



UNITED STATES MARINE CORPS  
MARINE CORPS AIR STATION  
BOX 99100  
YUMA, ARIZONA 85369-9100

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3JC

STATION ORDER P11101.22B

From: Commanding Officer  
To: Distribution list

Subj: FAMILY HOUSING MANUAL

Ref: (a) MCO P11000.22  
(b) StaO 11101.3B

Encl: (1) Locator Sheet

1. Purpose. To establish policy and provide guidance concerning the administration, operation and occupancy of family housing quarters under jurisdiction of this Command.

2. Cancellation. StaO P11101.22A.

3. Information

a. This Order provides instructions, responsibilities, and information for residents that occupy family housing.

b. References (a) and (b) establish residents' responsibility during occupancy and promulgate designation, assignment and utilization policies.

c. Family housing represents a substantial investment on the part of the Marine Corps and carries with it certain responsibilities on the part of residents to protect and preserve that investment. It is this Command's desire to provide the best possible accommodations and to ensure that living conditions within quarters are maintained at the highest level possible.

4. Action

a. All residents of family housing will comply with the provisions of this Order. Failure to comply with the provisions may result in disciplinary and/or administrative action, the latter including, but not limited to, termination of occupancy.

b. This Order should be read and kept in a handy place during occupancy, and kept updated as changes are issued. This Order is to be turned over to the Housing Office upon termination of assignment.

5. Summary of Revision. This Revision contains a substantial number of changes and should be completely reviewed.

StaO P11101.22B

24 JAN 1960

6. Certification. Reviewed and approved this date.



A. M. TORRANCE

By direction

DISTRIBUTION: B

Copies to: Occupants of Family Housing (821)  
Housing Office (200)

LOCATOR SHEET

Subj: FAMILY HOUSING MANUAL

Location: \_\_\_\_\_  
(Indicate the location(s) of the copy(ies) of this Manual.)

Enclosure (1)







# FAMILY HOUSING MANUAL

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## CHAPTER 1

### GENERAL POLICY

#### 1000. HOUSING OBJECTIVE

1. It is the objective of the Family Housing Program to ensure that military personnel with qualified dependents have adequate housing in which to shelter their families. Local communities serve as the primary sources of family housing for military personnel.
2. Where the local community cannot provide all needed family housing, the government provides supplemental housing in the form of government quarters. The Marine Corps recognizes no inherent right to government housing for any group or individual. When government quarters are not available, a service member may receive Basic Allowance for Quarters (BAQ) and Variable Housing Allowance (VHA) to offset housing costs.

#### 1001. COMMAND RESPONSIBILITIES

1. The Commanding Officer is responsible for managing, supervising, and directing the details of all aspects of housing operations at MCAS Yuma as per applicable regulations and instructions. This authority is executed through the Director, Facilities Management Department and the Station Housing Manager, who have administrative responsibility for operation and control of government family housing and referral services for private housing within the local commuting area.
2. The Housing Office is located in Building 1080, at MCAS Yuma.



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CHAPTER 2

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## CHAPTER 2

### CONDITIONS OF OCCUPANCY

2000. ABSENCE FROM QUARTERS. If you and your family are going to be absent from quarters for more than two weeks, it is requested that you report this to the Family Housing Office prior to your departure. We frequently receive requests for houses to be left unoccupied in excess of 30 days, especially when the military member is absent while on deployment. Permission for such extended absences requires written approval. Your request should be submitted to the Family Housing Office and include the name, address and phone number of the person who will be responsible for your quarters, including maintenance of the yard during your absence. It is also prudent to notify the Provost Marshal that your quarters will be vacant for an extended period of time. Under no circumstances may quarters be vacant for more than 90 days without approval from the Commanding Officer. Occupancy of the quarters during your absence, by persons other than authorized dependents, must be approved by the Commanding Officer. Requests should be submitted to the Family Housing Office at least two weeks in advance to allow for processing.

2001. AIR-CONDITIONING/HEATING. Family housing quarters are centrally heated and air-conditioned due to climatic conditions in this area. Thermostats should be set on automatic with the system on. The unit will not come on unless the temperature rises above 78 degrees or drops below 72 degrees. Damage to thermostats caused by residents trying to force the unit to activate is occupant responsibility. Permanent filters are provided in quarters and should be cleaned and reinstalled monthly.

2002. AMATEUR RADIO OPERATORS. Operation of CB and amateur radios is under the control of the Station Communications Officer. Before you install a CB or shortwave antenna you must obtain written approval.

2003. BLOCK CAPTAIN PROGRAM. The Block Captain Program has been established to provide housing residents a method for resolving neighborhood disputes, forwarding suggestions for improvements and receiving assistance with problems. The Block Captain is the senior service member residing in a designated area and is identified by a sign affixed to the quarters. Unresolved disputes between residents should be taken to your Block Captain or Alternate Block Captain for resolution.

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2004. BUSINESSES. Permission to conduct a business from your quarters, such as tailoring, tax preparation, dressmaking, etc., must be requested through the Law Center. Anyone seeking to operate a Family Day Care Home from their quarters must apply to and be approved by the Station Day Care Center. Home businesses cannot duplicate the sale of merchandise or services readily available through the installation's officially sanctioned commerce. You are prohibited from conducting a business that requires additional consumption of utilities or disrupts community tranquillity and safety. If you have any questions regarding policy, please contact the Family Housing Office.

2005. CABLE TELEVISION. Cable TV wiring has been installed in all units. You are responsible for establishing an account with the local cable company for service and hookup. There is an installation and monthly service charge for this service. You are free to explore other paid-programming services; however, installation of any equipment or additional lines will require approval from the Family Housing Office.

2006. CARE OF CHILDREN. Parents are responsible for the actions and proper discipline of their children. Children under the age of 10 may not be left alone in any quarters. Children 10 years old and older may be left alone in quarters for short periods of time, provided they are able to assume the responsibility. This does not relieve parents of the basic responsibility for the actions of their children.

2007. CARPET. If you have your own carpets installed, please be sure they are loose-laid. If an installer is allowed to glue or nail the carpeting to the floor, any resulting damage will be your responsibility. Your carpeting must be removed when you vacate quarters. If doors will not close over carpeting, contact the Family Housing Office. Interior doors may only be trimmed to maximum of 3/4" above the floor. Be sure not to purchase carpet which is too thick. Some quarters have carpeting provided by the government. Care must be exercised in carpeted areas, to include removing spots/spillage before stains set in.

2008. CARPORTS. Carports should be used for their intended purpose rather than as machine shops, car repair shops, overflow storage, hobbies or living areas. The government does not guarantee that carports are waterproof. If you have excess furniture or appliances

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you should not store it in the carport. Instead, contract the Traffic Management office (TMO) for information on storage. Carports are to be used for the parking of primary transportation vehicles only.

### 2009. CHARGES/ASSESSMENTS.

1. Residents of government housing are expected to take good care of their quarters, grounds and equipment. Budgeted maintenance funds cover normal repair and upkeep; however, it is not possible to budget for expenses caused by neglect, and such expenses will be charged to the resident. When damage to government property is encountered, each case is considered independently and charges are assessed according to a fixed schedule. If you are charged for damages, payment may be made by voluntary checkage of pay, cashier's check or money order payable to MCAS Yuma.

2. Failure to make proper settlement for abnormal damage or cleaning charges can result in disciplinary action or in transmittal of a statement of charges to the Marine Corps Finance Center for collection.

2010. CIVILIAN CONTRACTORS. Your utmost cooperation is urged during accomplishment of special repair or construction projects in your area. Advance notice will be provided concerning these projects, outlining generally what is involved and a schedule for accomplishment. It is important that you make arrangements for the quarters to be available on the dates scheduled and that children, pets or personal gear do not hamper the work. Every effort will be made to cause as little inconvenience for your family as possible, and your assistance will help to speed up the work.

2011. COCKROACH CONTROL. There are many ways of reducing or eliminating pest problems without the need for chemical treatments. Two of the most important are sanitation practices and eliminating hiding places. Appendix C, Family Housing Pest Control Guide, explains joint responsibilities in detail. By following the recommendations outlined in the guide, it will be much easier to achieve a goal of pest free living.

2012. COMMUNITY CENTER. The Community Center located at the 16th Street Housing Complex (3100 W. 16th Street) serves all Family Housing Residents and offers a variety of family oriented activities. Visit the Community Center to see all the activities and services available or call them at 341-3577.

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### 2013. CONDUCT OF DEPENDENTS

1. Our housing areas are densely populated. You must ensure that the privacy and property of others is respected and also be sure that your dependents and guests respect these rights. Remember that the grounds area at each quarters belongs to the resident of that quarters. Your dependents should avoid trespassing on your neighbor's yard, either on foot or by vehicle.

2. Residents will not correct, reprimand or discipline the dependents of another individual, but will report any problem to the dependent's sponsor. If the incidents continue, it should be reported to your Block Captain.

3. To help reserve the privacy of all, there is a curfew between the hours of 10:00 PM and 6:00 AM for minors under the age of 18. This, of course, does not apply to members of the military service or their dependent spouses.

2014. DISHWASHERS. Dishwashers are provided in all quarters. We recommend the use of low suds dishwasher detergents rather than liquid detergents. For cleaning, use a mild solution of water and baking soda, which is better than commercial cleansers for both interior and exterior use. About once a month, a commercial product, such as "Lime-Away", is useful in eliminating soap and lime residue.

2015. DRAPERIES. Government furnished drapes are provided in some of the housing units. You are responsible for these drapes. Whether drapes are government furnished, or your own, cleaning them is your responsibility. We recommend using a reputable cleaning service to avoid the possibility of shrinkage or damage. Most houses with large glass areas are provided with traverse rods to assist you in hanging your own drapes. Be sure the packers leave the rods when you are moving out or you will be assessed the cost of replacing them.

2016. ELECTRICAL SERVICE. When electrical circuits in your quarters become overloaded, the electricity may "kick off". When this happens, disconnect some of the electrical items. Panel box locations are normally in the utility room or first floor hallway. If the electricity seems to be shorting out or if there are other circumstances that appear hazardous, contact the Family Housing Service Desk, 341-2825, at once. If a power outage appears to be affecting an entire area, it is strongly recommended that you turn the air-conditioning/heating unit and appliances off until power is restored.

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2017. ENTRY INTO QUARTERS. Normally, government representatives will not enter your house without your permission after you have occupied it. However, if it appears there is potential danger to persons or property, your quarters appear to be abandoned or neglected, or when major contract or scheduled maintenance work cannot be delayed, it may be necessary to do so. In these cases the Family Housing Manager or a designated representative is authorized to enter locked dwellings when the resident is not available.

### 2018. FENCES

1. In some areas there are fences provided as part of the original housing construction. In other areas you may install fencing at your own cost; this requires submission of a Self-Help request to the Family Housing Office in advance. Prior approval is required before construction can begin. Fences must be chainlink. Standardized plans are shown in Appendix D. When you vacate your quarters, the Family Housing Office will determine whether or not the fence must be removed. In general, all fences must have at least one gate, be free standing, and not attached to any building or structure.

2. Of course we expect you to maintain your fence properly. If you fail to properly maintain your fence or the grounds around it, you will be directed to remove it at no cost to the government.

3. Where yards are not clearly defined, a representative of the Family Housing Office will assist in outlining the area you can fence. Regardless of fence location, the entire yard area still remains your responsibility for proper care of grounds.

### 2019. FIRE PREVENTION

1. Remember that flammable liquids are extreme fire hazards. They must be stored in metal cabinets or lockers, well away from any building. Gasoline and thinners should be kept in safety cans and in quantities of no more than two gallons. Other flammable liquids should be stored in metal containers with close fitting screw caps of not more than one gallon each.

2. If you need to use an extension cord in your quarters, you should limit it to eight feet in length and be careful not to overload it. Do not lay a cord under a rug or pass it through a window or wall as it may become frayed without your knowledge and cause an extreme hazard.

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3. It is important that all combustible materials are kept out of the air-conditioning/heating closet and water heater closet. These are a primary source of fires.

4. The Station Fire Department regularly conducts annual fire prevention inspections of all family housing units. We request your cooperation during the annual inspection.

2020. FLOORS. Tile floors should be cleaned with a solution of luke-warm water and good detergent. Clean a small area at a time, because too much water on the floor may damage or loosen floor tile. If the tile has a wax buildup, a commercial wax remover should be used before re-waxing. In areas with sheet vinyl flooring, it will maintain its luster if you avoid harsh abrasives. Occasional damp mopping is recommended for all vinyl and tile flooring. Tile floors may receive indentations from heavy furniture. Please use furniture cups under furniture legs to spread the weight.

2021. FURNISHINGS. A range and refrigerator are provided for each set of quarters and may not be switched between quarters or removed from quarters. No other furnishings are available through the government.

### 2022. GARBAGE DISPOSALS

1. All quarters are provided with garbage disposals. For your safety, please use caution in operation of these units. Be certain that water is running when you turn the disposal on and permit water to run a few seconds after the disposal is turned off.

2. Use extreme care if you need to remove silverware, bottle caps, or similar items that have accidentally fallen into the disposal. Unplug disposal before putting your hand inside. Hard or stringy items such as meat bones, celery, corn husks and potato peels are beyond the capability of the disposal and should be placed in the trash.

3. If your disposal should clog and stop revolving, turn off the electricity. Most models have a red reset button located on the bottom of the motor. Reset the button, and turn the electricity back on. If the cutter blades still do not revolve, turn off the electricity and try to free the blades by pushing with a wooden broom handle in an attempt to loosen them. If this does not work, call the Family Housing Service Desk at 341-2825.

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2023. GUESTS. You may have guests in your quarters for short periods of time; however, if your guests are going to stay more than 15 days, you must obtain written approval from the Commanding Officer. Requests should be submitted to the Family Housing Office one week prior to arrival of long term guests to allow for processing.

2024. HEATING SYSTEMS. Problems involving service or adjustments of the pilot lights or minor repairs should be reported to the Family Housing Service Desk, 341-2825. If you have a persistent odor of gas coming from the furnace, secure the gas at the main supply valve, evacuate the quarters at once and, from a neighbor's house, call the Family Housing Service Desk.

2025. HOUSEKEEPING. You will be expected to keep your quarters in a clean and sanitary condition. Sanitation standards are set forth by Station Medical policies. If there is reason to believe that you are not meeting the standards, the Family Housing Office has the authority to make a housekeeping inspection. Bad housekeeping habits are an open invitation to germs, bacteria and pest control problems creating a situation that is extremely difficult to correct within multifamily buildings.

### 2026. KEYS

1. You will be issued door keys at the time you check in and, if applicable, mailbox keys. In the event of accidental lockout, you should first attempt to contact another member of your family who has a key. However, if this fails, you must contact one of the following activities for assistance in gaining access to your quarters:

\* During Normal Duty Hours 0700 - 1600

\*\*Air Station Units                      Housing Office, Bldg. 1080  
341-3640/2825

\*\*16th Street Units                      Community Center, Bldg. 5027  
341-3577

\* After Normal Duty Hours,              Officer of the Day (OOD)  
Weekends and Holidays              Bldg. 980, 341-2252

\* In Case of Emergency                  Military Police, Bldg. 916  
341-2361/2205

2. If you choose to break in, the resulting damage will be your responsibility. If the quarters or mailbox must be rekeyed because of lost keys, you will be assessed the cost.

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3. If you wish to install special locking devices on any of your doors, please clear this with the Family Housing Office in advance on a Self-Help form.

### 2027. LAWN AND GROUNDS CARE

1. Each resident is responsible for grounds and lawn maintenance within their assigned area of responsibility, including mowing, watering and weeding of the lawn, trimming and edging of the lawn around any fences, sidewalks, curbs, patios, carports, poles, trees and shrubs. Trimming of shrubs and bushes, to reflect a well cared for appearance, is the resident's responsibility. Trimming of trees is the resident's responsibility up to six feet or whatever can be safely reached. Limited lawn care equipment is available at the Housing Self-Help Warehouse, Building 1081.

2. The housing area is planted with Bermuda grass seed. This particular type grass goes dormant during the winter months and turns brown. Minor lawn care is still required during this period; however, no amount of watering will turn the grass green during dormancy. Following are the minimum lawn maintenance requirements:

Winter months from November through March:

Mow, trim and edge the lawn once a month  
Water trees and shrubs once a month  
Remove weeds from lawns, flower beds and around shrubs as required

Summer months from April through October:

Mow once a week  
Trim and edge once every other week  
Remove weeds from lawns, flower beds and around shrubs as required  
Water lawns, trees and shrubs a minimum of twice a week  
Do not water during the hours of 1200 to 1800 or midnight to 0600

3. Lawns need to be fed. Give them fertilizer and plant grass seed if bald spots develop.

4. Control of insect pests in bushes and on the lawn are your responsibility. Suitable pesticides are available at the Garden Shop of the Exchange. Use them cautiously and follow the label directions.

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5. Remember that your yard will be part of your inspection when you get ready to check out of housing. It must be maintained in a neat and well cared condition. Grounds are inspected on a regular basis and discrepancy notices are issued when warranted.

### 2028. MAIL

1. All mail pick-up and deliveries to family housing quarters is provided by the U. S. Postal Service. Their requirements must be followed to minimize any problems with the service. The majority of family housing quarters have cluster boxes or group mail boxes. The location of your mail box will be shown to you when quarters are assigned.

2. Approximately ten days prior to assignment or termination of government quarters, a Change of Address Card should be filled out and submitted to the Post Office to ensure continuous mail delivery. The card may be obtained from any Post Office. Typical addresses are:

For Quarters On-Station:

Major A. Marine  
1108 Goodsell Avenue  
Yuma, Arizona 85365

For Quarters at 16th Street Housing:

SGT J. Doe  
3100 W. 16th Street, Apt. 4A  
Yuma, AZ 85364

### 2029. MAINTENANCE

1. As a resident in government housing, you are expected to perform the same type of maintenance as would be accomplished by a renter or home owner in the community. This would include: cleaning of windows and screens, adjusting hardware, free minor plumbing stoppages, replacement of faucet washers, cleaning and replacing heating/air conditioning filter, replacing window and door glass, replacing screens, fertilizing, seeding and irrigating the lawn, and interior and exterior caulking.

2. Paper towel holders, can openers and other wall and cabinet mounted items should be installed with care. Use a screw that will not protrude through the shelf or cabinet wall.

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3. Self-help that involves construction, such as building fences or interior painting requires advance approval. Please contact your Housing Inspector or submit a Self-Help Form to the Family Housing Office.

2030. MILITARY POLICE. Housing on base is under Federal jurisdiction and is the responsibility of the Provost Marshal's Office (PMO). Although 16th Street (Valley) Housing is outside the fence it is still part of the Station and the military police have primary jurisdiction. An incident should be reported to the Provost Marshal's Office promptly. If necessary, the Provost Marshal's Office will notify other agencies.

### 2031. MOVING: ASSIGNMENT AND CHECK-IN

1. When you are assigned to quarters the check-in sheet becomes a permanent part of your housing records and will be used at the time you vacate quarters. Every attempt is made to ensure that the quarters you are assigned are clean and do not have any major discrepancies. However, all houses that have been lived-in over a period of years develop some minor problems which are difficult or impractical to correct. It is not necessary to nit-pick, but any significant deficiencies should be noted on the check-in sheet.

2. The Traffic Management Office (TMO), which is part of the Supply Department, will arrange to move your furniture into your new quarters. Make sure that the moving company removes all the packing material from your house and yard area. Any that is left after they have gone is your responsibility for disposal as the refuse contractor will not collect it. You can also contact the Station Recycling Office at 341-5185.

### 2032. MOVING: CHECKING OUT

1. When you are vacating quarters, either voluntarily or because of transfer, retirement, or discharge, you must notify the Family Housing office at least 30 days in advance. Once a termination date has been given, it becomes a firm commitment and may not be altered. Although we try to accommodate in emergencies, failure to give notice could delay you as inspections are scheduled well in advance. The purpose of a pre-vacate inspection is to check for repairs needed during turnover and to provide you with information regarding your responsibilities for cleaning the quarters.

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2. You should follow the Golden Rule in regard to cleaning your quarters, i.e., we expect you to leave it in the same condition that you would like to receive it. We realize that the necessary cleaning and preparation for check-out inspection is often disagreeable and hard work; however, it is something that all residents of housing go through at each change of station. If you do not wish to undertake cleaning of your own quarters, there are individuals who will do it for you. You can find a list of their names at the Family Housing Office. However, whether you choose to do the work yourself or hire somebody else to do it for you, the end product remains your responsibility. Appendix A (Quarters Clearance Checklist) may be used as a guide to what will be required to pass your final inspection. Contact the Family Housing Office to schedule all inspections at 341-2826.

3. We assume that your quarters will undergo normal wear and tear. If you leave it damaged in some way beyond normal wear, you will have to pay an assessment to have the government repair it during turnover.

4. If you have installed items such as fences or shelving, you will normally be required to remove them and restore the quarters to its original condition.

2033. MOVING: MOVES WITHIN HOUSING. Once you are assigned to adequate quarters you are normally expected to remain in those quarters during your tour of duty. There are some exceptions which could permit you to be moved from one set of quarters to another. These include; being promoted or outgrowing the size of your present quarters through addition of dependents. On a case-by-case basis, you may be considered for relocation if you are promoted within officer or enlisted ranks and become eligible for another set of quarters. However, you will have to wait your turn on the waiting list and have at least one year left on your present tour before you can actually move. These moves are at your expense, including movement of household goods and cleaning of the quarters you are vacating.

2034. NEIGHBORS. You will find living in government housing a more enjoyable experience if you make friends with your neighbors. It is your responsibility to resolve problems associated with close residents on your own. If there is a situation which cannot be resolved, report the circumstances to your Block Captain or to the Housing Office in writing and indicate what you have done to resolve the problem. Always remember that it takes two people to argue and that it is your responsibility to be a good neighbor.

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### 2035. NON-COMPLIANCE NOTICES

1. Non-compliance notices are issued when residents fail to fulfill their responsibilities. Grounds are inspected on a regular basis for discrepancies such as: grass needs mowing, watering, trimming, general yard clean-up required, etc. If a non-compliance notice is issued, a follow-up inspection will be conducted within 48 hours.

2. Non-compliance notices can and will be issued at any time for discrepancies such as: parking on lawns, trash cans out before or after scheduled pick-up times, doing dirty work on vehicles, unauthorized vehicles in housing area, etc. Receipt of three or more of these notices, regardless of the offense, may cause the issuance of a letter of discipline.

3. When you are issued a non-compliance notice by the Housing Inspectors, it is to notify you that you have violated a Station regulation. If you have a question or simply need to discuss these notices, feel free to call 341-3641 and talk with your inspector. Sometimes things are not what they seem and open and frank discussion can often clarify a situation. The Housing Inspectors are out there to help you and in most cases they can suggest acceptable solutions to your situation.

2036. PAINING. Unless the previous tenant lived in your house for less than a year, you will probably find that the interior has been completely or partially painted. If you desire to paint or wallpaper a room during your tour, it can normally be done on a self-help basis. A Self-Help Form should be completed and submitted to the Family Housing Office prior to undertaking any painting or decorating. You will be required to restore surfaces to their original color or condition before vacating.

2037. PATIO AREAS. Most quarters have a patio area at the front and rear of structure. The patio areas are for comfort and enjoyment. They are not meant to be used as storage areas. It is understandable that BBQ's, bicycles, children's toys and lawn furniture would be placed in patio areas; however, they must present a neat appearance. Lawn care equipment, building materials, tools, appliances and related items are to be stored in the storage shed. Allowable patio furniture includes that type of furniture specifically designed for outdoor use and does not include excess household furniture, couches, beds, or lounge chairs. Motorcycles, ATV's, trailers, ect. are not to be parked or stored on patios.

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2038. PEST CONTROL. Routine control of pests, such as gophers, mice, ants, flies, crickets and roaches are your responsibility. If you have a major infestation, assistance can be obtained by contacting the Family Housing Office. (See paragraph 2011 and Appendix C)

2039. PETS. Your pet must be registered with PMO annually. Domesticated animals such as dogs, cats, small birds, fish and other small caged animals (hamsters, guinea pigs) are the only animals allowed in the housing area. No more than two dogs or two cats or one of each are allowed in on-station and first floor off-station (16th Street) housing units. Residents assigned to second floor off-station (16th Street) housing units are not allowed dogs or cats. Ferrets, rabbits, poultry, large birds (including pigeons), domestic livestock, snakes, lizards and other wild animals are not permitted in any housing area. Horses, mules, or burros may be kept at the station stables. Residents are fully responsible for all pets residing at their quarters and must insure that pets are confined at all times, either inside the quarters, inside the quarters' fenced area, on a leash or under close supervision. Barking/whining dogs are considered a nuisance and must be kept quiet between 9:00 PM and 7:00 AM. Chains and leashes used to secure animals must be anchored to ground stakes and should not extend farther than the owner's designated yard area. No pet is to be tied to trees, clotheslines or shrubs. Animal droppings and waste must be cleaned up daily. When walking pets, animal droppings must be cleaned up immediately. Pets running loose will be apprehended by PMO. Allowing pets aboard this Station and in off-base 16th Street) housing is a privilege which may be withdrawn by the Commanding Officer at any time. For further guidelines concerning pets, consult the Provost Marshal's Office.

2040. PLAYGROUNDS. Playgrounds and tot-lots with a variety of equipment are located throughout the housing areas. Due to the density of population and structures, softball, football and batting practice must be restricted to areas with adequate space for these activities. The consumption of alcoholic beverages is forbidden in these areas. Children should not be left unattended in playgrounds and tot-lots. (See paragraph 2013)

### 2041. RANGES

1. Adjustments and minor repairs to gas ranges are handled by the Family Housing Service Desk. Before undertaking extensive cleaning on a gas range, always turn off the gas valve behind the range first; unplug an electric range.

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2. A piece of aluminum foil placed on the bottom of the oven will catch spills before they become problems and will save you a lot of work. Clean the broiler pan after every use. Please do not use abrasives, steel wool or oven cleaners on exterior surfaces of ranges or other appliances as they will mar the finish. There are a number of non-abrasive cleaners on the market that do a satisfactory job (the Marine Exchange and Commissary sell a variety of products). The top surfaces should be washed after every use with soap and water. This is particularly important if you have been frying because grease splatters become food for cockroaches and other pests.

2042. RECREATIONAL VEHICLES. Boats, motor homes, buses, off-road vehicles, all terrain vehicles and cycles, camping/travel trailers, unmounted slide out campers, camper shells, utility trailers, inoperative vehicles, and motorcycles not used as daily transportation are types of vehicles that may not be parked in the housing areas on a continuous basis. For a nominal fee, the storage yard located adjacent to the housing area on Loesch Street is available for these types of items. Contact the Morale, Welfare and Recreation Department for more information.

### 2043. REFRIGERATORS

1. Refrigerators, and large capacity freezers, whether government furnished or your own, are not to be located outside.

2. When cleaning your government furnished refrigerator, we recommend a solution of two tablespoons of baking soda to one quart of water for the interior rather than concentrated detergents, bleaches, or cleanser which may contain petroleum products. Refrigerators are equipped with a drip pan located behind the air vent panel at the bottom front. This panel snaps out for ready access to the pan which requires periodic cleaning. There is also a drain tube running down to the pan from the inside of the refrigerator. If the drain becomes clogged, a mild solution of hot water and baking soda should be flushed through it to ensure free drainage.

3. On models which do not have self-defrosting freezers the ice accumulation should be removed whenever it is built up to a 1/4" thickness. Ice is a good insulator and reduces the efficiency of the freezing compartment. Caution: Ice picks or other pointed objects can damage the freezer! Turn the cold control knob to "off" and place a pan of hot water in the freezer rather than using pointed objects. Wash the inside of the freezer with a baking soda/water solution before reloading.

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### 2044. REFUSE DISPOSAL

1. Each dwelling unit is furnished with one 90 gallon refuse container. Refuse is collected on Monday and Thursday of each week. If an official holiday falls on either of those days, collection will be made on the following Tuesday or Friday respectively. Pick-up usually begins at 0700 and will only be made once per dwelling each collection day. Containers may be placed at curbside pick-up points not earlier than the evening before collection day and must be returned to your quarters as soon as possible after pick-up is made, but not later than 2200 on the day of pick-up.

2. Refuse collection is performed by a contractor and in order to provide every resident the convenience of a large capacity, wheeled container, certain conditions must be met during the collection process. All kinds of refuse including grass cuttings, leaves, household refuse, etc. can be placed in the containers. Prohibited items include paints, thinners, solvents, lubricants and motor oil. It is essential that you comply with the following in order for your container to be emptied on collection days:

a. The container must be placed curbside with the front of the container facing the street. The front of the container is the side with your quarters number on it. If it is not accessible from the curb it will not be picked up.

b. Containers should be spaced at least three feet apart.

c. Do not fill the container over 150 pounds (approximate).

d. Anything not inside the container will not be picked up.

e. The container lid must be closed.

f. Containers not accessible from the street because they are blocked by vehicles, trees, traffic signs, other refuse containers or like objects, will not be picked up.

g. Containers placed at curbside after the collection vehicle has passed your area will not be picked up.

3. Your 90 gallon container should be cleaned periodically. You will be held responsible for condition of your container. Negligent damage to containers will be charged to the resident.

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### 2045. SELF-HELP PROGRAM

1. The object of the Self-Help Program is to stretch the budget dollars by encouraging you to undertake minor repairs within your capability. Typical tasks include adjustments to hinges, knobs and other hardware, repair of screens, reglazing broken windows, replacing light bulbs, clearing plumbing stoppages with a "plumbers helper", cleaning filters on air-conditioning/heating systems, minor painting and planting and fertilizing grass in lawns.

2. Certain types of construction may also be done under the Self-Help Program. This includes yard fencing, storage sheds, doghouses and shelving. Our basic requirement is that you do quality work that complies with fire, safety and building codes and blends with the surrounding neighborhood.

3. You must submit a request to the Family Housing Office for approval prior to undertaking any construction work. In some cases we may be able to provide materials.

4. The Housing Self-Help Warehouse, Building 1081, is located next to the Family Housing Office and contains items for use by residents of Family Housing. The Self-Help Warehouse is open for material and equipment issue from 1100-1300 Monday through Friday, except holidays. There are a variety of landscape items, plumbing repair parts, household hardware, pest control materials and temporary loan equipment available for use. The level of inventory is dependent on available funds.

2046. SCHOOLS. Our housing areas are served by different school districts. Information regarding their school years, areas served, school buses, etc., is too complex for this information booklet. The Family Housing Office can assist you in locating the appropriate school districts so that you can contact them for more detailed information. Neighbors with school age children can also help you in getting your children enrolled.

2047. SHOWER ENCLOSURES. Most tub and shower enclosures are made of fiberglass. Abrasives, such as scouring powder and steel wool will damage the finish. You should use liquid cleaners and read the instruction on the container to be sure it is suitable for use on the fiberglass.

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2048. SKATEBOARD RAMPS. Skateboard/bicycle ramps are not permitted in any housing area.

2049. SOLICITORS. Only those agents and solicitors approved by the Legal Office are allowed to conduct business in the housing area by appointment only. You should request proper identification before allowing them into your quarters. Beware of house-to-house canvassers, telephone solicitors, magazine or appliance salesman, etc. If you have any doubt regarding this type of person, please contact the Provost Marshal's Office.

2050. SPAS. Spas and hot tubs are not permitted.

2051. STATUS CHANGE. It is important that the Family Housing Office has current information regarding your status and how to reach you in case of emergency. Please keep them advised of any changes in rank/grade, unit, home or work phone, marital status, dependents and/or other important information that may affect your entitlement to housing.

2052. TELEPHONES. Telephone service is strictly between you and the local serving Telephone Company. Their service offices are listed in the Telephone Directory. There are at least two telephone jacks installed in each dwelling unit. When your phone is connected, please report the number to the Family Housing Office for our records so that we can reach you if necessary.

2053. TV ANTENNAS. All housing areas are served by a cable TV system operated by a private contractor. If you choose to use an alternate paid programming service, please contact the Family Housing Office for site approval. TV antenna dishes require prior approval from the Family Housing Office before equipment is installed.

2054. TREEHOUSES. Treehouses are not permitted.

2055. TROUBLE CALLS. The following policies and procedures have been implemented concerning reporting and accomplishing service and emergency work for Family Housing.

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1. During normal working hours, Monday through Friday, all Service and Emergency calls should be phoned into the Family Housing Office at 341-2825.
2. During non-working hours, weekdays and all day long on Saturday, Sunday and holidays, only emergencies should be reported to the Station OOD at 341-2252.
3. Scheduling of routine service calls will normally be accomplished within a 48-hour period Monday through Friday. Residents who have called in service calls should endeavor to be home on the day the work is scheduled. If the resident is not at home to admit the contractor when responding, a door tag will be left stating that the resident should call to reschedule. Every effort should be made to be there when the contractor arrives because the service call must be paid for whether anyone is there or not.
4. Response to emergency calls will normally be made within one hour of the call. Emergency calls are limited to items which are hazardous to life, health or where extreme inconvenience or further damage to government property is involved. If a gas leak is detected in your quarters, evacuate the quarters at once and, from a neighbor's house, call the Fire Department and the Family Housing Service Desk. Emergency service work is expensive to perform. If the problem can be deferred until the next work day, it will help us get the most from available maintenance dollars.

### 2056. UTILITY CONSERVATION

1. All utilities in housing are provided as part of your quarters; however, it is your responsibility, both as a tenant and as a taxpayer, to conserve utilities. In the following sections we provide conservation guidance that you are required to follow:

#### a. Cold Water Conservation:

(1) Reduce lawn watering to a minimum requirement to sustain growth. Usually watering deeply, no more than twice a week, is sufficient. Do not leave a sprinkler or hose running for more than 10 to 20 minutes in one location. Closely supervise lawn watering. When water starts to run down the sidewalks and into the street, you are over-watering.

(2) DO NOT leave home with the hose or sprinkler running. Make certain hoses/sprinklers are not left running overnight.

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(3) Make it a point to water lawns early in the morning or in the early evening hours. Avoid mid-day watering.

(4) Reduce automobile washing to a minimum.

(5) Repair leaky hose bibs, if within your capability, or report the leak to the Family Housing Office Service Desk. When you detect an obvious underground leak (evidenced by continuous ponds of water) notify the Family Housing Service Desk immediately.

### b. Heating, Cooling and Hot Water Tips:

(1) Keep draperies closed to cut down window heat gain in the summer and heat loss in the winter.

(2) Stop air leaks - check doors, around fixtures and pipes and around windows.

(3) Don't forget to clean your heating/air-conditioning filters at least once a month.

(4) Keep your air vents clean and free of obstructions such as furniture.

(5) Keep unused rooms shut off.

(6) Report leaky water faucets, or repair them yourself if it is within your capability. One drop per second adds up to about 200 gallons per month, which, for hot water, is a substantial energy waste.

(7) Take showers instead of tub baths. Showers consume less than one-half the hot water required for a tub bath.

2. Kitchen Energy Savers. The kitchen is a prime candidate for energy savings. The oven, range, refrigerator and dozens of other appliances are large consumers of energy. Following are a few simple tips that can reduce energy consumption substantially:

a. Refrigerator: Avoid frequent door openings, and close door immediately after removing food. Do not over cool. Milk is a good test, when it is cold enough for your family the refrigerator setting is proper. If ice cream stays firm the freezer temperature is proper. Cool hot foods to room temperature before placing in the refrigerator.

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b. Check the door gaskets: If you can place a dollar bill between the door and the cabinet and pull it straight out with a slight drag, the gasket fitting is proper. If it slips through easily, notify the Family Housing Service Desk. Keep your freezer full, it retains coldness better. Keep the refrigerator at least three inches away from the wall.

c. Dishwasher: Use your dishwasher only for full loads. Hand-wash as much as possible, but don't keep the hot water running when rinsing.

d. Oven and Range: Plan your oven meals. A complete meal can be cooked in an oven as economically as one food item. Turn off gas oven as soon as meal is cooked and electric oven ten minutes earlier. The oven will retain the heat if the door is kept shut. Do not open oven door unnecessarily as much as 20% of the heat could escape. When cooking in glass or ceramic pans, oven settings may be lowered by 25 degrees. Use covered pots and pans, you can use lower settings. Flat bottomed utensils heat better. Use the right size pan. Only bring to boil the amount of water you need. DON'T USE YOUR OVEN AS A HEATER. THE HEAT WILL NOT CIRCULATE EFFICIENTLY OR ECONOMICALLY.

3. Lighting: Don't leave light on unnecessarily. Use higher wattage bulbs only where required for reading, sewing, or other close work. Avoid using excessive decorative lighting inside and eliminate all exterior decorative lighting.

### 4. Appliances:

a. Wash full loads of clothes. Use cold water detergents and cold water whenever possible. Remove collected lint frequently. Dry full loads of clothes. Take advantage of different types of heat for different types of loads. Dry clothes outside when weather permits.

b. Turn off all small appliances when not in use, such as TV's, radios, etc.

c. Iron batches of clothes. Each time an iron is warmed up, energy is wasted.

d. Whenever possible, use your major electrical appliances in the off-peak hours (before 9 a.m. and after 6 p.m.). This will save the activity demand charges for electrical consumption.

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e. Be certain that exterior light bulbs are no stronger than 60 watt. ALWAYS SHUT THE EXTERIOR LIGHT OFF, FRONT AND REAR, DURING DAYLIGHT HOURS.

2057. UTILITY PROBLEMS. Shortly after moving into your new quarters, you should locate the source of incoming utilities, including both the main shut-off valves for gas and water supply and interior and exterior electrical circuit breakers that serve your quarters. In general, the fastest way of minimizing damage when you have a utility problem is to turn off the supply where it enters your house. If a commode or toilet is overflowing, turn off the valve below the back of the toilet. Make sure you have a plunger to use when the sink begins to drain slowly or when the toilet plugs up. Often a plunger will clear the lines and avoid a service call. We do not recommend the use of caustic substances to unplug pipes. If these substances do not work, the material becomes a hazard for service personnel who must clear the waste line. Grease or kitchen fat should be disposed of in the trash rather than down the drain as it turns to a solid when it hits cold sewer pipes. Feminine hygiene products should also be disposed of in the trash because of their ability to expand and clog sewer lines.

### 2058. VEHICLES

1. Residents are advised that there is only one parking space assigned per unit; however, all vehicles must be parked on paved areas only and must not be driven or parked in yard areas for any reason at any time. Residents who own more than one primary vehicle are allowed to park one vehicle behind the other in their designated parking areas only when it does not impede the reasonable movement of other vehicles. Unmarked or open parking spaces are for residents' primary vehicles on a first come, first serve basis. Guests must park curbside. Parking, repair, or storage of motorcycles, ATV's or motorcycle parts inside quarters is prohibited.

2. In general, there is no objection to performing minor repair work, such as tune-ups, tire changes, replacing spark plugs, etc., on your vehicles in the housing areas. However, dirty work, such as changing oil, oil filters, etc., and major work such as pulling an engine, transmission, rear end, etc. and spray painting are not permitted in the housing area. Repair work on motorcycles, except for dirty and major repair work as defined above, is authorized.

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2. The pool owner is responsible at all times for the pool and its' users whether authorized or unauthorized. Therefore it is up to the owner to accept the responsibility of pool ownership and take all necessary precautions to ensure that the pool does not become a place of injury or disease to the unsuspecting little ones who might use it. With proper supervision and caution it can be a safe and cool place to have fun.

### 2060. WALLPAPER

1. Use of wallpaper, contact paper, or decals is at your own risk. These types of items must be removed when you move out. If removal damages the walls, the cost of repair is your responsibility.

2. We do not object to residents decorating and making the quarters more comfortable; however, the next tenant may not like your decorative taste. Consequently, decorated areas must be restored before you vacate.

### 2061. WASHERS AND DRYERS

1. All of the quarters have connections for personally owned automatic washers and dryers. Electrical service is provided for dryers.

2. Connecting and installing your own electric appliances is your responsibility. Qualified personnel should install appliances to prevent accidents. Any damage caused by improper connection or use is a tenant responsibility.

2062. WATERBEDS. Due to the potential for structural damage, we discourage the use of waterbeds. However, if you own one, you may use it only on the ground floor. Waterbeds are not permitted on the second floor of any unit. Any damage resulting from the use of a waterbed is your responsibility.

### 2063. WATER HEATERS

1. If you have operational problems with electric or gas water heaters, please call the Family Housing Service Desk.

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2. If you detect a leak in the water heater, turn off the water valve until the maintenance man arrives. This is important to prevent damage to floors or to the furnishings. Always check the heater before you depart on leave to avoid the possibility of water damage. Usually a leak can be detected in the early stages and corrected before it becomes an emergency.

2064. WEAPONS. Your privately owned firearms must be registered with the Provost Marshal's Office. In no case may you fire a weapon which is capable of inflicting injury in the housing areas. This includes not only firearms but slingshots, starting pistols, bows and arrows, dart guns, B-B guns, or other items that fire a projectile.

### 2065. WINDOWS, SCREENS AND SHADES

1. It is unusual for window glass to become damaged or broken due to normal wear and tear. Broken windows are your responsibility, even if it is accidental. You may repair them yourself or call the Family Housing Service Desk and have them repaired at your expense. If you choose to replace broken window glass on your own, use one-eighth inch double strength glass. Do not use Plexiglas. Do not let broken windows go unattended or leave them boarded up, because it could be a safety hazard and a source of energy loss. Residents are reminded to be aware of the dangers that are always present when windows are easily accessible to small children. Supervise your children closely, educate them in safety practices to prevent accidents. Except for normal wear and tear, repair of damaged screens and screen frames is your responsibility.

2. Most of our quarters are provided with interior roll-up window shades. If problems arise involving the tension and a shade will not lower or rewind properly, check the flat metal rewind extension. Rewinding will tighten the tension. Keep the shades clean by occasional dusting or washing with a damp sponge.

2066. YARD SALE/PATIO SALE SIGNS. Yard sale and patio sale signs or any other type sign advertising an event can only be posted on authorized bulletin boards or displayed in your area of responsibility. These type signs are not to be attached to utility poles, cluster mail boxes, trees, etc.

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APPENDIX A

QUARTERS CLEARANCE CHECKLIST

PRE:  
FINAL:

SCHEDULE: 341-2826  
INSPECTOR: 341-3641

Residents who perform the following tasks in preparation for clearance of quarters will experience little, if any, difficulty in clearing assigned quarters.

1. GENERAL. All personal possessions must be removed from quarters prior to check out inspection.

a. Appliances. Privately-owned appliances will be removed prior to time of scheduled inspection by vacating resident, at no expense to the government. The quarters must be restored to the condition that existed prior to the installation of such privately owned appliances.

b. Ceilings. Ceilings must be clean of fly specks, cobwebs, dust, grease from cooking, and other foreign matter.

c. Closets. Closets within the quarters including shelving and clothes rods must be clean. Metal rods in closets must be polished after cleaning in order to remove alkaline smears or cleaning film.

d. Floors: Vinyl/Ceramic Tile/Sheeting Linoleum & Carpeting. Accumulation of old wax on baseboards and floors, especially in corners and around floor fixtures, must be removed, then floors scrubbed and rinsed clean. Particular attention should be given to all corners and edges of floors. Black marks, crayon marks, etc., must be removed. Resident owned rugs and rug pads that have been given or sold to the next resident must be removed from the quarters. Do not wax. Carpeting, where applicable, will be thoroughly cleaned/shampooed and free of stains. Damaged or permanently stained government owned carpeting will be replaced at the expense of the resident. (Caution: Kool-Aid stains are permanent.)

e. Tile flooring (Bathroom, Ceramic). Must be scrubbed and rinsed clean.

f. Carports. Must be swept clean and all trash removed. Oil and grease drippings from vehicles must be removed from concrete and asphalt surfaces.

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g. Grounds and Exterior. Grounds must be thoroughly policed and all trash, dead leaves and dead grass picked up. All personal belongings must be removed, including any structures such as dog houses, storage shed, etc. Lawns must be mowed and neatly edged. Bare spots must be reseeded, bushes, trees and shrubs neatly trimmed, and all holes and low spots filled in and leveled with surrounding area. Any crayon or other marks must be removed from walls, walks, carports, and patios. Exterior light fixtures and glass shades will be washed inside and out.

h. Light Bulbs. All lights and lighting appliances must be equipped with workable light bulbs at the time of clearance inspection.

i. Nails. Tenant installed nails must be removed.

j. Storage Area. Interior/exterior storage areas, including air conditioning rooms and water heater rooms, must be swept clean and all dust, cobwebs, debris, oil and paint droppings removed from floors, walls and equipment. Any paint, crayon or other marks must be removed from storage doors and doors washed clean. Government issued garbage cans must be completely clean of all residue (food, grease, etc.). Garden hoses and sprinklers must be free of dirt and dust and placed in the storage area for the final check out inspection. All other government issued grounds maintenance equipment must be returned to the Housing Self Help Warehouse.

k. Walls. All walls must be clean and free of contact paper and/or wallpaper, paneling glue, marks, dust, grease, and cobwebs. Crayon marks, in some instances, can be removed with an eraser. Any damage to walls resulting from the removal of paneling, wall or contact paper must be repaired by you or you will be charged for the repairs.

l. Windows. All windows will be clean inside and outside, with the exception of the outside of the glass in upper floors of multiple story units. Calcium deposits, streaks and water marks, can be removed by the use of household vinegar. Sliding window tracks and the tip in window frames shall be cleaned out and free from dust. Dust and dirt can be loosened by using a sharp pointed object and then removed with a vacuum cleaner.

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m. Woodwork and Doors. Must be washed clean with a damp cloth or sponge and all dirt, fingerprints and water marks removed. Crayon and pencil marks must be removed. Use only mild cleaners to avoid damage to paint.

n. Pests. If roaches or other insects are present in the quarters, action must be taken by the occupant sufficiently in advance of the inspection date to rid the premises of these pests.

o. Draw Drapes. Government owned draw drapes must be cleaned, mended, pressed (self-lined), with pinch pleats in, and hanging in place. Most government quarters are provided with self-lined drapes which must be pressed and dry cleaned only. Do not attempt to wash these drapes. Occupants with self-lined draperies will be required to present a dry cleaning receipt to the Housing Inspector (dated within two weeks of their scheduled move out date) upon terminating government quarters.

p. Pull Shades. Shall be thoroughly cleaned and in good condition.

q. Light Fixtures, Light Switch and Receptacles. Shall be thoroughly cleaned and in good condition.

r. Window and Door Screens. Shall be cleaned and securely fastened in place. Screen door hydraulic closer shall be cleaned. Remove fingerprints and grime from door frames and tracks.

s. Heating and Air Conditioning Vents. All vents and vent covers must be thoroughly cleaned. Permanent air conditioning filters shall be removed, cleaned and replaced. It is not required to remove vent covers to clean. Residents with disposable filters must have new filters installed at inspection.

t. Keys. All housing keys initially issued for unit must be returned to the inspector during the final inspection.

u. Carpet. Shall be vacuumed and shampooed and any heavy soil spots removed.

NOTE: Any metal items such as cabinets, towel bars, clothes rods, sink fixtures, etc., must be wiped with a clean dry cloth after washing to remove water spots or cleaning film.

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### 2. KITCHEN AREA

a. Cabinets All kitchen cabinets must be cleaned, inside and out, free from grease spots, food particles, cleaning film and glue, and shelf or contact paper. Cabinet drawers must be clean and empty. All drawers will be removed, and the bottom of cabinets cleaned. Any damage resulting from removal of contact paper is your responsibility.

b. Exhaust Fans. All exhaust fan screens, cover plates, and fan units will be removed and cleaned of dirt, dust and grease, and replaced.

c. Refrigerator. Must be completely defrosted and dry. All removable compartments and trays must be cleaned and dried. Refrigerator will be pulled away from the wall and all interior and exterior walls must be wiped clean of all dirt, food particles, hand prints, water marks, cleaning film and dust. The rubber gasket around the door must be clean and dry on both top and bottom surfaces. Care must be exercised in cleaning freezer compartment to avoid puncturing the refrigerator coils. Kick plate must be removed and all accessible spaces in front, rear and bottom cleaned.

d. Sink. Sink and drain will be free of alkaline, water spots, metal marks and stains. The drainboard will be clean and dry. In addition all kitchen fixtures will be cleaned of alkaline deposits and wiped free of splash marks or cleaning film.

e. Range. Will be completely cleaned and all burned grease, food deposits, cleaning film, oven cleaner and water spots removed. It is recommended that a commercial type oven cleaner be used for this purpose. Residents are cautioned against the use of acid or other harsh chemicals on the stove or any aluminum parts thereof, especially the exhaust hood over the stove. The use of acid or oven cleaner can cause serious damage to aluminum and will result in extensive repair charges to the resident. Stubborn burn areas may often be removed with the use of a razor blade without damaging interior finish of the oven. Do not steam clean or sandblast any part of your range. Do not spray oven cleaner or use steel wool or abrasive scratch pads on the face of the control panel located on the front of the range.

f. Dishwashers. Will be completely cleaned and all food deposits, cleaning film, soap deposits and water spots removed. Residents are cautioned against the use of acid or other harsh chemicals on the dishwasher. Excess soap buildup on bottom of door needs to be removed. Soap dish needs to be free of soap residue. Remove kick plate and clean under dishwasher. It is recommended you run two cycles of Lime Away or a like product through dishwasher to remove lime deposits.

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### 3. BATHROOM AREA

a. Baths. All fixtures, such as bathtubs, basins (including the underside portion), toilet stools, showers and medicine cabinets, shall be thoroughly cleaned inside and out. Any alkaline, water marks and soap deposits must be removed including deposits on piping and shut-off valves.

b. Ceramic/Wall Tile. All tile, including shower stalls, must be clean, dry, and free of all alkaline and soap deposits. Polish after cleaning.

c. Vanities/Mirrors. All vanities shall be cleaned inside and out. Mirrors shall be cleaned and polished.

d. Plastic Bathtub and Enclosures. All plastic bathtubs and tub enclosures must be clean, dry and free of alkaline and soap deposits. Liquid cleaners are to be used rather than powder type cleaners to prevent dulling/marring the finish. Polish after cleaning.

#### NOTE:

1. Have your telephone disconnected at least one day prior to check-out date.
2. Notify the Post Office of your change of address.
3. Take your pets with you or place them where they will be cared for. Do not abandon them.
4. After your quarters have passed inspection, doors will be locked and keys surrendered to the inspector.
5. Have cleaning supplies on hand at final inspection to correct any discrepancies.

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### HELPFUL HINTS FOR CLEANING QUARTERS

1. Scheduling: It will take more than one or two days to perform all the cleaning required. Allow ample time between pre-termination and final termination inspections so that all cleaning requirements can be accomplished. Normally, final inspections are only scheduled between 0730 and 1030 hours daily. Allow enough time to correct any discrepancies that the inspector finds before your scheduled departure from MCAS, Yuma.
2. Refuse: Coordinate disposal of all refuse with trash collection days (Monday and Thursday). If it is not possible or you are disposing of items that refuse collectors will not pick up, you may dispose of them at the Yuma County landfill located south of Highway 95 and County 16th Street.
3. Cleaning Supplies: All cleaning supplies (cleansers, degreasers, sponges, hand brushes, buckets, mops, etc.) are the responsibility of the resident. Most everything you will need is available at the PX and Commissary. Do not dispose of your cleaning supplies until after final acceptance of the quarters.

### CLEANING TIPS

1. Be careful when moving kitchen equipment for cleaning. In kitchens that have vinyl flooring, the vinyl is soft and will tear easily.
2. Use oven cleaner on the inside oven compartment only. **Do not** use oven cleaner on external surfaces, knobs, or face plates. It will ruin the finish.
3. Walls ceilings, woodwork, and trim: All walls, ceilings, and painted woodwork have a high quality semi-gloss paint. A non-abrasive cleanser should satisfactorily clean these surfaces. Be careful not to rub too hard and remove the paint.
4. Windows: To clean window glass use a glass cleaner solution and wipe off with newspaper. For lime deposits on glass, a lime-away product works well. For extra tough lime deposits you may have to scrape the deposits with a razor blade.
5. Tile Floors: Be very careful what products are used to clean tile floors. Use only products recommended by the label to clean floors. Wax stripper used on floors that have not been previously waxed will damage the floor. Best results have been accomplished by the use of Spick & Span or Mr. Clean. These products work well on oil and grease also.
6. Greasy Items: Try not to quick-clean greasy items. Those items that can be removed for cleaning (grease filters, light covers, oven knobs, drip pans, broiler pans, etc.) are more easily cleaned if they are allowed to soak in a degreaser solution.
7. Cleaning Products: Before you buy any cleaning product **read the label** and only use the product on areas and at concentrations recommended by the manufacturer. Know how the product will effect you, the items it is used to clean, and how it may effect our environment.

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FINAL CLEANING INSPECTION CHECKLIST

Pre-inspection Date: \_\_\_\_\_

Final Inspection Date: \_\_\_\_\_

Quarters No. \_\_\_\_\_

TASK	L I V I N G R M	F U L B A T H	3 / 4 B A T H	K I T C H E N	D I N I N G R M	H A L L S	B E D R M # 1	B E D R M # 2	B E D R M # 3	B E D R M # 4	U T I L I T Y R M	E X T / G R N D	REMARKS
Floors cleaned, old wax removed, and buffed													
Windows & tracks washed clean inside and out													
Walls, ceilings, and closets washed free of smudges, prints, dust, etc.													
Woodwork, trim, doors, baseboards cleaned													
Shelving, drawers, cabinets, etc. cleaned													
Registers and grilles free of grease, dirt													
Light fixtures cleaned inside and out													
Drapes dry-cleaned and rehung with all hooks													
Sliding glass doors and tracks washed and free of dirt, streaks, prints													
Screens cleaned inside and out													
Sinks cleaned (Kitchen and Baths)													

FAMILY HOUSING MANUAL

TASK	L I V I N G R M	F U L L B A T H	3 / 4 B A T H	K I T C H E N	D I N I N G R M	H A L L S	B E D R M # 1	B E D R M # 2	B E D R M # 3	B E D R M # 4	U T I L I T Y R M	E X T / G R N D S	REMARKS
Refrigerator cleaned inside and out													
Range cleaned free from grease and dirt													
Floor behind refr. and range cleaned													
Range hood and fan housing free of grease, dirt													
Toilet and bowls scrubbed clean, sanitized, and polished													
Ceramic tile, bathtub, shower cleaned & shined													
Soap trays, holders, hooks cleaned and shined													
Shower glass, towel racks and metal surfaces clean and polished													
Outside walks, patios, and driveway free of dirt and debris													
Exterior surfaces and overhangs free of dirt, cobwebs, marks													
Lawn mowed, trimmed, holes filled, debris removed													
Storage area, refuse container cleaned													

INSPECTOR'S SIGNATURE \_\_\_\_\_ FINAL INSPECTION: PASS \_\_\_\_\_ FAIL \_\_\_\_\_

FAMILY HOUSING MANUAL

SUMMARY OF RESPONSIBILITY AND REPAIR PROCEDURES

APPENDIX B

<u>GOVERNMENT OWNED OR FURNISHED ITEM</u>	<u>RESPONSIBILITY</u>	<u>REPAIR PROCEDURES</u>
	<u>GOVERNMENT</u>	<u>RESIDENT</u>
Air Conditioner		
Filters Dirty		X
Inoperable		X
		Clean Monthly
		Check Thermostat switches for proper position.
	X	Service Call
Noisy	X	Service Call
Appliances		
Dishwasher		
Clean		X
Inoperable	X	X
Leaking	X	X
		Occasional use of Lime-Away product to reduce build-up.
Range		Service Call
Clean		Service Call
Inoperable	X	Service Call
Gas Smell(Strong)		Service Call
		Service Call
Refrigerator		
Clean		X
Inoperative	X	X
Leaking	X	X
		Service Call
		Service Call
Cabinets		
Doors/drawers/shelves		X
Broken/Cracked/Inoperable	X	X
		Do not overload. Perform minor repairs/lubricate.
		Service Call
Carpet		
Clean		X
Loose/Torn	X	X
		Shampoo carpet twice a year.
		Service Call

FAMILY HOUSING MANUAL

<u>GOVERNMENT OWNED OR FURNISHED ITEM</u>	<u>RESPONSIBILITY GOVERNMENT</u>	<u>RESPONSIBILITY RESIDENT</u>	<u>REPAIR PROCEDURES</u>
Clothesline Cord Broken		X	Perform minor repairs. Check Self Help Warehouse for repair parts. Service Call
Frame Bent/Broken	X	X	
Doors		X	Perform minor repairs and lubricating. Occupant responsibility. Service Call
Holes/Damages Will Not Open/Close	X	X	
Drapes/Blinds		X	Resident is responsible for keeping drapes/blinds clean and in good state of repair.
Faucets (Interior/Exterior) Dripping/Leaking No Water/Low Pressure	X X	X X	Service Call Service Call
Fencing and Gates		X	Perform minor repairs and lubricating. Service Call
Bent/Broken/Loose	X	X	
Floors Clean Repair		X X	Service Call
Garbage Disposal Inoperable		X	Push reset button on bottom of Disposal. Service Call Service Call
Jammed/Leaking	X X	X X	
Garbage Can (90 Gallon) Clean Repair(Normal Wear/Tear) Repair(Neglect)	X	X X X	Resident responsibility. Service Call Resident responsibility.

FAMILY HOUSING MANUAL

<u>GOVERNMENT OWNED OR FURNISHED ITEM</u>	<u>RESPONSIBILITY</u>		<u>REPAIR PROCEDURES</u>
	<u>GOVERNMENT</u>	<u>RESIDENT</u>	
Gas Smell		X	Leave the house and call Service Desk or Fire Dept. from neighbor's phone.
Strong Odor		X	Check to see that Range knobs are the OFF position. If odor persists, call Service Desk.
Weak Odor			
Heating		X	Clean monthly.
Filters		X	Check Thermostat switches for proper position.
Inoperable	X	X	Service Call
Noisy	X	X	Service Call
Keys (House/Mailbox/Storage)			
Broken	X	X	Service Call
Duplicates		X	Resident Responsibility
Locked Out		X	Call Service Desk for access to quarters.
Lost/Stolen		X	Resident responsibility. Government will re-key locks at Resident's expense.
Will Not Work	X	X	Service Call
Lawn Equipment		X	
Replace	X	X	Perform minor repairs and lubricate. Bring item to Self Help Warehouse for exchange.
Light Bulb Replacement			
Fluorescent	X	X	May be available at Self Help Warehouse. Resident Responsibility.
Incandescent			
Outlets/Switches			
Face Plate Broken		X	Resident Responsibility.
Inoperable	X	X	Check circuit breaker. Service Call

FAMILY HOUSING MANUAL

GOVERNMENT OWNED OR FURNISHED ITEM	RESPONSIBILITY		REPAIR PROCEDURES
	GOVERNMENT	RESIDENT	
Plumbing Fixtures			
Clean		X	
Dripping/Leaking	X	X	Service Call
Plugged/Slow Drains		X	Try using a plunger to free lines.
Screens (Window/Door)			
Bent/Ripped/Torn		X	Service Call
Fell Off/Loose	X	X	Resident Responsibility. Service Call
Shades			
Clean		X	
Fell Off/Torn	X	X	Resident Responsibility. Service Call
Will Not Roll Up	X	X	Service Call
Smoke Detector			
Operational Check	X	X	Government will check proper operation of detector twice a year. Resident should check the detector monthly. Emergency Service Call
No Signal/Inop	X	X	
Water Heater			
Dripping/Leaking	X	X	Service Call
No Hot Water		X	Check pilot light. If pilot light is out, try to re-light using the instructions on the Water Heater. Service Call
Cannot Re-light	X	X	
Windows			
Broken Glass		X	
Cannot Secure	X	X	Resident Responsibility. Service Call
Hardware Inoperative	X	X	Service Call

# FAMILY HOUSING MANUAL

## APPENDIX C

### FAMILY HOUSING PEST CONTROL

There are a variety of pests that can be found in and around your quarters. Cockroaches are the most common, others include silverfish, flies, ants, ticks, fleas, mosquitoes, crickets, spiders and mice. There are a number of things that can be done to enjoy pest-free living. This guide to Family Housing Pest Control outlines resident responsibility when faced with a pest problem.

There are two basic means of accomplishing pest control within Family Housing: Self-Help and Contract. The services offered are available for use under certain conditions:

#### 1. SELF-HELP PEST CONTROL:

a. Department of the Navy policy prohibits the use of certified pest controllers from conducting pest control for pests that constitute only a nuisance unless pests adversely effect the installation or moral. Primary responsibility for control of nuisance pests lies with the resident. Examples of nuisance pests include minor infestations of cockroaches, crickets, certain spiders, ants and mice.

b. There are many ways of reducing or eliminating pest problems without the need for chemical treatments. Two of the most strongly encouraged methods are sanitation and exclusion (preventing pests from entering).

c. Good housekeeping is the most important factor in preventing and controlling pest populations. Most pests cannot live without food, shelter and water. Some helpful sanitation hints that will reduce pest problems are:

(1) Do not allow food particles to remain on shelves and floors or on dirty dishes overnight.

(2) Keep all food items covered or in a refrigerator at all times between uses.

(3) Empty garbage and waste containers frequently, keep refuse containers clean and covered.

## FAMILY HOUSING MANUAL

(4) Where possible, eliminate water sources including leaking pipes or faucets, water filled tubs, old tires that could accumulate water and beverage containers.

(5) Pest infestation is encouraged by clutter. Avoid unnecessary storage of soiled clothing, rags, cardboard boxes, newspapers, magazines and paper sacks.

(6) Clean and dispose of pet feces daily.

(7) Ensure that grounds around quarters are trimmed and free of debris.

d. Caulking areas such as cracks and crevices around kitchen cabinets, bathtubs, showers, plumbing pipes and exterior windows and doors can eliminate most hiding places and will help reduce pest populations. It is important that all windows are kept screened and that all screens are in good repair.

e. There are self-help pest control materials available to all residents of Family Housing, they include:

Bait Stations for roaches	Glue Boards for mice and roaches
Mouse Traps	Fly Swatters

These items are available at the Self-Help Warehouse, Bldg. 1081. Their use is strongly encouraged. Carefully read the instructions on the product label before use.

### 2. CONTRACT PEST CONTROL:

a. Contract pest control services are available to Family Housing residents only after a concerted self-help effort has not produced effective results. Limited resources available for pest control will require us to prioritize requests for service and priority will be given to multiplex dwellings. Residents of single-family and duplex units should be more successful in controlling pests in and around their quarters.

b. To request pest control services the resident should call the Family Housing Service Desk at 341-2825. The clerk will require information such as: name, qtrs #, home and/or work phone and extent of the pest problem. The Housing Office may require evidence that the pest problem is of an uncontrollable nature. Residents will then be contacted by the Pest Controller for scheduling of a pest control treatment. The resident must perform the following tasks prior to the arrival of the Contractor:

## FAMILY HOUSING MANUAL

(1) Everything must be removed from the kitchen cabinets, drawers and stove. Place the items on a table and cover with a sheet or plastic.

(2) All pets should be removed from the premises.

(3) The ventilation system should be turned off for at least 2 hours.

(4) All clothes in closets should be pushed to one side and items removed from the floor for access.

(5) Move all furniture 3-4 inches away from walls.

(6) Your full cooperation during the treatment will ensure adequate treatment for pests.

c. It is not uncommon to see pest activity up to ten days after treatment. Do not be alarmed, most pesticides have a flushing agent that chase pests from cracks and crevices. There should be no pest activity three weeks after treatment. In no case will pest control spaying be done more often than once per month. It should not be necessary to request Contractual services on a month to month basis.

d. Contract pest control services are intended to be used only on quarters with heavy pest infestations.

3. By maximizing the use of self-help items, by using common sense practices and by utilizing Contracted services for heavy infestations of pests, we can achieve a goal of pest-free living.



FAMILY HOUSING MANUAL

APPENDIX D

SELF-HELP REQUEST FORM

Inspection Date \_\_\_\_\_  
Home Number \_\_\_\_\_  
Work Number \_\_\_\_\_

From:  
To: Housing Office

Subj: REQUEST FOR PERMISSION TO MAKE ADDITIONAL SELF-HELP  
INSTALLATIONS, IMPROVEMENTS AND/OR ALTERATIONS

1. It is requested that I be granted permission to make the following  
changes in the following room(s) \_\_\_\_\_ at quarters  
\_\_\_\_\_.

CHECK APPROPRIATE BOX OR BOXES

- \_\_\_\_\_ Construct a fence as per standard design.
- \_\_\_\_\_ Construct a patio as per attached sketch.
- \_\_\_\_\_ Construct a patio cover as per attached sketch.
- \_\_\_\_\_ \_\_\_\_\_
- \_\_\_\_\_ \_\_\_\_\_
- \_\_\_\_\_ \_\_\_\_\_

2. I fully understand and agree to the following conditions:

a. I accept full responsibility for any damages to government property which may arise from this request.

b. I understand that I have 60 days to complete a construction-request and will notify the Family Housing Manager when the project is completed, and correct any discrepancies which may be noted during the completion inspection.

c. If the inspection of the project proves it does not meet government building standards, one of the following will prevail: (excluding fences)

FAMILY HOUSING MANUAL

(1) If it is not an eyesore, unsanitary, or unsafe, then I will be responsible for its maintenance and I will remove it and have the unit restored to its original condition (interior and exterior), to the satisfaction of the Family Housing Manager prior to termination.

(2) If the Family Housing Manager determines that the project is an eyesore to neighbors, is unsafe, or unsanitary, I will remove it immediately and have the unit restored to its original condition (including interior and exterior), to the satisfaction of the Family Housing Manager.

\_\_\_\_\_  
Signed (Resident)

Approved/Disapproved by

\_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
11101

3JC

FIRST ENDORSEMENT

From: Housing Manager  
To:

Subj: INSPECTION OF CONSTRUCTION REQUEST

1. Your improvement project was inspected this date and all work was found to be per the sketch and/or specifications.

# FAMILY HOUSING MANUAL

## APPENDIX D

### FENCE DESIGN STANDARDS

#### 1. FEDERAL NOTES AND SPECIFICATIONS

a. Extreme care and caution must be used to avoid striking underground wiring or plumbing when digging in the yard. Serious damage and/or injury can result if an underground utility line is cut. When working in the yard, residents will be held fully liable for any damage caused to utility lines or other government property.

b. Fences will be constructed only in the rear and side yard areas. Fences will extend for the full width of the quarters, and will not extend out more than 45'-0" from the exterior wall of the quarters to the outside edge of the fence. The top of the fence and gate shall evenly follow the natural slope of the ground and shall be 4', 5', or 6' above the ground. The fences must have a gate opening in the rear farthest away from the quarters. Fence posts must be plumb (vertical) and must not be connected to the housing unit in any way.

c. All costs connected with the erection and maintenance of a fence must be borne by the resident. All fences must be chainlink.

d. The possession of a fence does not in any way relieve a resident of his/her basic responsibilities for complete yard maintenance (mowing, trimming, edging, watering, weeding, etc.) of the area adjacent to his/her quarters and extending halfway to the adjacent quarters or to the edge of adjacent streets or parking areas. This includes yard areas inside of, as well as, outside of any fence. Particular care must be taken to trim along the outside edges of fence. Residents with dogs must clean up the area every day in order to preclude sanitary problems. Periodic inspections of fences and yard areas will be made by the Housing Manager or a representative. Residents will be notified of discrepancies which must be corrected within a specified period of time, or the fence removed.

# FAMILY HOUSING MANUAL

## APPENDIX D

### INSTALLATION OF TELEVISION ANTENNAS BY RESIDENTS OF FAMILY HOUSING

1. Residents of Family Housing desiring to install television antennas for the reception of VHF or UHF signals will conform to the provisions listed below. The resident's signature at the end of this section will indicate an understanding of, and conformance with, the terms and conditions stipulated as responsibility and liability for the installation of television antennas in Family Housing quarters at MCAS Yuma.

a. Requests for installation of television antennas should be submitted by completing a Self-Help Request Form with an attached sketch. An approving endorsement by the Station Frequency Manager, Communications, Data and Electronics Department, must accompany the request.

b. Television antennas will be installed on the roof deck of the quarters and will not exceed 50 pounds total weight.

c. Mounting devices used to secure the antenna to the roof deck will be fastened in a manner that will properly secure all associated equipment and devices. Any antenna that causes, or has a potential to cause, an unsafe condition to government or private property will be immediately corrected or removed.

d. The resident will ensure that installation of an antenna on the roof deck will not cause damage to the roofing surface or cause leaks through the roofing system. The resident will warranty against roof leaks as a result of antenna installation or removal for a period of six months after termination of quarters.

e. Wires and cables used to transfer signals from antenna to televisions will be securely fastened at intervals that will not allow sagging, swaying or unsightly conditions. Wire or cable routing will be approved prior to start of work.

f. The resident may be required to remove and reinstall antennas and related components when necessary during maintenance and repair activities such as re-roofing or replacement of roofing components.

FAMILY HOUSING MANUAL

g. No antenna or component will be allowed that requires additional power consumption or modification to existing utilities.

h. Prior to termination of quarters, the resident will remove the antenna, hardware and related components and restore Government property to original condition at the government's satisfaction and at the resident's expense.

2. Residents that enter into agreements with local companies to furnish and install television reception equipment or services are cautioned **NOT** to waive the above responsibilities and liabilities to local companies.

3. I have read the above requirements for installation of television antennas in Family Housing quarters and agree to fully comply with all provisions.

Qtrs: \_\_\_\_\_ Name: \_\_\_\_\_

Unit: \_\_\_\_\_ Signature: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Duty Phone: \_\_\_\_\_

FAMILY HOUSING MANUAL

APPENDIX E

LIST OF PERTINENT AIR STATION INSTRUCTIONS

The most current edition of the below listed Station Orders are available for your review at the Family Housing Office, Building 1080. It is requested that these orders be referred to as the need arises.

NUMBER	SUBJECT
StaO 2374.1__	Amateur/Citizen Band Radio Operations Aboard MCAS, Yuma
StaO P5510.8__	Security Regulations
StaO 5560.3__	Motor Vehicle & Traffic Regulations
StaO 6400.1__	Animal Immunization and Control Program
StaO 11100.2__	Occupants' Responsibility and Liability for Marine Corps Family Housing
StaO 11101.3__	Application, Assignment, Reassignment, Occupancy and Termination of Public Quarters, policies concerning
StaO 11101.13__	Off-Base Housing Referral Program
StaO 11300.2__	Energy Management Program
StaO 11320.7__	Fire Prevention and Protection Regulation for Base Housing

FAMILY HOUSING MANUAL

APPENDIX F

EMERGENCY/INFORMATION TELEPHONE NUMBERS

AMBULANCE.....341-2333

AMERICAN RED  
CROSS.....341-2427

CHAPLAIN'S  
OFFICE.....341-2371

CLUBS:  
OFFICER/SNCO.....341-2711  
ENLISTED.....341-2457

16TH STREET  
COMMUNITY CENTER.....341-3577

DISPENSARY.....341-2772

FAMILY SERVICE  
CENTER.....341-3421

FIRE.....341-2333

HOUSING MAINTENANCE/EMERGENCIES 1530-0700 MON-FRI  
WEEKENDS/HOLIDAYS.....341-2252  
HOUSING MAINTENANCE 0700-1530 MON-FRI  
EMERGENCIES/ROUTINE.....341-2825

INFORMATION.....341-2011

TRAFFIC MANAGEMENT OFFICE  
(TMO).....341-3419

NAVY RELIEF  
SOCIETY.....341-2373/2374

OFFICER OF THE  
DAY.....341-2252/2253

PROVOST MARSHAL'S  
OFFICE.....341-2361/2205

US WEST COMMUNICATIONS  
(Toll Free).....1-800-779-4700

