400.00	3 Bedroom	\$400.00
4 Bedroom	\$400.00	4 Bedroom	\$400.00

Damaged Items Checklist**Kitchen and Bathrooms**

Mirror Replacement	\$50.00*
Sink (replacement)	\$50.00*
Faucet (per faucet)	\$50.00*
Shower Rod	\$25.00*
Towel Bar	\$25.00*
Toilet Paper Holder	\$10.00*
Towel Ring	\$15.00*
Toilet Seat	\$25.00*
Toilet Tank Cover	\$30.00
Broken Shower Head	\$40.00*
Toilet Replacement	\$150.00*
Broken Shower Door	\$150.00*
Tub/Shower (replacement)	\$200.00*

Appliances/Replacement Parts

Dishwasher (replacement)	\$350.00*
Microwave (replacement)	\$225.00*
Range (oven/stove replacement)	\$450.00*
Refrigerator (replacement)	\$700.00*

Closets and Bifold Doors

Closet Tracks	\$25.00*
Closet Rods	\$40.00
Bi-Fold Doors (laundry and kitchen)	\$230.00

Cabinets and Counters (In all rooms)

Cabinet Faces (each)	\$25.00*
Drawers (each)	\$30.00*
Full Cabinet Door Replacement	\$50.00*
Counters Resurface	\$50.00*
Medicine Cabinet Replacement	\$40.00*
Full Bathroom Counter Repl. (Vanity)	\$200.00*
Full Kitchen Counter Replacement	\$300.00*

Doors and Windows

Key Replacements	\$25.00*
Lock Replacements	\$50.00*
Door Stops	\$10.00
Door Knobs	\$40.00*
Interior Doors (closet/bedroom) (each)	\$65.00*

Refrigerator Shelves (per shelf)	\$25.00*	Exterior Doors	\$125.00*
Refrigerator Drawer (per drawer)	\$50.00*	Window Glass (each)	\$100.00*
Refrigerator Handle	\$40.00*	Kitchen Blinds	\$10.00*
Stove drip pans/burners (each)	\$30.00*	Living Room Blinds	\$15.00*
Range hood Filters (each)	\$25.00*	Bedroom Blinds	\$12.00*
Oven Handle	\$25.00*	Sliding Door Glass (each)	\$150.00*
Stove knobs (each)	\$15.00*	Living & Bdrm Window Glass Repl. (each)	\$75.00*
Microwave Glass Dish	\$40.00*	Kitchen and Bath window Glass Repl.	\$50.00*
Microwave Handle	\$30.00*	Missing/Torn Screens	\$25.00*

Wall/Light Fixtures/Ceiling Fans

Wall repair (per square ft.)	\$50.00*
Light Fixtures	\$40.00*
Kitchen Light Fixtures	\$75.00*
Bath Light Fixtures	\$60.00*
Ceiling Fans	\$75.00*
Paint (bathroom only)	\$150.00*
Paint (per wall)	\$150.00*
Full House Paint	\$1,100.00*
Partial Paint (half house)	\$550.00*

Flooring and Carpeting

Floor Replacement (per square ft.)	\$50.00*
Ceramic Tile Replacement (per tile)	\$75.00*
Sheet Vinyl Replacement	\$150.00*
Carpet Replacement - Price Varies	\$600.00*
Full Carpet Replacement (MINIMUM)	\$2,300.00*
Full Flooring Replacement (MINIMUM)	\$700.00*

Damaged Window Sills (each sill)	\$50.00*
Damaged Door Frame (each frame)	\$150.00*

Miscellaneous

Smoke Detectors (each)	\$45.00*
Carbon Monoxide Detectors (each)	\$50.00*
Thermostat	\$50.00*
Fire Extinguisher	\$45.00*
Fireplace Mantle Replacement	\$50.00*
Fireplace Tile Replacement (per tile)	\$35.00*

Exterior Damages

Holes in the yard (per hole)	\$25.00*
Fence Damage (per ft.)	\$25.00*
Satellite Dish Removal	\$50.00
Damaged Siding	\$50.00*
Exterior Light Fixtures	\$40.00*
Mailbox	\$45.00*
Mailbox Keys (each)	\$15.00*
Garage Doors	Labor + Cost
Broken Garage Door Remote	\$40.00*
Trash Bins (large size)	\$60.00*
Trash Bins (small size)	\$45.00*
Privacy Fence Damage (per slat)	\$40.00*

Guest and Gate Information

Residents can 'sponsor' a guest with a pass to be able to come onto and off of base but does have to go to the actual gate to do so. The guest must arrive at the small house beside the Gibson gate and in-process with a background check. The guest must bring a valid government ID, and must also present a driver's license, car registration and proof of insurance if driving a vehicle onto base.

Questions about sponsoring a guest can be directed to the visitor centers at the Gibson Gate at 505-846-7509 or the Truman Gate at 505-846-7509.

There are 6 main entrance gates to Kirtland Air Force Base:

Gate	Hours of Operation	Phone
Carlisle	5:30am-9:00pm Weekdays only	505-846-8474
Eubank	24 Hours	505-846-6231
Gibson	5:30-9am (inbound only), 3:00-7:30pm (outbound only), 8am-9pm (inbound/outbound – Weekends)	505-846-7240
Maxwell	24 Hours	505-846-7491
Truman	24 Hours	505-846-7509
Wyoming	5:30-11am (inbound only), 11:30am-6:30pm (outbound only) Closed on Weekends	505-846-6118

Wingman+

Airman Family Readiness Center: 505-846-0741

ADAPT: 505-846-3305

American Red Cross Emergency: 877-272-7337

Chaplain Corps: 505-846-5691

Chaplain Corps After Hours: 505-846-3777

Child Development: 505-846-1103

Youth Programs: 505-853-5437

Civilian Health Promotion Services: 505-853-0637

Community Support Coordinator: 505-846-6427

Equal Opportunity: 505-846-5369

Family Advocacy Program: 505-846-0139

Fitness Center: 505-846-1102

Health Promotions: 505-846-1186

Inspector General: 505-846-2411

Kirtland Event Information: 505-846-1644

Mental Health Clinic: 505-846-3305

Military Family Life Counselors: 505-280-0664

Military One Source: 1800-342-9647

Public Affairs: 505-846-5991

Safety: 505-846-4226

School Liaison Officer: 505-846-6477

Sexual Assault Response Coordinator: 505-846-7272

Child watch

CHILDS AGE	LEFT UNATTENDED IN QUARTERS, PLAYGROUND OR OUTSIDE?	LEFT ALONE OVERNIGHT?	LEFT UNATTENDED IN VEHICLE?	BABY-SIT NON FAMILY MEMBER?	BABY-SIT FAMILY MEMBER?	LEFT UNATTENDED IN PUBLIC AREA?	WALK TO SCHOOL?	LEFT UNATTENDED DURING VACATION?
Newborn to 5 years	NO!	NO!	NO!	NO!	NO!	NO!	NO!	NO!
6 thru 8 years	1 hour daily with physical access sitter, adult or periodic checking by adult.	NO!	YES 15 minutes with keys removed, within sight	NO!	NO!	NO!	NO!	NO!
9 thru 10 years	3 hours daily with physical access sitter, adult or periodic checking by adult.	NO!	YES No more than 15 minutes with keys removed.	NO!	NO!	3 hours in recreational areas with adult checking periodically, 3 hours in retail stores, BX, etc.	YES	NO!
11 thru 13 years	Up to 14 hours daily with periodic checking by adult.	NO!	YES No more than 15 minutes with keys removed.	YES Not to Exceed 10 hours.	YES Not to Exceed 14 hours.	10 hours in recreational areas with adult checking periodically, 3 hours in retail stores, BX, etc.	YES	NO!
14 thru 15 years	Up to 16 hours daily with periodic checking by adult. Not to exceed overnight.	NO!	YES with keys removed	YES Not to Exceed 10 hours.	YES Not to Exceed 16 hours.	16 hours in recreational areas with adult checking periodically, 5 hours in retail stores, BX, etc.	YES	NO!
16 thru 17 years	YES with telephone access to designated adult.	YES with telephone access adult.	YES	YES Not to Exceed 10 hours.	YES	YES	YES	NO!

311 Citizen Contact Line for Albuquerque

The City of Albuquerque provides a one-stop question line for anyone residing within the city—including those who live at Kirtland Family Housing. Residents may call 311 from a telephone with a 505-area code, or 505-768-2000 from a phone with a non-local area code.

The line is operational between 6am-9pm daily.

If you have questions about tourism, schools, recycling or animal welfare, then 311 is your one-stop shop. Just one of several ways that Kirtland Family Housing, Kirtland Air Force Base, and the City of Albuquerque go above and beyond to make a unique and enjoyable living experience.



Smoke Alarms

Your home is equipped with multiple smoke alarms. These alarms are interconnected and work as a system. They are powered by 120V AC and a 9-volt battery back-up source. DO NOT remove or disconnect battery or turn off AC power to quiet an alarm. This will remove your protection.

Alarms:

Loud alarm horn – 85 decibels at 10 feet – alerts you to an emergency.

Short beep about once a minute indicates the battery is weak or improperly connected. The RED LED will blink 4 times per minute to identify the smoke alarm with the weak battery.

Lights:

The smoke alarm features separate RED and GREEN LED indicators. They indicate the following:

- GREEN LED:** ON – AC power is present
OFF- AC power is not present
- RED LED:** Can be seen through the push to test button.
Blinks once a minute – normal operation
Blinks once a second – smoke alarm senses smoke and sounds an alarm.
Blinks once every ten seconds – smoke alarm is quieting an unwanted alarm.
Blinks 3 times per minute – indicates this alarm initiated an alarm in an interconnected system.
(Press the TEST button to reset)
Blinks 4 times a minute – indicates weak or improperly connected battery.

Testing:

The Push-to-Test button accurately tests all smoke alarm functions. Test smoke alarm weekly to ensure proper operation.

Observe the GREEN LED. A constant green light indicates it is receiving 120V AC power.

Firmly depress the Push-to-Test button for at least five (5) seconds. Alarm will sound a loud beep about four (4) times a second. Alarm will sound 2 short reduced-volume beeps, then 1 short loud beep followed by a pause, and then this pattern repeats. Alarm may sound for up to 10 seconds after releasing the Push-to-Test button.

All smoke alarms should sound an alarm within three (3) seconds after any test button is pushed and the tested alarm sounds.

IF ALARM DOES NOT SOUND WHEN TESTED, IMMEDIATELY NOTIFY KFH MAINTENANCE!

Maintenance:

In addition to weekly testing, the smoke alarm requires annual battery replacement and periodic cleaning to remove dust, dirt and debris. Replace the battery at least once a year, or immediately when the low battery signal sounds (a chirp once per minute indicates low battery). The RED LED will blink 4 times per minute after each low battery chirp. DO NOT use rechargeable type batteries. Batteries are available at no charge at KFH Maintenance Self Help.

Changing the battery:

Turn smoke alarm counter clockwise to detach from mounting plate.
Gently pull down smoke alarm. Be careful not to separate wire connections.
Pull out power plug from back of smoke alarm.
From back of smoke alarm, lift tab to open battery pocket door.
Remove battery from pocket. Disconnect and discard this battery.
Connect a fresh, 9-volt battery to connector. Battery will fit only one way.
Be sure battery connector is securely attached to battery terminals.
Place battery in battery pocket.
Close battery pocket door. Push down until it snaps into place.
Replace connector plug. Connector will snap into place.
Reattach smoke alarm to mounting plate by turning clockwise until it snaps into place.
Test smoke alarm using Push-to-Test button.

Cleaning the smoke alarm:

Clean the smoke alarm at least once a month.
Use a soft brush or wand attachment to vacuum cleaner. Vacuum all sides and cover.
Be sure all vents are clean and open
Do not spray with cleaners! Always place cleaners on a cloth, then wipe the smoke alarm.
Do not attempt to remove the cover or clean inside.

Carbon Monoxide Detectors

Your home is equipped with multiple carbon monoxide (CO) detectors. These detectors are interconnected and work as a system. They are powered by 120V AC and a 9-volt battery back-up source. DO NOT remove or disconnect battery or turn off AC power to quiet an alarm. This will remove your protection.

The CO detector is designed to detect carbon monoxide from ANY source of combustion. It is not designed to detect smoke, fire, or any other gas. It will indicate the presence of CO gas at the sensor. Always check your home for a potential problem after any **ALARM CONDITION** alert (see 4. below under Alarms).

Alarms:

Low battery - LED flashes and horn "chirps" once a minute

Silencing the low battery warning: Press the Test/Silence button on the cover of the unit. The silence feature can temporarily quiet the low battery "chirp" for up to 8 hours if AC power is present. Once the silence feature is activated, the RED LED continues to flash once a minute.

Dead or missing battery - LED is OFF, horn is silent

Malfunction - LED flashes 3 times with 3 rapid "chirps"

ALARM CONDITION - LED flashes rapidly on unit(s) triggering alarm, LED on other alarms will not flash. Horn beeps 4 times, pauses, and then repeats this pattern. **The beeping will be from all detectors.**

Testing:

Test the CO detector weekly to ensure proper operation.

Press and hold the Test/Silence button until you hear a chirp and a loud alarm sound - 4 beeps, pause, 4 beeps.

When testing, step away from the detector as the horn is sounding. Exposure at close range may be harmful to your hearing.

This sequence should last for 10 seconds.

IF ALARM DOES NOT RESPOND THIS WAY WHEN TESTED, IMMEDIATELY NOTIFY KFH MAINTENANCE!

Maintenance:

In addition to weekly testing, the detector requires annual battery replacement and periodic cleaning to remove dust, dirt and debris. Replace the battery at least once a year, or immediately when the low battery signal sounds (a chirp once per minute indicates low battery). The RED LED will blink 4 times per minute after each low battery chirp. DO NOT use rechargeable type batteries. Batteries are available at no charge at KFH Maintenance Self Help.

Changing the battery:

From side of detector, open battery pocket door.

Remove battery from pocket. Discard this battery.

Install a fresh, 9-volt battery. Battery will fit (correctly seat) only one way.

Be sure battery is completely inserted and securely installed.

Close battery pocket door. Push in until it snaps into place.

Test detector using Push-to-Test button.

Cleaning the detector:

Clean the detector at least once a month.

Use a soft brush or wand attachment to vacuum cleaner. Vacuum all sides and cover.

Be sure all vents are clean and open

Do not use water, cleaners or solvents as they may damage unit.

Do not attempt to remove the cover or clean inside.

Test the detector after vacuuming.

IN CASE OF AN **ALARM CONDITION** (see 4. above under Alarms)

If your detector activates as described under **ALARM CONDITION**, DO NOT IGNORE IT.

Press the Test/Silence button to silence the alarm.

Call KFH Maintenance immediately. If you feel the need to do so, you may also call emergency responder.

Immediately move all occupants to fresh air and do not reenter the premises.

PRELIMINARY DISPUTE RESOLUTION PROCESS

As a valued resident of our community, your concerns are very important to us. If you have a concern or wish to dispute any matter relating to the Lease, we have made the following two-step preliminary dispute resolution process available to you so that your concerns are elevated quickly, and to the appropriate staff members, in order to help ensure a timely response to your concerns. To afford us an opportunity to thoroughly evaluate and address your concerns as quickly as possible, any complaint or dispute must initially be submitted to us using the following two-step process:

- 1. Submit a complaint in writing to the Community Director:** To initiate the preliminary dispute resolution process, you must:
 - a. Prepare and submit a written complaint using the Owner approved form, to your Community Director describing in detail the complaint, providing adequate supporting information and documentation (i.e., complete written description of the issue, photos, invoices, estimates, etc.), and detailing what specific steps we might be able to take to address your concerns. This form is available by request from your Community Director (Reference Exhibit A on page 4).
 - b. Cooperate with us as we investigate your concerns, which may include, without limitation, providing us with prompt access to your Premises for inspection or repairs, providing additional documentation, or answering questions about your complaint.
 - c. Allow your Community Director up to five business days from the receipt of your written complaint to fully evaluate your concerns and respond to your complaint.
- 2. Elevate your complaint to the Regional Director of Operations:** If you are not satisfied with your Community Director's response to your complaint, you must:
 - a. Make a written request to your Community Director that your complaint be elevated to the Regional Director of Operations.
 - b. Cooperate with us on any additional reasonable requests to allow the Regional Director of Operations an opportunity to thoroughly investigate your complaint so we may attempt to adequately address and resolve it to your satisfaction.
 - c. Allow the Regional Director of Operations up to ten business days from the receipt of your written request to review, evaluate and respond to your complaint.

If this two-step preliminary dispute resolution process does not resolve the dispute to your satisfaction, you have the right to pursue the Formal Dispute Resolution Process as more particularly outlined in in the Universal Lease, and as incorporated into our Active Duty Tenants' current leases through HMC's Community Guidelines and Policies. The relevant provisions of the Dispute Resolution Process excerpted from the Universal Lease can be found below:

UNIVERSAL LEASE DISPUTE RESOLUTION PROCESS (EXCERPT)

“Section 9 — DISPUTES”

If Tenant has a dispute with respect to Owner's performance of responsibilities under the Lease or attached schedules, Tenant shall first attempt to resolve it by bringing the request or concern to the attention of the Owner. If Tenant and Owner are unable to resolve such dispute to the reasonable satisfaction of either party, Tenant shall attempt to resolve such dispute through informal dispute resolution processes set forth by the MHO, as such informal process is identified and described on the Community Specific Addendum. If Tenant has a dispute pertaining to the Premises that is not resolved using the informal resolution processes, and the dispute pertains to rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an “Eligible Housing Dispute”), Tenant or Tenant's designated agent may submit the request or concern to the MHO for formal dispute resolution, in accordance with the Dispute Resolution Process set forth on Schedule 3. Tenant or Owner may seek legal advice or seek to resolve the dispute and pursue any remedy available by law in accordance with applicable law, except that Tenant and Owner shall not pursue such remedy available in law while a formal dispute resolution process under Schedule 3 is pending.

“Schedule 3 — DISPUTE RESOLUTION PROCESS”

DISPUTE RESOLUTION PROCESS

- 1. Scope.** This Dispute Resolution Process (hereinafter, “Dispute Resolution Process”) allows eligible tenants of privatized military housing to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities set forth in the Lease, including maintenance and repairs, rental payments, displacement rights, Lease termination, inspections, or fees and charges (each an “Eligible Housing Dispute”).
- 2. Eligibility.** Any military member, their spouse or other eligible individual who qualifies as a “tenant” as defined in Section 2871 of title 10 of the United States Code (hereinafter “Tenant” or “Tenants”) is eligible to seek resolution of Eligible Housing Disputes. Prior to initiating this Dispute Resolution Process, a Tenant must first attempt to resolve the dispute through the informal dispute resolution procedures as described in Section 9 of this Lease agreement, which includes utilizing the informal issue resolution procedures of the Military Housing Office (“MHO”) with responsibility over the subject housing unit (the “Premises”).
- 3. Dispute Processing.**

- (a) To initiate this Dispute Resolution Process, the Tenant must complete the Form attached here as Exhibit A (hereinafter, "Request Form for Dispute Resolution Process"), available from the MHO, and submit it to the MHO responsible for their leased Premises. At a minimum, the Tenant must provide the following information on a Request Form for Dispute Resolution Process: (i) Tenant's name, contact information, and military status; (ii) the Owner's name; (iii) the address of the subject Premises; (iv) written affirmation the Tenant has sought resolution through, and completed, the informal issue resolution procedures set forth in Section 9 of the Lease agreement; and (v) a concise statement describing the dispute and prior efforts to resolve it. A Tenant who wishes Owner to withhold all or part of the Rent payments received by Owner during the Dispute Resolution Process (not to exceed 60 calendar days), pending resolution of the dispute as provided for in Section 4 below, must explicitly request Rent segregation on Section 7 of the Request Form for Dispute Resolution Process.
 - (b) Within two (2) business days after receiving a Request Form for Dispute Resolution Process, the MHO shall review the request and take the following action:
 - (i) If the MHO determines the request is ineligible or incomplete, the MHO shall provide written notice to the Tenant, as further described below.
 - (ii) If the MHO determines the request is complete and eligible for this Dispute Resolution Process, as determined by the MHO in its reasonable discretion, the MHO shall notify the Tenant of receipt and simultaneously provide a copy of the request to the Owner and the Installation Commander responsible for the Premises.
 - (iii) If the MHO determines the Tenant is not eligible to request dispute resolution, the dispute is not an Eligible Housing Dispute, or the request for dispute resolution does not contain sufficient information, the MHO will provide a written notification to the Tenant explaining the reason(s) for the ineligibility or the information needed for further consideration. The Tenant may submit a revised Request Form for Dispute Resolution Process. All subsequently described deadlines associated with the Dispute Resolution Process will run from the date of MHO's receipt of an administratively complete Request Form for Dispute Resolution Process.
 - (c) The Deciding Authority shall be the Installation or Regional Commander with authority over the Premises.
4. Treatment of Rent Payments Pending Dispute Resolution. If an Eligible Housing Dispute alleges failure to meet applicable maintenance guidelines and procedures prescribed under the terms of the Lease agreement or applicable Schedules and addenda, or the housing unit is otherwise alleged to be uninhabitable according to applicable State or local law, a Tenant may request Owner to withhold all or part of the Rent payments received by Owner during the Dispute Resolution Process (not to exceed 60 calendar days), on the Request Form for Dispute Resolution Process. Upon receipt of an administratively complete Request Form for Dispute Resolution Process in which the Tenant has requested a partial or complete withholding of Rental payments, the MHO will notify the Owner to initiate the process to withhold such payments from use. The Owner shall segregate amounts equal to such payments (the "Segregated Rental Payments") in a project level reserve account unavailable to the Owner, or Owner's property manager, employees, agents, or contractors for any purpose pending completion of the Dispute Resolution Process.
 5. Owner and Tenant Obligations Pending Dispute Resolution. The rights and responsibilities of both Owner and Tenant under the Lease shall be unaffected by, and continue, pending the Dispute Resolution Process, including the ability of the Owner to access, maintain, and repair the premises. Any actions taken by the Owner to repair the premises during the Dispute Resolution Process shall be considered by the Deciding Authority in rendering a decision.
 6. Inspection. Within seven (7) business days of receiving an administratively complete Request Form for Dispute Resolution Process, if the Eligible Housing Dispute is related to living conditions or the physical condition of the Premises, the MHO shall schedule and conduct a physical inspection of the Premises. The Owner and its designee, the Tenant or Tenant's representative, and the Dispute Resolution Investigator shall be notified of any inspection schedule and be afforded the opportunity to be present at the inspection. The Owner or its designee may schedule a separate inspection, at which the Tenant or Tenant's representative shall be allowed to be present. The Tenant shall grant access to the Premises for these inspections at a time or times and for a duration or durations mutually agreeable to the attendees. The Deciding Authority may grant an additional seven (7) business day extension in writing, if necessary, at the request of the MHO, the Owner, or the Tenant to facilitate inspections. If a Tenant fails to grant access to the Premises for inspections discussed in this Section, the Dispute Resolution Process shall terminate, no decision rendered, and the specific subject of the dispute deemed ineligible for future consideration. Within three (3) business days of the MHO inspection, the MHO shall make a written report of findings, and transmit the results of the inspection to the Deciding Authority, the Owner and the Tenant.
 7. Consideration of Recommendations. Before making a decision, the Deciding Authority shall solicit written recommendations or information relating to the Eligible Housing Dispute from each of:
 - (a) The head of the MHO;
 - (b) Representatives of the Owner for the subject Premises;
 - (c) The Tenant of the subject Premises;
 - (d) If the Eligible Housing Dispute involves maintenance or other facilities-related matter, one or more professionals with specific subject

matter expertise in the matter under dispute, selected and provided by the Deciding Authority. The cost of any other additional inspections, reports, or evidence gathered by the Parties will be borne by the Party requesting additional inspections; and

- (e) An independent Dispute Resolution investigator (the "Dispute Resolution Investigator") selected by the Deciding Authority who shall consider the recommendations or information collected pursuant to Sections 7(a) through 7(d) of this Schedule in making a recommendation.

The Deciding Authority shall make any written recommendation or information relating to the Eligible Housing Dispute provided pursuant to this Section 7 available to the Owner and Tenant for review within three (3) business days of receipt by the Deciding Authority of all written recommendations or information collected pursuant to Section 7(a) through 7(e) of this Schedule. Both the Owner and Tenant shall have up to three (3) business days to submit a written rebuttal to any information received by the Deciding Authority. The Deciding Authority shall make any rebuttal submission available to the other Party within three (3) business days of receipt. At the end of any applicable period for rebuttal, the fact-finding portion of the Dispute Resolution Process shall be considered completed.

- 8. Decision. The Deciding Authority shall issue a final written decision in the Dispute Resolution Process no later than thirty (30) calendar days after MHO's receipt of an administratively complete Request Form for Dispute Resolution, unless good cause exists for the Deciding Authority to take up to an additional thirty (30) calendar days. In no case, however, shall the Deciding Authority make a decision more than sixty (60) calendar days after the MHO accepts as complete the Request Form for Dispute Resolution Process. The Deciding Authority shall transmit the decision to the Tenant, the Owner, and the MHO on or before the deadline outlined herein. The decision shall include a certification that the Deciding Authority solicited and considered the recommendations described in Section 7 of this Dispute Resolution Process; a concise statement of the rationale underlying the decision; and the resolution of the Eligible Housing Dispute, which may include direction of any remedies available under Section 9 of this Dispute Resolution Process, or a finding of no fault by the Owner, as applicable.
- 9. Remedies. The Deciding Authority (i) shall direct the final determination of the disposition of any Segregated Rental Payments, and (ii) may direct one or more of the following remedies and specify a reasonable time for the Owner and/or Tenant to comply, as applicable:
 - (a) Direct the Owner to take action to remediate the Premises. Such an order may identify specific commercially reasonable outcomes but shall not specify methods of repair;
 - (b) Direct the Owner to fund Tenant relocation in accordance with the Minimum Standard Tenant Displacement Guidelines (Schedule 4);
 - (c) Direct the distribution of any Segregated Rental Payments to Owner or Tenant, as applicable;
 - (d) Direct a reimbursement or credit, as appropriate, for the payment of any fees, charges, or move-out damage assessments determined to be due to Owner or Tenant; or
 - (e) Allow Tenant to terminate the Lease or excuse Tenant from minimum move-out notice requirements and any associated fees.

The Deciding Authority may not order any remedies other than those specified in Sections 9(a) through 9(e) above. The Deciding Authority's decision is the final action available under this Dispute Resolution Process. To the extent the decision requires Owner to perform work at the Premises, such decision shall stipulate that the Tenant shall not interfere with Owner's ability to perform work at the Premises. The Deciding Authority shall reasonably determine whether such work ordered to be performed by Owner pursuant to the Dispute Resolution Decision has been satisfactorily completed.

- 10. Availability of Assistance to Tenants. While the Dispute Resolution Process does not require the use of legal services, military legal assistance attorneys may provide legal services in furtherance of this Process to Tenants statutorily eligible for military legal services to the extent those services are available at the military installation. Private civilian attorney or other assistance may be obtained by the Parties at each Party's own expense without reimbursement. In addition, a Tenant Advocate from the MHO may provide the Tenant advice and assistance on the Dispute Resolution Process.
- 11. Relationship to Applicable Laws. Nothing in this Dispute Resolution Process, or any decision rendered by the Deciding Authority, shall prohibit a Tenant or Owner from pursuing the original Eligible Housing Dispute in any adjudicative body with jurisdiction over the housing unit or claim in accordance with applicable state and/or federal law. Nothing in this Dispute Resolution Process shall prohibit a Tenant or Owner from pursuing an ineligible dispute in any appropriate adjudicative body.
- 12. Confidentiality and Use of Information in Subsequent Litigation. By using the Dispute Resolution Process, the Parties agree and agree to cause their representatives to maintain the confidential nature of the proceeding and the Decision. No action taken by the Parties in connection with this Process shall be deemed or construed to be: (a) an admission of the truth or falsity of any claims heretofore made, or (b) an acknowledgment or admission by either Party of any fault or liability whatsoever to the other Party or to any third Party. Further, any recommendation gathered by the Deciding Authority pursuant to Sections 7(a) through 7(e) of this Dispute Resolution Process, and any written decision or remedy rendered pursuant to Sections 8 or 9 of this Dispute Resolution Process shall remain confidential and may not be released or used as evidence in a court of law or other similar judicial proceeding, except to the extent necessary to demonstrate that any alleged damages have or have not been remedied, and shall be withheld from release, as applicable, under the Freedom of Information Act (FOIA).

Exhibit A — Request Form for Dispute Resolution Process

1. Tenant Name (Rank, Last, First):

2. Premises Address (Street, City, State, Zip):

3. Tenant Contact Information:

a. Phone # (Home/Cell): _____

b. Email: _____

4. Owner Company Name:

5. Owner Contact Information:

a. POC Name (Last, First): _____

b. Phone # (Home/Cell): _____

c. Email: _____

6. Statement describing the dispute and prior efforts to resolve it (including supporting documentation):

7. Rent Segregation Request. Tenant hereby requests segregation of Tenant's future Rent payments as of the date set forth below.

_____ Tenant requests full Rent segregation in the amount of \$_____ per month,

or

_____ Tenant requests partial Rent segregation in the amount of \$_____ per month.

8. Name and signature of Tenant confirming they have sought resolution through, and completed, the informal resolution process procedures set forth in Section 9 of the Lease agreement.

Name: _____

Signature: _____ Date: _____



A Citizen's Guide To Radon

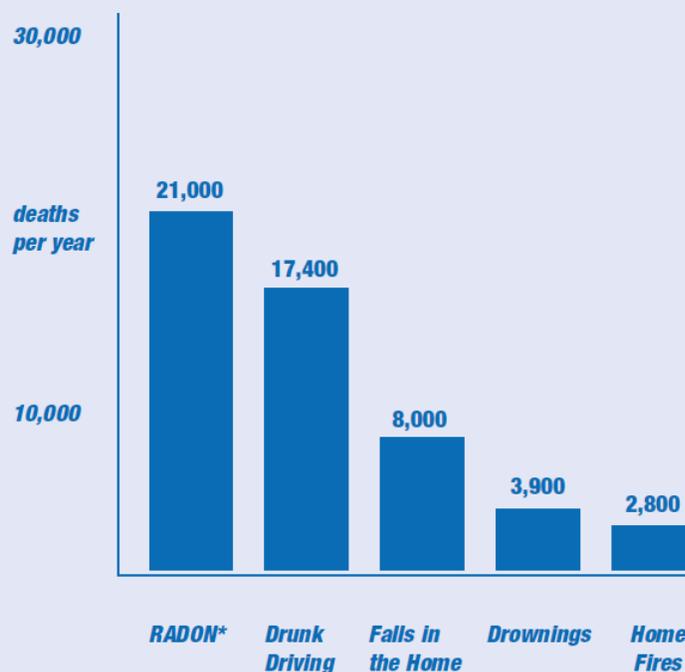
The Guide To Protecting
Yourself And Your Family From
Radon



EPA Recommends:

- ▼ **Test your home for radon—it's easy and inexpensive.**
- ▼ **Fix your home if your radon level is 4 picocuries per liter (pCi/L) or higher.**
- ▼ **Radon levels less than 4 pCi/L still pose a risk, and in many cases may be reduced.**

Radon is estimated to cause thousands of lung cancer deaths in the U.S. each year.



*Radon is estimated to cause about 21,000 lung cancer deaths per year, according to EPA's 2003 Assessment of Risks from Radon in Homes (EPA 402-R-03-003). The numbers of deaths from other causes are taken from the Centers for Disease Control and Prevention's 1999-2001 National Center for Injury Prevention and Control Report and 2002 National Safety Council Reports.

OVERVIEW

Radon is a cancer-causing, radioactive gas.

You can't see radon. And you can't smell it or taste it. But it may be a problem in your home.

Radon is estimated to cause many thousands of deaths each year. That's because when you breathe air containing radon, you can get lung cancer. In fact, the Surgeon General has warned that radon is the second leading cause of lung cancer in the United States today. Only smoking causes more lung cancer deaths. **If you smoke and your home has high radon levels, your risk of lung cancer is especially high.**

Radon can be found all over the U.S.

Radon comes from the natural (radioactive) breakdown of uranium in soil, rock and water and gets into the air you breathe. Radon can be found all over the U.S. It can get into any type of building—homes, offices, and schools—and result in a high indoor radon level. But you and your family are most likely to get your greatest exposure at home, where you spend most of your time.

You should test for radon.

Testing is the only way to know if you and your family are at risk from radon. EPA and the Surgeon General recommend testing all homes below the third floor for radon. EPA also recommends testing in schools.

Testing is inexpensive and easy—it should only take a few minutes of your time. Millions of Americans have already tested their homes for radon (see page 5).

You can fix a radon problem.

Radon reduction systems work and they are not too costly. Some radon reduction systems can reduce radon levels in your home by up to 99%. Even very high levels can be reduced to acceptable levels.

New homes can be built with radon-resistant features.

Radon-resistant construction techniques can be effective in preventing radon entry. When installed properly and completely, these simple and inexpensive techniques can help reduce indoor radon levels in homes. In addition, installing them at the time of construction makes it easier and less expensive to reduce radon levels further if these passive techniques don't reduce radon levels to below 4 pCi/L. **Every new home should be tested after occupancy, even if it was built radon-resistant.** If radon levels are still in excess of 4 pCi/L, the passive system should be activated by having a qualified mitigator install a vent fan. For more explanation of radon resistant construction techniques, refer to EPA publication, *Building Radon Out: A Step-by-Step Guide on How to Build Radon-Resistant Homes* (see page 15).

HOW DOES RADON GET INTO YOUR HOME?

Any home may have a radon problem.

Radon is a radioactive gas. It comes from the natural decay of uranium that is found in nearly all soils. It typically moves up through the ground to the air above and into your home through cracks and other holes in the foundation. Your home traps radon inside, where it can build up. Any home may have a radon problem. This means new and old homes, well-sealed and drafty homes, and homes with or without basements.

Radon from soil gas is the main cause of radon problems. Sometimes radon enters the home through well water (see page 8). In a small number of homes, the building materials can give off radon, too. However, building

RADON GETS IN THROUGH:

- 1. Cracks in solid floors.**
- 2. Construction joints.**
- 3. Cracks in walls.**
- 4. Gaps in suspended floors.**
- 5. Gaps around service pipes.**
- 6. Cavities inside walls.**
- 7. The water supply.**



materials rarely cause radon problems by themselves.

Nearly 1 out of every 15 homes in the U.S. is estimated to have elevated radon levels. Elevated levels of radon gas have been found in homes in your state. Contact your state radon office (www.epa.gov/radon/wherelive.html) for general information about radon in your area. While radon problems may be more common in some areas, any home may have a problem. The only way to know about your home is to test.

Radon can also be a problem in schools and workplaces. Ask your state radon office (www.epa.gov/radon/wherelive.html) about radon problems in schools, daycare and childcare facilities, and workplaces in your area (also visit www.epa.gov/radon).

HOW TO TEST YOUR HOME

You can't see radon, but it's not hard to find out if you have a radon problem in your home. All you need to do is test for radon. Testing is easy and should only take a few minutes of your time.

The amount of radon in the air is measured in "picocuries per liter of air," or "pCi/L." There are many kinds of low-cost "do it yourself" radon test kits you can get through the mail and in some hardware stores and other retail outlets. If you prefer, or if you are buying or selling a home, you can hire a qualified tester to do the testing for you. You should first contact your state radon office about obtaining a list of qualified testers. You can also contact a private radon proficiency program for lists of privately certified radon professionals serving your area. For links and more information, visit www.epa.gov/radon/radontest.html.

There are Two General Ways to Test for Radon:

SHORT-TERM TESTING:

The quickest way to test is with short-term tests. Short-term tests remain in your home for two days to 90 days, depending on the device. "Charcoal canisters," "alpha track," "electret ion chamber," "continuous monitors," and "charcoal liquid scintillation" detectors are most commonly used for short-term testing. Because radon levels tend to vary from day to day and season to season, a short-term test is less likely than a long-term test to tell you your year-round average radon level. If you need results quickly, however, a short-term test followed by a second short-term test may be used to decide whether to fix your home (see also page 7 under Home Sales).

LONG-TERM TESTING:

Long-term tests remain in your home for more than 90 days. "Alpha track" and "electret" detectors are commonly used for this type of testing. A long-term test will give you a reading that is more likely to tell you your home's year-round average radon level than a short-term test.

How To Use a Test Kit:

Follow the instructions that come with your test kit. If you are doing a short-term test, close your windows and outside doors and keep them closed as much as possible during the test. Heating and air conditioning system fans that re-circulate air may be operated. Do not operate fans or other machines which bring in air from outside. Fans that are part of a radon-reduction system or small exhaust fans operating only for short periods of time may run during the test. If you are doing a short-term test lasting just 2 or 3 days, be sure to close your windows and outside doors at least 12 hours **before** beginning the test, too. You should not conduct

**Testing is easy
and should only
take a few
minutes of
your time.**

HOW TO TEST YOUR HOME *continued*

short-term tests lasting just 2 or 3 days during unusually severe storms or periods of unusually high winds. The test kit should be placed in the lowest lived-in level of the home (for example, the basement if it is frequently used, otherwise the first floor). It should be put in a room that is used regularly (like a living room, playroom, den, or bedroom) but **not** your kitchen or bathroom. Place the kit at least 20 inches above the floor in a location where it won't be disturbed—away from drafts, high heat, high humidity, and exterior walls. Leave the kit in place for as long as the package says. Once you've finished the test, reseal the package and send it to the lab specified on the package right away for analysis. You should receive your test results within a few weeks.

EPA Recommends the Following Testing Steps:

Step 1. *Take a short-term test. If your result is 4 pCi/L or higher, take a follow-up test (Step 2) to be sure.*

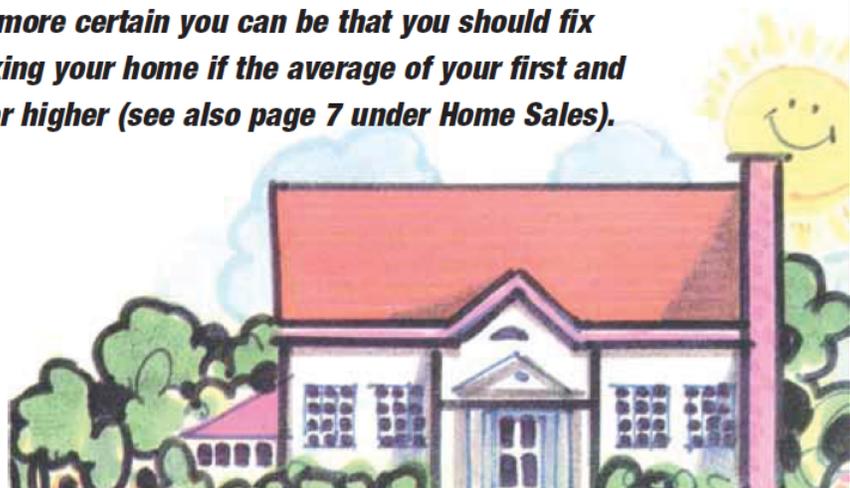
Step 2. *Follow up with either a long-term test or a second short-term test:*

- *For a better understanding of your year-round average radon level, take a long-term test.*
- *If you need results quickly, take a second short-term test.*

The higher your initial short-term test result, the more certain you can be that you should take a short-term rather than a long-term follow up test. If your first short-term test result is more than twice EPA's 4 pCi/L action level, you should take a second short-term test immediately.

Step 3. • *If you followed up with a long-term test: Fix your home if your long-term test result is 4 pCi/L or more.*

- *If you followed up with a second short-term test: The higher your short-term results, the more certain you can be that you should fix your home. Consider fixing your home if the average of your first and second test is 4 pCi/L or higher (see also page 7 under Home Sales).*



WHAT YOUR TEST RESULTS MEAN

The average indoor radon level is estimated to be about 1.3 pCi/L, and about 0.4 pCi/L of radon is normally found in the outside air. The U.S. Congress has set a long-term goal that indoor radon levels be no more than outdoor levels. While this goal is not yet technologically achievable in all cases, most homes today *can* be reduced to 2 pCi/L or below.

Sometimes short-term tests are less definitive about whether or not your home is above 4 pCi/L. This can happen when your results are close to 4 pCi/L. For example, if the average of your two short-term test results is 4.1 pCi/L, there is about a 50% chance that your year-round average is somewhat below 4 pCi/L. However, EPA believes that any radon exposure carries some risk—no level of radon is safe. Even radon levels below 4 pCi/L pose some risk, and you can reduce your risk of lung cancer by lowering your radon level.

If your living patterns change and you begin occupying a lower level of your home (such as a basement) you should retest your home on that level.

Even if your test result is below 4 pCi/L, you may want to test again sometime in the future.

Test your home now and save your results. If you find high radon levels, fix your home before you decide to sell it.

RADON AND HOME SALES

More and more, home buyers and renters are asking about radon levels before they buy or rent a home. Because real estate sales happen quickly, there is often little time to deal with radon and other issues. The best thing to do is to test for radon NOW and save the results in case the buyer is interested in them. Fix a problem if it exists so it won't complicate your home sale. If you are planning to move, review EPA's pamphlet "Home Buyer's and Seller's Guide to Radon," which addresses some common questions (www.epa.gov/radon/pubs/realestate.html). You can also use the results of two short-term tests done side-by-side (four inches apart) to decide whether to fix your home.

During home sales:

- *Buyers often ask if a home has been tested, and if elevated levels were reduced.*
- *Buyers frequently want tests made by someone who is not involved in the home sale. Your state radon office (www.epa.gov/radon/wherewelive.html) can assist you in identifying a qualified tester.*
- *Buyers might want to know the radon levels in areas of the home (like a basement they plan to finish) that the seller might not otherwise test.*

Today many homes are built to help prevent radon from coming in. Building codes in your state or local area may require these radon-resistant construction features. If you are buying or renting a new home, ask the owner or builder if it has radon-resistant features. The EPA recommends building new homes with radon-resistant features in high radon potential (Zone 1) areas. Even if built radon-resistant, every new home should be tested for radon after occupancy. If you have a test result of 4 pCi/L or more, consult a qualified mitigator (<http://www.epa.gov/radon/fixyourhome.html>) to estimate the cost of upgrading to an active system by adding a vent fan to reduce the radon level. In an existing home, the cost to install a radon mitigation system is about the same as for other common home repairs.

RADON IN WATER

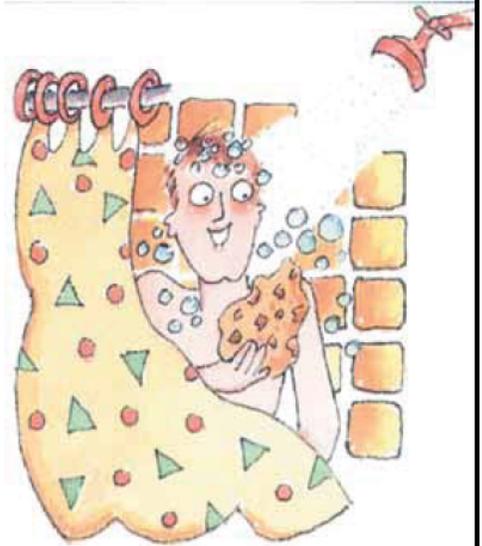
There are two main sources for the radon in your home's indoor air, the soil and the water supply. Compared to radon entering the home through water, radon entering your home through the soil is usually a much larger risk.

The radon in your water supply poses an inhalation risk and an ingestion risk. Research has shown that your risk of lung cancer from breathing radon in air is much larger than your risk of stomach cancer from swallowing water with radon in it. Most of your risk from radon in water comes from radon released into the air when water is used for showering and other household purposes.

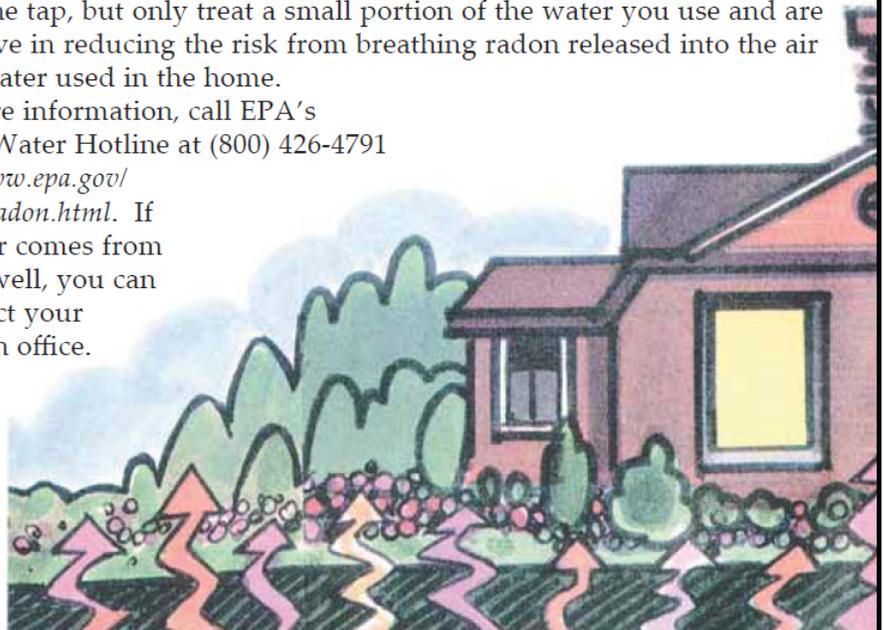
Radon in your home's water is not usually a problem when its source is surface water. A radon in water problem is more likely when its source is ground water, e.g., a private well or a public water supply system that uses ground water. If you are concerned that radon may be entering your home through the water and your water comes from a public water supply, contact your water supplier.

If you've tested your private well and have a radon in water problem, it can be fixed. Your home's water supply can be treated in two ways. Point-of-entry treatment can effectively remove radon from the water before it enters your home. Point-of-use treatment devices remove radon from your water at the tap, but only treat a small portion of the water you use and are not effective in reducing the risk from breathing radon released into the air from all water used in the home.

For more information, call EPA's Drinking Water Hotline at (800) 426-4791 or visit www.epa.gov/safewater/radon.html. If your water comes from a private well, you can also contact your state radon office.



If you've tested the air in your home and found a radon problem, and your water comes from a well, have your water tested.



HOW TO LOWER THE RADON LEVEL IN YOUR HOME

Since there is no known safe level of radon, there can always be some risk. But the risk can be reduced by lowering the radon level in your home.

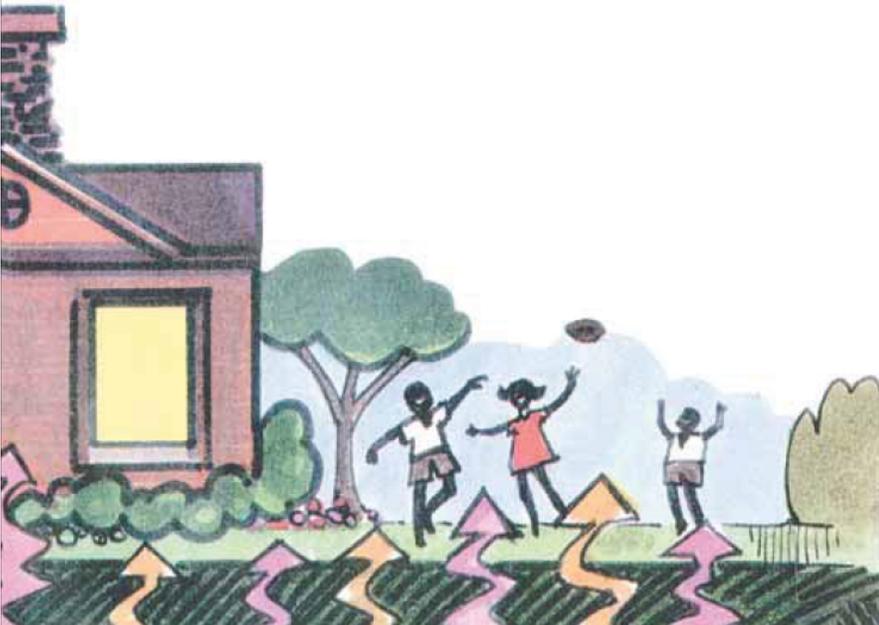
There are several proven methods to reduce radon in your home, but the one primarily used is a vent pipe system and fan, which pulls radon from beneath the house and vents it to the outside. This system, known as a soil suction radon reduction system, does not require major changes to your home. Sealing foundation cracks and other openings makes this kind of system more effective and cost-efficient. Similar systems can also be installed in houses with crawl spaces. Radon contractors can use other methods that may also work in your home. The right system depends on the design of your home and other factors.

Ways to reduce radon in your home are discussed in EPA's *Consumer's Guide to Radon Reduction*. You can get a copy at www.epa.gov/radon/pubs.

The cost of reducing radon in your home depends on how your home was built and the extent of the radon problem. Most homes can be fixed for about the same cost as other common home repairs. The cost to fix can vary widely; consult with your state radon office or get one or more estimates from qualified mitigators. The cost is much less if a passive system was installed during construction.

RADON AND HOME RENOVATIONS

If you are planning any major structural renovation, such as converting an unfinished basement area into living space, it is especially important to test the area for radon before you begin the renovation. If your test results indicate a radon problem, radon-resistant techniques can be inexpensively included as part of the renovation. Because major renovations can change the level of radon in any home, always test again after work is completed.



HOW TO LOWER THE RADON LEVEL IN YOUR HOME *continued*

Most homes can be fixed for about the same cost as other common home repairs.

Lowering high radon levels requires technical knowledge and special skills. You should use a contractor who is trained to fix radon problems. A qualified contractor can study the radon problem in your home and help you pick the right treatment method.

Check with your state radon office for names of qualified or state certified radon contractors in your area. You can also contact private radon proficiency programs for lists of privately certified radon professionals in your area. For more information on private radon proficiency programs, visit www.epa.gov/radon/radontest.html. Picking someone to fix your radon problem is much like choosing a contractor for other home repairs—you may want to get references and more than one estimate.

If you are considering fixing your home's radon problem yourself, you should first contact your state radon office for guidance and assistance (www.epa.gov/radon/whereyoulive.html).

You should also test your home again after it is fixed to be sure that radon levels have been reduced. Most soil suction radon reduction systems include a monitor that will indicate whether the system is operating properly. In addition, it's a good idea to retest your home every two years to be sure radon levels remain low.



Note: This diagram is a composite view of several mitigation options. The typical mitigation system usually has only one pipe penetration through the basement floor; the pipe may also be installed on the outside of the house.

THE RISK OF LIVING WITH RADON

Radon gas decays into radioactive particles that can get trapped in your lungs when you breathe. As they break down further, these particles release small bursts of energy. This can damage lung tissue and lead to lung cancer over the course of your lifetime. Not everyone exposed to elevated levels of radon will develop lung cancer. And the amount of time between exposure and the onset of the disease may be many years.

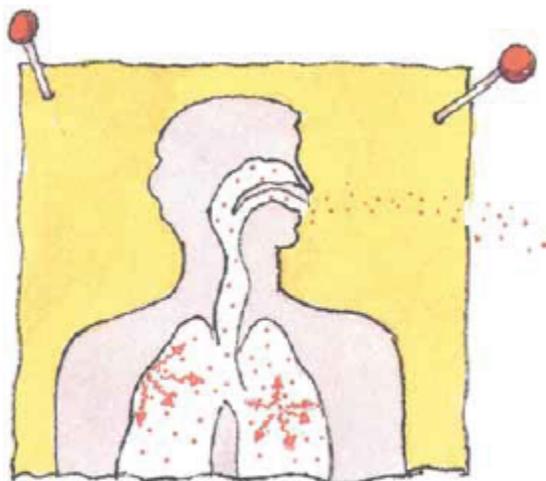
Like other environmental pollutants, there is some uncertainty about the magnitude of radon health risks. However, we know more about radon risks than risks from most other cancer-causing substances. This is because estimates of radon risks are based on studies of cancer in humans (underground miners).

Smoking combined with radon is an especially serious health risk. Stop smoking and lower your radon level to reduce your lung cancer risk.

Children have been reported to have greater risk than adults of certain types of cancer from radiation, but there are currently no conclusive data on whether children are at greater risk than adults from radon.

Your chances of getting lung cancer from radon depend mostly on:

- **How much radon is in your home**
- **The amount of time you spend in your home**
- **Whether you are a smoker or have ever smoked**



Scientists are more certain about radon risks than risks from most other cancer-causing substances.

THE RISK OF LIVING WITH RADON *continued*

RADON RISK IF YOU SMOKE

Radon Level	If 1,000 people who smoked were exposed to this level over a lifetime* . . .	The risk of cancer from radon exposure compares to** . . .	WHAT TO DO: Stop Smoking and . . .
20 pCi/L	About 260 people could get lung cancer	↳ 250 times the risk of drowning	Fix your home
10 pCi/L	About 150 people could get lung cancer	↳ 200 times the risk of dying in a home fire	Fix your home
8 pCi/L	About 120 people could get lung cancer	↳ 30 times the risk of dying in a fall	Fix your home
4 pCi/L	About 62 people could get lung cancer	↳ 5 times the risk of dying in a car crash	Fix your home
2 pCi/L	About 32 people could get lung cancer	↳ 6 times the risk of dying from poison	Consider fixing between 2 and 4 pCi/L
1.3 pCi/L	About 20 people could get lung cancer	(Average indoor radon level)	(Reducing radon levels below 2 pCi/L is difficult)
0.4 pCi/L		(Average outdoor radon level)	

Note: If you are a former smoker, your risk may be lower.

It's never too late to reduce your risk of lung cancer. Don't wait to test and fix a radon problem. If you are a smoker, stop smoking.

RADON RISK IF YOU'VE NEVER SMOKED

Radon Level	If 1,000 people who never smoked were exposed to this level over a lifetime* . . .	The risk of cancer from radon exposure compares to** . . .	WHAT TO DO:
20 pCi/L	About 36 people could get lung cancer	↳ 35 times the risk of drowning	Fix your home
10 pCi/L	About 18 people could get lung cancer	↳ 20 times the risk of dying in a home fire	Fix your home
8 pCi/L	About 15 people could get lung cancer	↳ 4 times the risk of dying in a fall	Fix your home
4 pCi/L	About 7 people could get lung cancer	↳ The risk of dying in a car crash	Fix your home
2 pCi/L	About 4 people could get lung cancer	↳ The risk of dying from poison	Consider fixing between 2 and 4 pCi/L
1.3 pCi/L	About 2 people could get lung cancer	(Average indoor radon level)	(Reducing radon levels below 2 pCi/L is difficult)
0.4 pCi/L		(Average outdoor radon level)	

Note: If you are a former smoker, your risk may be higher.

*Lifetime risk of lung cancer deaths from EPA Assessment of Risks from Radon in Homes (EPA 402-R-03-003).

**Comparison data calculated using the Centers for Disease Control and Prevention's 1999-2001 National Center for Injury Prevention and Control Reports.

RADON MYTHS AND FACTS

MYTH: Scientists aren't sure radon really is a problem.

FACT: Although some scientists dispute the precise number of deaths due to radon, all major health organizations (like the Centers for Disease Control, the American Lung Association and the American Medical Association) agree with estimates that radon causes thousands of preventable lung cancer deaths every year. This is especially true among smokers, since the risk to smokers is much greater than to non-smokers.

MYTH: Radon testing is difficult, time consuming and expensive.

FACT: Radon testing is easy. You can test your home yourself or hire a qualified radon test company. Either approach takes only a small amount of time and effort.

MYTH: Homes with radon problems can't be fixed.

FACT: There are simple solutions to radon problems in homes. Hundreds of thousands of homeowners have already fixed radon problems in their homes. Most homes can be fixed for about the same cost as other common home repairs; check with one or more qualified mitigators. Call your state radon office (www.epa.gov/radon/wherelive.html) for help in identifying qualified mitigation contractors.

MYTH: Radon only affects certain kinds of homes.

FACT: House construction can affect radon levels. However, radon can be a problem in homes of all types: old homes, new homes, drafty homes, insulated homes, homes with basements, homes without basements. Local geology, construction materials, and how the home was built are among the factors that can affect radon levels in homes.

MYTH: Radon is only a problem in certain parts of the country.

FACT: High radon levels have been found in every state. Radon problems do vary from area to area, but the only way to know your radon level is to test.

MYTH: A neighbor's test result is a good indication of whether your home has a problem.

FACT: It's not. Radon levels can vary greatly from home to home. The only way to know if your home has a radon problem is to test it.

RADON MYTHS AND FACTS *continued*

MYTH: Everyone should test their water for radon.

FACT: Although radon gets into some homes through water, it is important to first test the air in the home for radon. If your water comes from a public water system that uses ground water, call your water supplier. If high radon levels are found and the home has a private well, call the Safe Drinking Water Hotline at (800) 426-4791 for information on testing your water.

MYTH: It's difficult to sell homes where radon problems have been discovered.

FACT: Where radon problems have been fixed, home sales have not been blocked or frustrated. The added protection is sometimes a good selling point.

MYTH: I've lived in my home for so long, it doesn't make sense to take action now.

FACT: You will reduce your risk of lung cancer when you reduce radon levels, even if you've lived with a radon problem for a long time.

MYTH: Short-term tests can't be used for making a decision about whether to fix your home.

FACT: A short-term test followed by a second short-term test* can be used to decide whether to fix your home. However, the closer the average of your two short-term tests is to 4 pCi/L, the less certain you can be about whether your year-round average is above or below that level. Keep in mind that radon levels below 4 pCi/L still pose some risk. Radon levels can be reduced in most homes to 2 pCi/L or below.

*If the radon test is part of a real estate transaction, the result of two short-term tests can be used in deciding whether to mitigate. For more information, see EPA's "Home Buyer's and Seller's Guide to Radon."

FOR FURTHER INFORMATION

EPA Radon Website

www.epa.gov/radon
EPA's radon page includes links to publications, hotlines, private proficiency programs and more.

Frequent Questions:
<http://iaq.supportportal.com>

Radon Hotlines

1-800-505-RADON (767-7236)*

Purchase radon test kits by phone.

1-800-55RADON (557-2366)*

Get live help for your radon questions.

1-800-644-6999*

Radon Fix-It Hotline. For general information on fixing or reducing the radon level in your home.

1-866-528-3187*

Línea Directa de Información sobre Radón en Español. Hay operadores disponibles desde las 9:00 AM hasta las 5:00 PM para darle información sobre radón y como ordenar un kit para hacer la prueba de radón en su hogar.

1-800-426-4791

Safe Drinking Water Hotline. For general information on drinking water, radon in water, testing and treatment, and standards for radon in drinking water. Operated under a contract with EPA.

*Operated by Kansas State University
in partnership with EPA.

EPA Regional Offices

www.epa.gov/radon/whereyoulive.html
Check the above website for a listing of your EPA regional office.

Ordering Radon Publications

Many EPA radon publications are available from www.epa.gov/radon/pubs

Radon publications may be ordered through the National Service Center for Environmental Publications (NSCEP) by calling 1-800-490-9198, by visiting the NSCEP website at www.epa.gov/ncepihom, or by email at nscep@bps-lmit.com



Surgeon General Health Advisory

"Indoor radon is the second-leading cause of lung cancer in the United States and breathing it over prolonged periods can present a significant health risk to families all over the country. It's important to know that this threat is completely preventable. Radon can be detected with a simple test and fixed through well-established venting techniques."

January 2005

U.S. EPA Assessment of Risks from Radon in Homes

In June 2003, the EPA revised its risk estimates for radon exposure in homes. EPA estimates that about 21,000 annual lung cancer deaths are radon related. EPA also concluded that the effects of radon and cigarette smoking are synergistic, so that smokers are at higher risk from radon. EPA's revised estimates are based on the National Academy of Sciences 1998 BEIR VI (Biological Effects of Ionizing Radiation) Report which concluded that radon is the second leading cause of lung cancer after smoking.



Indoor Environments Division (5503J)
EP-4026-12002 | May 2012 | www.epa.gov/radon

Indoor Air Quality (IAQ)