



CG BASEALAINST M11101.1A
APR 15 2018

BASE ALAMEDA INSTRUCTION M11101.1A

Subj: BASE ALAMEDA HOUSING MANUAL

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13 (series)
(b) Base Alameda Area Housing Authority Housing Assignment Policy, ISCALAINST 11101.2 (series)
(c) U.S. Coast Guard Pay Manual, COMDTINST M7220.29 (series)

1. PURPOSE. This manual sets forth specific regulations and procedures for all residents of Coast Guard Military Family Housing (MFH) and Unaccompanied Personnel Housing (UPH) locations in the Area of Responsibility (AOR) of the Base Alameda Commanding Officer.
2. ACTION. All personnel who reside in Coast Guard MFH and UPH in the Base Alameda AOR of the Base Alameda Commanding Officer shall adhere to the contents of this instruction. This manual will be accessible for all residents of Coast Guard MFH and UPH in the AOR. They shall read and acknowledge their understanding of the contents of this directive by signing the Receipt of Tenant Occupancy Agreement provided by their Local Housing Office.
3. DIRECTIVE AFFECTED. San Francisco Bay Area Housing Manual, ISCALAINST M11101.1B is cancelled.
4. DISCUSSION. Base Alameda provides family and unaccompanied quarters to qualified enlisted and officer personnel assigned to units in the AOR. These policies and procedures are intended to promote a safe, secure, and habitable residence for all AOR personnel in accordance with reference (a). Housing Managers and management staff are authorized and directed to take action to enforce all MFH and UPH regulations.
5. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance to Coast Guard personnel and is not intended to nor does it impose legally-binding requirements on any party outside the Coast Guard.
6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.
 - a. The development of this instruction and the general policies contained within it have been thoroughly reviewed by the originating office in conjunction with the Office of Environmental Management, and are categorically excluded (CE) under current USCG CE #33 from further environmental analysis, in accordance with Section 2.B.2. and Figure 2-1 of the National Environmental Policy Act Implementing Procedures and Policy for Considering Environmental Impacts, COMDTINST M16475.1 (series)

- b. This notice will not have any of the following: significant cumulative impacts on the human environment; substantial controversy or substantial change to existing environmental conditions; or inconsistencies with a Federal, State, or local laws or administrative determinations relating to the environment. All future specific actions resulting from the general policies in this Manual must be individually evaluated for compliance with the National Environmental Policy Act (NEPA), council on Environmental Policy NEDPA Regulations at 40 CFR Parts 1500-1508, DHS and Coast Guard NEPA policy, and compliance with all other environmental mandates.
7. DISTRIBUTION. No paper distribution will be made of this instruction. An electronic version will be located on the Base Alameda SharePoint site:
<https://cgportal2.uscg.mil/units/dol/dol-3/BA/SitePages/Home.aspx>.
8. PROCEDURE. All procedures are identified in the Base Alameda Housing Manual.
9. RECORDS MANAGEMENT CONSIDERATIONS. This instruction has been thoroughly reviewed during the directives clearance process, and it has been determined there are no further records scheduling requirements, in accordance with the Federal Records Act, 44 U.S.C. 3101 et seq., National Archives and Records Administration (NARA) requirements, and the Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have any changes to existing records management requirements.
10. FORMS/REPORTS. None.
11. REQUEST FOR CHANGES. Individuals may recommend changes by writing via the chain of command to: Area Housing Officer Base Alameda; Coast Guard Island, Building 21; Alameda, California, 94501.



J. P. HICKEY
Captain, U.S. Coast Guard
Commanding Officer, Base Alameda

Enclosures: (1) Base Alameda Housing Manual

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Chapter 1 – Housing Assignment and General Information

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Chapter 1 – Housing Assignment and General Information

A. Welcome

Congratulations on your assignment to your new home, whether owned Family Housing (FH), or owned or leased Unaccompanied Housing (UH). UH is defined as any family housing unit that has been converted to UH and all unaccompanied leased housing units. In most cases you have already met with a representative from your Local Housing Office during your check-in inspection and received a familiarization brief. This manual serves as the Tennant Occupancy Agreement (TOA) as required per reference (a). You should have already signed form PSD-fs-008 “Receipt of Tenant Occupancy Agreement” where you acknowledge you will read this document and will comply with the contents herein as well as those in reference (a). The purpose of this chapter is to provide additional information upon assignment to Coast Guard housing.

B. Hours of Operation of Local Housing Office

See the appropriate Appendix for your specific housing location for hours of operation.

C. Basic Allowance for Housing (BAH)

1. BAH Entitlement. Entitlement to BAH will stop upon assignment to Coast Guard controlled housing the date keys are accepted. BAH, if eligible, will start the date the final check-out inspection is passed and completed. In both instances it is the military member's responsibility to ensure the BAH stop and start documents have been processed. ***No military member in FH is entitled to receive any BAH, full or partial. The same is true for most UH members, however, in some cases members required to pay child support may be entitled to partial BAH. The member should check with their local admin office.***
 2. Housing Allowance Overpayments. If overpayment occurs the member is responsible for repayment. If a member knowingly accepts payment of a housing allowance when not authorized, the member may be subject to administrative and disciplinary action under the UCMJ.
 3. Verify Leave and Earnings Statement (LES). Member's should pay close attention to their LES and notify their payroll office if their BAH has not stopped or started within one pay period after assignment or termination of government quarters
 4. DoD Active Duty Residents. DoD residents are responsible for reporting the date of their check-in/check-out to their respective personnel office/pay office/command. Failure to notify their personnel/pay office/command to stop their BAH could result in administrative action and/or punishment under the UCMJ. In addition, residents must provide the Local Housing Office a copy of their LES on a quarterly basis for verification.
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D. Assignment to Housing

Family size, grade/rank, need, and estimated date of arrival to new duty station, generally determines the type of assignment to housing. Assignment precedence, procedures, and policies are set forth in Base Alameda Procedures for Assignment and Utilization of MFH and Family-Converted UPH BASEALAINST 11101.2 (series). For members assigned to a leased housing unit, any rules or regulations at that location not covered herein must also be followed. Housing locations under the cognizance of Base Alameda comply with federal and state laws imposing registered sex offender residency restrictions.

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E. Check-in Inspection

1. Inspection Report. Upon assignment to quarters, all residents are required to complete an initial check-in inspection with a housing representative from the Local Housing Office. The form will be supplied by the Housing Office and must be signed by both the member and the housing representative performing the inspection. The Local Housing Office retains a complete report of the current conditions of the housing unit. It is recommended that a copy is kept by the member.
 2. Additional Discrepancies. The member will sign the inspection report and has five days to notify the Local Housing Office in writing of any additional discrepancies.
-

F. Moving into Quarters

1. Household Goods (HHGs). The Personnel Property Shipping Office (PPSO) will provide information and make arrangements to have household goods delivered to the new quarters. The Housing Office is not involved in the shipment of personal property.
2. Moving Company Responsibilities. The moving company handling the member's personal property is responsible for obeying housing parking rules and regulations. Members should speak with the Local Housing Office prior to the arrival or departure of HHG for loading and unloading areas.
3. Packing Material. It is the responsibility of the member to ensure that all packing material is properly disposed of. It is recommended to have the moving company take the packing materials from the premises before they depart, or make arrangements directly with the moving company to come back after you have unpacked. Contact the Local Housing Office for any questions regarding alternative options for disposing of any additional packing material left behind by the movers.
4. Storage. Contact PPSO to make arrangements for long-term storage of excess personal property utilizing the member's PCS orders.
5. Damage or Loss to Personal Property.
 - a. **Mover's Damage:** If damage to the quarters occurs during the movement of household goods, it is the member's responsibility to immediately notify the servicing PPSO and Local Housing Office. Failure to report damage may result in the member being held responsible.
 - b. **Claims by Member for Loss or Damage:** While assigned to government quarters, the member may file claims for loss or damage to their personal property located in the quarters, provided the damage or loss is not caused by the member's own negligence. Refer to the Coast Guard Claims and Litigation Manual, COMDTINST 5890.
6. UH Furnishings. Due to budgetary constraints and personal preference, government provided furnishings may not be available in some UH units and/or individual rooms. Furniture provided by the Coast Guard in UH rooms and common areas are U.S. Government property, and **paid for with tax dollars**. All residents are responsible for the care and proper use of these furnishings. Members are expected to treat these furnishings as if they were their own. In addition, the following guidelines will be adhered to:
 - No furnishings shall be removed from individual rooms, common spaces, or the unit itself.
 - Painting, marking, or scarring of furnishings is prohibited. No nails, tacks, or tape will be affixed on or to the furnishings.

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- Damaged furniture shall be reported immediately to the Local Housing Office.
- Each UH resident will be held **liable and accountable** for any damages done to government-owned furnishings in common areas and their respective rooms. In addition to incurring charges to pay for repair or replacement of furnishings, those found to have willfully or negligently caused damage may be subject to administrative and/or disciplinary action as well as possible loss of their housing privilege.
- If government furnishings exist, residents may use **some personal furniture, excluding beds**, in addition to the government provided furnishings in individual rooms. These personal furnishings must be in good taste, repair, and cannot result in overcrowding a room. However, at no time are any government provided furnishings allowed to be removed to make room for personal items. The Government is not responsible for any damage to personal furniture.

G. Renter's Liability Insurance

1. Liability Insurance Encouraged. While in housing, residents are not required to carry renter's liability insurance but it is **strongly recommended** that insurance is obtained for financial protection. Renter's insurance is available from most commercial insurance companies to cover a resident's liability for damage to **both** the dwelling and loss or damage to personal property in situations where the government is not liable. Insurance will also cover a resident's losses in the case of theft or vandalism. The cost of renter's insurance is relatively inexpensive and can be a tremendous asset in the event of loss or damage to personal property.

Example. In the case of a fire, the government may reimburse a resident for damages only if the fire is determined to be a result of a problem within the unit such as faulty wiring in the wall. A resident may be held financially responsible for any damage to the unit determined to be caused by the resident and/or guest(s), such as a fire started from faulty wiring from a personally-owned lamp, a pot left on a stove, or even children playing with a match or lighter.

2. Play Structures, Play Equipment, Etc. Residents choosing to set up personal play structures or equipment, at locations where it is allowed, are required to have proof of liability insurance and provide it the Housing Office prior to installing any equipment.

H. Provisions of Occupancy

As a resident of housing, the military member is responsible to ensure the following:

- Will use the premises as a private residence for themselves and/or their family, and will not sublet any part or portion of the premises to any person not a member in their authorized family. Will not allow any other person or persons to reside on the premises without the prior written approval of the Local Housing Officer (LHO) and the member is prohibited from receiving rent or other compensation under any circumstance. Compliance with Federal and State laws concerning registered sex offenders and residency restrictions will be enforced.
- Will not do or permit anything to be done on the premises, or bring or keep anything thereon, which will in any way constitute a fire hazard, or violate any regulations prescribed by the Government relating to fire prevention. Will also not do, or permit to be done, on the premises, any immoral, illegal or criminal act.
- The conduct of dependents, guests and pets. The member, their family, and any guests, will conduct themselves in a proper manner with due regard for the rights of other residents of the housing site and will comply with the regulations set forth in this manual. Any use of the premises, facilities, or grounds, for illegal purposes will result in eviction, prosecution under UCMJ, adverse administrative action including discharge and/or termination and referral to civilian law enforcement authorities.

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- The housing unit will be returned in a condition suitable for immediate reassignment. Housing units left in an unsatisfactory condition may result in the charges for commercial cleaning.
 - Upon vacating, the member will recognize they are financially liable for loss or damage to Government property due to negligence, wrongdoing, or other similar causes.
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I. Website

See appropriate Appendix for your Housing Site's webpage address, if one exists.

J. Housing Representatives and Advisory Boards

A designated Housing Representative from each Command usually represents members. If desired by the residents, a Housing Advisory Board may be established by residents for discussion of housing and housing related concerns. Call the Local Housing Office for additional information.

K. Town Hall Meetings

The Housing Office and Housing Authority staff may hold annual or semi-annual Town Hall meetings, which are open to all housing residents.

L. Lock Out

See the appropriate Appendix for the housing site lock out procedures.

M. Environmental Health Hazards

1. History. To comply with the spirit of Housing and Urban Development (HUD) and the Environmental Protection Agency (EPA) lead paint, asbestos, and radon disclosure regulations, the Coast Guard is required to notify residents who occupy pre-1981 Coast Guard owned housing of known or suspected asbestos, lead, and radon environmental health hazards.
 2. Notification/Disclosure Documents. If applicable, as part of the check-in procedures, each resident will be issued disclosure documents indicating their assigned quarters have been assessed for environmental health risks. These documents inform whether or not the quarters currently contain environmental health risks and the location and type of environmental health risks. In addition, disclosure of past and future planned remediation efforts with specific dates of remediation will be provided, if known.
 3. Environmental Protection Agency Pamphlets. If environmental health risks are present, appropriate pamphlets or web addresses will be issued as enclosures to the disclosure document. The precautionary measures outlined in these EPA pamphlets should be followed.
 4. ERA Reports. All ERA reports and records are accessible and located in the Local Housing Office.
 5. Exposure. If lead-based paint or asbestos containing material is present in the quarters and it becomes damaged and/or exposed, the resident should immediately contact the Local Housing Office. If warranted, the Housing Office will evaluate the severity of the risk to the residents and make recommendations for corrective action.
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Chapter 2 – Occupancy, Termination and Inspection of Family Quarters

A. Purpose

The purpose of this chapter is to provide basic information concerning occupancy, termination and inspections of Coast Guard housing.

B. Occupancy

1. Minimum Time Requirement. Families assigned to government quarters are required to remain in FH housing for a minimum of twelve months. Exceptions to this requirement are for unexpected PCS orders or separation actions. Additional exceptions, such as buying a house or a medical reason, will be considered. Contact the Local Housing Office for guidance. Unaccompanied member's length of stay will have several factors that will determine how long an assignment will be, such as A school lists, promotions, those eligible for BAH and BAH wait lists, etc.
2. Changes in Family Composition. Service members are required to notify the Local Housing Office immediately upon any change in the number of family members. If the service member's qualification for government quarters increases (i.e., the birth of another child or an additional family member acquired due to a legal proceeding), the Local Housing Office will attempt to meet the additional bedroom requirement if it meets the bedroom qualifications as outlined in the COMDTINST 11101.13 (series). Any relocation move will be at the resident's expense.
3. Reporting Changes in Status. The service member is responsible and required to notify the Local Housing Office of any changes in their status. Changes which might affect the continued eligibility to government quarters need to be reported immediately upon the occurrence. Examples include:
 - Change in rate/rank.
 - Change in duty station.
 - Home and/or work telephone numbers.
 - Change in Projected Rotation Date (PRD).
 - Separation from active duty.
 - Receipt of PCS orders (includes TEMDU).
 - Family separation, divorce/separation. (Note: When family members or the service member no longer reside in the quarters for any reason, the service member is required to notify the Housing Office immediately.)
 - Extended leave from the quarters (*see 5 below*).
4. Acquiring a Dependent (UH only). Residents who get married or acquire a dependent are not authorized to remain in UH. UH residents who acquire a dependent will be allowed to remain in the UH not to exceed 10 working days from acquiring the dependent (spouse or dependent cannot reside in the UH).
5. Temporary Absences. The Local Housing Office must be notified if the service member and or the family members will leave the quarters vacant for more than 14 days. Depending on the circumstances, periods of absence that exceed 60 days may lead to termination of quarters. The service member is responsible for maintaining the unit during the absence. This includes making sure all utilities are adjusted to the low settings or turned off, toilets and sinks are not running, stopping mail and newspaper delivery, emptying of trash, etc. Those with grounds care responsibility have a mandatory requirement to maintain their yards. The name and phone number of the home and/or grounds caretaker must be provided to the Local Housing Office upon notifying them of any absence. Pets are not to be left in the quarters or yard unattended while the resident is away on an extended absence.

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6. Relocation. Voluntary relocation to other government quarters (i.e. move to a different size unit due to a change in family size, or a UH move to reside with a friend) will be at the member's expense since it is for convenience and not mandatory. Any relocation must be completed within seven calendar days of assignment to the new quarters (i.e. the resident will have access to both housing units for only seven days). Failure to pass an unannounced housekeeping inspection of the current quarters will result in the cancellation of the relocation. Approval of relocations will occur only when excess housing is available and are only approved by the Local Housing Officer. Requests for relocations for neighborhood disputes or resident problems are not an automatic reason for granting such a request.
7. Guests. A guest is defined as a relative or friend who visits for a few hours or perhaps a week or two. Social visits by other active duty members, their dependents, or civilians as guests of members who live in government housing are authorized per the below:
- a. Guest Regulations for FH: The following rules apply to guests in FH:
- Guests must comply with all regulations governing FH. The member, as the sponsor, will be held accountable for the actions of guests.
 - Accepting rent from guests is strictly prohibited.
 - Guests visiting for more than 21 days are required to be registered at the Local Housing Office.
 - Guests normally may remain for no more than 30 days or 45 cumulative days in one year. Any request for guests beyond 30 days must be submitted in writing, through the member's command, to the Area Housing Authority through the Local Housing Officer.
 - If the guest is another active duty member and/or their dependents reside as guests they must register with the Local Housing Officer immediately and if they are a guest for more than 30 consecutive days in housing assigned to another person, the housing officer must report this fact to the servicing Admin Office to determine the visiting member's housing allowance and entitlements.
 - The Local Housing Officer (LHO) retains the right to refuse permission for any guests to be in FH. As an example, a prior history of problems with the member and/or guest(s) could be a reason for this occurring.
- b. Guest Regulations for UH: The following rules apply to guests in UH:
- Guests would be *anyone* who is not currently assigned to the UH.
 - Guests under 18 are not permitted unless accompanied by their parent/guardian at all times.
 - The sponsor is the UH resident responsible for the guest(s).
 - The sponsor will meet the guest at the front door of the UH and **must be present when guests are in the UH at all times.**
 - Guests must abide by all UH rules and regulations, and sponsors are responsible for the actions of their guests.
 - Two guests per sponsor are permitted in the UH at any one time.
 - Guests are not permitted in other resident rooms without the permission of that resident.
 - The LHO retains the right to refuse permission for any guests. As an example, a prior history of problems with the member and/or guest(s) could be a reason for this occurring.
 - All guests must vacate the premises no later than 12:00 a.m.
 - **Overnight guests are not authorized.**
- c. Conflicts. Residents should try to resolve any problems that arise associated with visitors/guests. Guests who become disruptive or infringe on the rights of other residents will be asked to leave by the LHO, or competent authority, when deemed necessary.

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- d. Loss of Privileges. Any resident(s) found abusing or violating the guest regulations may forfeit their guest privilege. Appropriate administrative and/or disciplinary action will be taken if deemed necessary, including the loss of housing privileges when warranted.
8. Live-In Dependent Care. Permission for live-in dependent care providers must be requested in writing substantiating the need for such an arrangement via the member's command to the AHA, via the LHO. Approval of live-in caregivers is predicated on criteria set forth under current regulations and specific child-care or health-care requirements, which can be shown to require full-time, live-in assistance; for example, a single parent attached to a deploying command. A spouse wanting to work or go to school is not a sole reason for allowing a live-in aide. A larger unit to accommodate a live-in aide may not be available.
9. Foster Care. Having foster children in FH is permitted as long as the resulting living conditions are reasonable. The presence of foster children will not increase bedroom entitlement. The member is required to notify their Local Housing Office in writing if they intend to become a foster parent.

C. Loss of Eligibility for Government Quarters

1. Permanent Change of Station (PCS) Orders. If the member's new command is outside the commuting range of their current housing site, quarters must be vacated on or before the date the member departs their current command. Contact the Local Housing Office if not sure of eligibility to remain in quarters.
2. Discharge or Retirement. Eligibility for FH/UH expires on the date of discharge or retirement and quarters must be vacated before that date. Minor delays in vacating quarters may be granted by the LHO if there are extenuating circumstances. However, any member allowed to remain in FH/UH past their discharge or retirement date shall pay rent equivalent to the fair market rate of the home they are residing in for every day of occupancy. There are no exceptions allowed by law.
3. Family Member(s) No Longer Reside In Quarters. The service member is responsible for notifying the Local Housing Office when a family member no longer resides in the quarters for any reason, including voluntary or legal separation, divorce or court order, or the service member no longer resides in the quarters for any reason. Continued occupancy by only the member, or only the family is not allowed. The Local Housing Office will provide further details in these situations.
4. Unauthorized Absence (UA). Family members may remain in FH up to 60 days from the date the sponsor is placed in a UA status. Contact the Housing Office for more information.
5. Misconduct. Failure to follow regulations by **the service member, the spouse, family member(s) and or guest(s) can result in the loss of the housing privilege**. This includes behavior which is destructive to morale, disturbs peace and harmony of the neighborhood, is threatening to other residents or their property, involves gangs, being a gang member, or involved in "gang related" activities; use/selling of illegal substances, any violence/disturbance that occurs where a weapon is present, and any behavior not considered in the best interest of the Coast Guard. Loss of privilege can also occur for failing to maintain the housing unit in a sanitary condition.
6. Separation Resulting from a Court Order or Military Protective Order. In cases where the member and dependents are restricted from having any physical contact with each other, or from accessing the home, assignment to the quarters will be terminated no later than 120 days after physical separation or the date of the order, whichever is earlier.
7. Loss of Privilege (UH Only). See Appendix for more information.

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8. Length of Probation for Loss of Privilege (UH only). See appropriate Appendix for more information.
9. Eviction. Eviction may be required when conditions for termination of occupancy exist and the member does not vacate government quarters. If eviction becomes necessary, justification for this action will be recommended by the LHO, and approved by the Area Housing Authority (AHA), via the Area Housing Officer (AHO).

D. Vacating Quarters

For procedures on vacating the quarters contact the Local Housing Office. Notice must be given at least 45 days in advance of the intended vacate date.

E. Inspection of Quarters

1. Right of Inspection (FH). It may be necessary to enter assigned quarters when no one is home. The LHO may direct members of the housing staff to enter a home without the service member's consent, such as the following, but not limited to, conditions:
 - Quarters are suspected to be abandoned.
 - Quarters are suspected to be damaged.
 - Quarters are suspected to be unsanitary, which threaten the health of the occupants, the neighbors, or is destructive to the house.
 - Emergency situations that may cause damage to the quarters or are disrupting the neighborhood.
 - Unable to contact the resident for emergency repairs or preventative maintenance.
 - To avoid delays of contracts.
 - For failing to appear at scheduled inspections, after making two attempts, or being non-responsive to Housing Office contact efforts.
2. Right of Inspection (UH Only). To ensure safety and sanitary standards are being met, inspections will be conducted by housing representatives on at least a monthly basis. At the discretion of the LHO or a UH Resident's Commanding Officer, unannounced Safety/Just Cause inspections may be conducted at any time. Furthermore, the AHA has the right to conduct administrative inspections of all UH spaces at any time to ensure the safety, health, and well being of all residents. UH residents are not required to be present for monthly or unannounced inspections. During any inspection all rooms, common areas, grounds and all government furnishings will be inspected.
3. Gear Adrift (UH Only). Gear adrift is defined as any personal item not properly stowed within personal or communal spaces. Personal belongings that cannot be stowed away in personal or communal closets (large stereos, trunks, etc) are allowed in UH rooms provided their stowage does not create an overly cluttered room or safety hazard. The Housing Office determines when personal belongings in a room are excessive and notifies the resident to remove or re-stow their belongings.
4. Discrepancies (UH Only). All discrepancies will be noted on the Quarters Inspection Form. A copy of this inspection form will be left behind on each bedroom door or emailed to the member. Residents are responsible for correcting discrepancies within one working day. A resident's Commanding Officer will be advised of any discrepancies not rectified in a reasonable amount of time. Furthermore, repeated and/or un-rectified discrepancies may lead to administrative and/or disciplinary action and/or loss of housing privilege.
5. What Is Inspected? During annual, environmental, or just cause inspections, all rooms, the garage/carport, all storage areas and the grounds will be inspected. In addition, to ensure the safety

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of the residents, fire extinguishers, carbon monoxide and smoke detectors and any safety and environmental health hazards are checked.

6. Service Member Presence (FH only). If the service member is not available (i.e. underway, TDY) a resident, normally the spouse (or a family member 18 years of age or older) may act as the service member's representative during annual, environmental, just cause and pre-inspections. However, a resident may not act as a service member's representative for their final inspection unless they possess a valid Power of Attorney (POA) from the member.
7. Notification of Intent to Vacate. Notification of the intent to vacate quarters shall be made upon receipt of orders, or at least forty-five (**45**) days prior to the estimated date of termination (departure) by submitting a Notice of Intent to Vacate to the Local Housing Office. Only the service member may submit the intent to vacate unless a designee (usually the spouse) has a valid POA. Notify the Local Housing Office immediately if official orders for a military directed move are received too late to allow 45 days notice. The household goods pack out date should be set prior to the 45-day mark to allow the Transportation Office sufficient notice for pick-up, and in turn allows sufficient time for the cleaning of the quarters.
8. Types of Inspections.
 - a. **Check-in Inspection**. Upon acceptance of quarters, the Local Housing Office will conduct the inspection with the service member (unless the member has granted a POA). Upon assignment to quarters, all residents are required to complete an initial check-in inspection with a housing representative from the Local Housing Office. The form will be supplied by the Housing Office and signed by both the member and the housing representative. The Local Housing Office retains a complete report of the current conditions of the housing unit. It is recommended that the member keep a copy for their personal files.
 - b. **Annual Inspection**. Annual inspections are required within 12 months of move-in and every 12 months thereafter in accordance with reference (a). The Local Housing Office will set up a scheduled appointment with the resident. Residents who fail to show for scheduled inspections will be afforded the opportunity to reschedule an inspection. The Local Housing Office will complete an inspection without the residents when they fail to show for their second scheduled inspection. The service member should have a copy of their Check-In Inspection form that was completed upon assignment to MH/UH. Generally, this form indicates what items the residents will not be responsible for correcting prior to termination of quarters.
 - c. **Monthly UH Inspection**. Monthly inspections are required for the UH units. These units have high turnover with many occupied by afloat personnel who are underway frequently. This leaves many units empty for extended periods of time. Inspections are performed to ensure no maintenance issues have occurred and the unit is secure. In addition, this inspection is done to ensure the roommates have no issue with each other and/or a particular member is not putting up with a less than satisfactory situation. These inspections are typically performed without the residents present. The Housing Office will complete an inspection report and leave it behind in the unit, with any required corrections needed. In cases of more severe findings the member and his/her command may be contacted.
 - d. **Environmental**. For units with environmental issues (lead paint, asbestos, etc.), environmental inspections are required in accordance with reference (a). These typically are conducted in conjunction with the Annual Inspection. The Local Housing Office will set up a scheduled appointment with the resident. Residents who fail to show for scheduled inspections will be afforded the opportunity to reschedule an inspection. The Local Housing Office will complete an inspection without the residents when they fail to show for their second scheduled inspection.

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- e. **Pre-Inspection (Final Check-Out).** Generally, a preliminary "pre-termination" (or pre-final) inspection will be conducted by the Housing Office and the service member (or designated representative with a valid POA) 30 days prior to the date of termination or within 2 days of receiving orders if less than 30 days remain. The purpose of the inspection is to determine the overall condition of the quarters (including exterior yard areas), set expectations and provide guidance for the final inspection. During this inspection, the Local Housing Office will issue a Preliminary Inspection Checklist. This checklist indicates specifically what items will be inspected during the final inspection.
- f. **Final Inspection.** The final inspection is conducted on the date of termination. There shall be no personal household goods or items in the quarters, garage, patios/balconies or yards during this inspection. The service member or legal representative (in possession of a valid POA) must be present during the final inspection. To pass the final inspection, there must be no discrepancies other than those listed on the original check-in inspection form. When quarters are found acceptable, the service member will be cleared of government quarters and the Housing Office will notify the servicing Admin Office via e-mail to start the BAH. DoD members are responsible for reporting their vacating of FH to their personnel office. Should the service member fail the final inspection, he/she will be expected to rectify the discrepancy on the spot or reimburse the Government for damages or cleaning. Members must return housing in a condition suitable for immediate reassignment. Housing left in unsatisfactory condition may result in the LHO charging the member for commercial cleaning. If major maintenance or renovation is scheduled for the house immediately following termination, the Local Housing Office will determine the extent of cleaning required.
- g. **Just Cause.** The LHO may inspect assigned quarters for due cause when necessary to ensure safety, health, and welfare. Just cause inspections are normally unannounced and may be conducted at any time by local housing representatives at the discretion of the LHO, and may be accompanied by the resident's Commanding Officer or Command Representative. Other individuals, such as the Command Housing Representative, Gold/Silver badge, CGIS may also take part *if desired by the LHO*. The service member may or may not be present.
- h. **Grounds.** The Local Housing Office will frequently inspect exterior grounds of the housing area. If a discrepancy is noted and the resident has grounds responsibility, a Violation Notice will be issued. This notice will indicate what discrepancy exists, and what type of corrective action a resident must take. The resident's copy must be returned to the Housing Office by the date directed indicating the corrective action taken.

F. Paying to Clean Quarters

Should a resident desire to have their quarters cleaned by a professional contractor, it will be done entirely at the resident's expense. The contract is between the resident and the contractor, not the Coast Guard. The responsibility for meeting termination standards and requirements is the service member's, not the Contractor's. The Coast Guard will not settle disputes between residents and contracted cleaners. The Local Housing Office cannot provide lists of cleaners, nor can they recommend cleaners.

G. Terminating FH/UH Quarters

Assignment will be considered terminated only after all household goods are removed, the resident has passed the termination inspection and the inspection checklist has been signed by both the resident and the housing inspector.

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H. Correcting a Discrepancy

Residents are responsible for correcting discrepancies noted during any inspections caused by the member, family, guest or pet. A resident's Commanding Officer will be advised of any discrepancy that is not rectified in a reasonable amount of time. Furthermore, repeated and/or un-rectified discrepancies may lead to administrative and/or disciplinary action, involuntary deduction from pay for damages, and/or eviction.

I. Damage to Coast Guard Quarters

1. Damage or Loss. The service member is responsible for the proper care and use of government property and will be responsible for damage to government quarters or loss of government property arising from intentional or unintentional acts of negligence caused by the member, family, visitor(s)/guest(s) and pet(s). Members must restore their housing unit to its initial condition, less normal wear and tear, prior to vacating. The service member will be held financially responsible for the cost of repair/replacement/restoration in kind. For further information contact the Housing Office.
 2. Pet Damage. Residents will be held financially responsible for any pet damage and extermination of fleas if the quarters are not adequately exterminated upon vacating FH. Residents can also be held financially responsible for required extermination and/or lingering pet odors that appear in the quarters within 60 days of the termination date.
 3. Smoke Damage. The member will be held liable for any damage caused by smoking inside the unit. This includes lingering odors. The member will be responsible for any/all measures necessary to eliminate any such odors, including (but not limited to) the cost of re-painting and/or re-carpeting throughout the entire quarters, or hiring a licensed professional cleaning company specializing in smoke odor removal. See Chapter 4 and the appropriate site Appendix for detailed smoking policy.
 4. Action Under the UCMJ. The Housing Office may recommend action under the UCMJ whenever damage, beyond what can reasonably be termed fair wear and tear, is negligently or willfully done to public quarters, equipment, furnishings or grounds by the service member, family members, guests, or pets.
 5. Denial of Future Quarters Assignment. Military members may be denied government quarters (owned or leased) based on negligently or willfully damaging prior quarters.
-

J. Extension of Occupancy in Government Quarters

1. Extensions. Upon request, extensions of occupancy may be granted to a service member for a period normally not to exceed 30 days after his/her detachment from their command. In addition, requests for extensions beyond 30 days may be granted under certain circumstances as provided by reference (a). Extensions will not be automatic and must be submitted in writing with a command endorsement to the AHA, through the LHO, at least 60 days prior to detachment date. A copy of transfer orders will be required.
2. Inspection. An unannounced housekeeping inspection must be successfully completed before approval of any extension.
3. Retirements and Separations. Due to the possible critical shortage of government quarters, personnel separating from military service routinely or under special separation incentives/benefits will not be

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permitted to remain in quarters for extended periods. Requests for short extensions after separation due to hardship will be considered on a case-by-case basis. If a shortage of available housing exists, personnel may be authorized an extension of usually not more than 30 days from separation date. For all cases where an extension has been approved, a rental cost in an amount equivalent to the fair market rate for the type of unit the member occupies, for the particular civilian community where the government housing is located, will be charged. Payment must be made to the Local Housing Office prior to the approved extension date. Requests for an extension must be submitted and approved at least 60 days prior to date of separation.

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Chapter 3 – Safety and Security

A. Safety

Personal security of all residents and their belongings is important. In addition, fires, injuries, and natural disasters are unexpected and can happen at any time. Resident safety is of the utmost importance to the Local Housing Staff. It is recommended that all residents and family members be involved in the planning for the necessary actions that need to be taken for emergencies. The first step is to become familiar with the contents of this chapter. Remember, the safety and security of human life should always be the most important priority in any emergency.

B. Personal Safety and Security

1. Children. Residents must be tolerant of children and recognize their natural enthusiasm and exuberance. However, parents shall ensure the actions of their children do not exceed the bounds of proper behavior. Always know the whereabouts of children. Ensure children under 6 years of age will have adequate supervision when outdoors. They should be instructed in good safety practices, such as not playing in streets or misuse of play equipment. Parents are financially responsible for damages caused by their children.
 2. Resident Responsibility. Each FH/UH resident is responsible for the security of their belongings. Assigned quarters should be properly locked when residents are absent. The Coast Guard assumes no responsibility for lost or stolen items.
 3. Theft. If a resident believes their quarters have been inappropriately entered, and/or determines that something has been stolen, immediately report the incident to the Police and Local Housing Office.
 4. Call 911. If a resident feels threatened, or has been assaulted, they should immediately call 911 and report the incident to the Local Housing Office and provide a copy of the police report.
 5. Prohibited Areas. Under no circumstance shall anyone climb over any perimeter fencing surrounding the housing area, whether the fencing separates the housing area from government or private property. Anyone found trespassing are subject to arrest by local authorities, UCMJ charges and immediate loss of their housing privilege.
 6. Possessing Government Property. Under no circumstance shall anyone possess government property on the housing premises without proper permission.
 7. Environmental Risk Assessment (ERA). Establishes a safety and health risk assessment standard and specifies responsibilities for identifying, evaluating, and managing asbestos, radon, and lead risks in owned housing.
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C. Reporting Emergencies

Residents should **call 911** for fire, medical and other emergencies. Maintenance emergencies should be called into the appropriate Housing Maintenance Office. Each Local Housing Office will also provide these numbers upon acceptance of the housing unit (see appendix for listings). Post emergency numbers, especially those different from 911, by or on each telephone in the home.

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D. Fire Prevention

1. Call 911. Fire protection is provided by the local fire department. In the event of a fire **call 911**. For general fire department information call the local fire department as listed in the phone book/online.
 2. Fire Extinguishers. All government quarters are equipped with fire extinguishers in the kitchen and garage. Residents should familiarize themselves with the operating instructions, and periodically check the fire extinguisher(s) to ensure they are properly charged. If by chance no fire extinguisher is provided, residents should immediately notify their Local Housing Office.
 3. Smoke Detectors. All housing units are equipped with hard-wired with battery backup or battery operated smoke detectors to protect occupants from the threat of a fire. Alarms will be installed in each bedroom, outside sleeping areas, and on each living floor, to include basements if a gas water heater or furnace is located there. Take this alarm seriously whenever it goes off – get out of the house and call the fire department. Each resident is to perform routine maintenance on the smoke detector (i.e. check it every time the clock is set for the fall and spring time change, and replace the battery at that time) to ensure its effective operation. Maintenance procedures are listed in Chapter 5.
 4. Carbon Monoxide (CO) Detectors. All housing units that use natural gas, have a fireplace, or have a garage attached directly into the home, will be equipped with CO detectors on all levels, and centrally located outside each separate sleeping area. Take this alarm seriously whenever it goes off. Contact the Housing Maintenance Office immediately to have the detector and/or the natural gas system checked.
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E. Fire Evacuation Planning

1. Spreading the Word. Have a method of spreading the word to all members of the unit and even neighbors if residing in a multi-dwelling unit.
2. Escape Plan. Plan ahead! Each family member must know where to go and how to behave in case of fire. Draw a floor plan of the home indicating each family member's escape routes. (Do not use basements as sleeping areas because of the proximity to the heating system and a lack of two distinct exits in an emergency). This should include two escape routes from each bedroom. Some things to do:
 - a. Always keep escape routes free from obstruction.
 - b. Make exit drills realistic. Pretend some exits are blocked by fire and practice alternative routes.
 - c. Pretend the lights are out (use blindfolds) and that some escape routes are filling with smoke.
 - d. Make sure doors and windows can be unlocked quickly, even in the dark.
 - e. Sleep with bedroom doors closed to block out deadly heat and smoke, allowing additional time for an escape.
 - f. Test doors before opening them. If the door is hot, use another escape route.
 - g. If trapped, close all doors between you and the fire. Stuff the cracks around doors to keep out the smoke. Wait at a window and signal for help with a light-colored cloth or flashlight.
 - h. Practice the escape plan at least twice a year.
 - i. Remember, a fire drill is not a race. Get out quickly, but carefully.
3. Predetermined Meeting Place. Practice escaping to the outdoors and meeting at a point away from the house.

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4. **Exit Drill in the Home.** A pre-planning and practicing drill commonly referred to by the Fire Department as “Operation EDITH”, is a nationally recognized fire safety program. Contact the local fire department for brochures and further information.
-

F. Fire Safety

1. **Kitchen.** Stove burners and oven elements should always be turned off when not in use. A pan of grease or oil can ignite in as little as four seconds, the amount of time it takes to answer the phone. Many fires occur when pans are left on burners to cool, and the burner is accidentally turned on. When cooking with grease, keep a lid the size of the pan nearby to place on the pan should a fire ignite. After placing the lid on the pan, carefully slide the pan off the burner to the stove surface. Keep baking soda or salt close by to apply to a fire. Most importantly, **never use flour or water**, or attempt to carry a burning pan outside. Many serious injuries occur to both the person carrying flaming pans and others, who might be in the way.
 - On a monthly basis, remove and clean the fan and screen filter of the range hood. The screen filter can be placed in the dishwasher. Keeping the range hood free of grease build-up helps in preventing fires from traveling upward into the cabinet spaces and other parts of the home.
 - When cooking, keep pan handles pointed inward and not left hanging over the edge of the stove where they can be grabbed or caught by clothing and pulled off the stove.
 - Electric cooking appliances (toasters, electric skillet, crock pots, waffle irons, etc.) should never be left on when anyone leaves the house. Electric appliances should be stored unplugged. Even when not “on”, electric current flows through the power cords when plugged in and today’s plastic appliances can melt and catch fire.
 - If the stove is not working properly, or appears to be overheating or arcing, place a call to the Housing Maintenance Office.
2. **Living Areas.** Electrical cords should never run under carpets or in areas where they may be damaged. Wall outlets should not be overloaded. The use of “octopuses” (outlet plugs designed to allow multiple appliances to be plugged into a single wall outlet) **is not allowed in housing**. UL approved electrical power strips with their own circuit breaker are allowed. Wall outlets that are broken (including the cover), arcing, or not holding plugs securely should be reported to the Housing Maintenance Office.

The use of any oil, gas or other type of fuel space heaters are strictly forbidden in housing, including the garage area.

- **Candles.** Candles should be used carefully and never left unattended. Fires occur when candles are thoughtlessly placed in areas such as a bathroom too close to towels or left lit in other rooms when the resident goes to bed. Candles are prohibited in UH.
 - **Outdoor Fireplaces, Smoking/Burn Pots.** The use of portable outdoor fireplaces, fire pits and smoking or chiminea burn pots (metal, ceramic or clay) is strictly prohibited. Any resident found using these items is subject to eviction.
 - **Use of Portable and Baseboard Heaters.** Members must comply with manufacturer’s instructions when using portable or electric baseboard heaters and should never place such heaters near flammable objects. The use of portable heaters may trip circuit breakers in the home. If this occurs their use shall be terminated immediately.
3. **Laundry Rooms.** Dryer vents (interior and exterior) should be cleaned regularly to prevent build up of lint, which can be a fire hazard. Contact the Local Housing Office to clean exterior dryer vents above ground level and interior vents, which may be too long for access. Housing Officers will

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inspect dryer vents annually to ensure they are cleaned as necessary to prevent build up of lint.

4. Proper Storage. Don't store newspaper, cartons, old furniture, or oil soaked rags in enclosed areas like the storage shed, garage or closets. Keep all items at least three feet (3') away from the water heater, furnace or boiler. Dispose of them properly in a solid plastic or metal trash container. Empty daily. Do not store combustible or flammable liquids in the home.
5. Barbecues. Storage and use of barbecues on balconies is prohibited. Never use an outdoor barbecue indoors. Use outdoor barbecues/smokers only on open and uncovered non-wooden decks and patios at least five feet (5') from any structure. Do not leave fires unattended and have an extinguishing agent nearby (water or a fire extinguisher). Ensure all flames/coals are extinguished/cool after use, prior to storing or leaving unattended. Any damages caused to government/private property by barbecues will be the responsibility of the resident.
6. Flammable Liquids. Gasoline and other flammable liquids like paint, kerosene, and alcohol vaporize easily and the vapor can ignite from a single spark. Never smoke near flammable liquids. Store flammable liquids in a cool ventilated area in commercially approved containers away from a potential ignition source.
7. Garages/Carports/Storage Sheds. Garage/carport/storage shed areas can become a severe fire hazard if not watched closely.
 - Storage of flammable liquid, such as gasoline, is restricted to 5 gallons.
 - Automotive repairs, including bodywork (sanding and painting), and welding are prohibited in housing.
 - Garages are not to be used for living spaces and may not be altered or modified for such use.
 - Do not block or barricade garage doors.
 - Do not store items near or block water heaters or furnaces.
 - Oil or gas space heaters are forbidden in garages.

G. Fireplace Safety

In locations that have interior built-in fireplaces, the burning of any material other than seasoned firewood or commercially purchased fire logs is prohibited. Do not burn household trash in a fireplace. Piling a mass of combustibles into a fireplace and igniting it can easily cause a chimney fire. Do not store newspapers and other combustibles close to the fireplace. Use a screen or glass door. Never leave a fire unattended. The Housing Office will contract for annual inspection and cleaning of fireplaces.

H. Construction Areas

Residents must stay away from potential danger areas such as excavations, ditches, streets or other areas where construction or repair work is in progress. Parents must counsel their children to stay away from machinery and construction vehicles for their safety and respect the property of others. Service members are financially and legally responsible for damages to material and equipment caused by themselves, their family members or guests at construction sites.

I. Traffic Safety

1. Speeding. Residents must observe the posted speed limits and stop at all stop signs when driving in the housing areas. Children may dart unexpectedly into the street. Be especially cautious in areas

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where deaf family members reside. There will be signs posted. Failure to adhere to posted speed limits and stop signs may result in the loss of the member's housing privilege.

2. Children. Parents should constantly supervise small children and not allow them to play in the streets. Streets are extremely dangerous and are not playgrounds; this should be impressed upon the children.

J. Earthquakes and Natural Disasters

1. Supplies. The Coast Guard Housing Offices do not have any emergency supplies to support residents in an event of a natural disaster. Therefore, it is strongly recommended that each resident either obtains and/or creates his or her own Emergency Preparedness Kit.
2. Getting Prepared. Chapter 7 of this manual provides guidance on the preparation to take before, during and after an earthquake/natural disaster.
3. Additional Information. Detailed instructions on what to do if an earthquake occurs can be found in the front of the local telephone book, on the internet or by contacting the American Red Cross.
4. Local Authorities. In the event of an emergency, residents shall cooperate with local authorities (military or civilian).

K. Quarters Security

1. Security Steps. The local police department is available to respond to any emergency situation. Always report suspicious persons and questionable or dangerous actions to the proper authorities. Always close and lock all doors and windows when no one is home. Anytime the assigned unit will be vacant for more than three (3) days, residents should follow the below procedures before leaving:
 - Cancel all daily deliveries (newspaper, mail, etc.) or arrange pickup.
 - Notify the Local Housing Office for absences for more than (14) days. We also recommend that a neighbor be notified.
 - If applicable, make arrangements to have the lawn cut as necessary.
 - Leave shades in normal position; not completely closed.
 - Leave a small light on using an automatic timer.
2. Outdoor Resident Identification Signage. Housing unit signage is prohibited from being posted that identifies the resident by name or unit assigned.
3. UH Responsibility. Each resident is responsible for the security of his/her own belongings. All rooms will be properly locked when residents are gone. The Housing Office assumes no responsibility for lost/stolen items or money.
4. UH Room Theft. If a UH resident believes that his/her room has been inappropriately entered, and/or determines that an article(s) has been stolen, immediately report the incident to the Local Housing Office and local police department.
5. Entering a UH Room Not Assigned. Members are prohibited from entering another member's bedroom, unless invited to do so. Any member found to have entered a locked bedroom not assigned to them is subject to disciplinary actions under the UCMJ.

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L. Keys and Locks

1. Unit Keys. Upon check-in, the Housing Office will issue two keys for FH units and one key for UH units. Residents are responsible for these keys and must return them upon check-out.
 2. Mail Keys. Upon check-in, the Housing Office will issue mailbox keys. Upon check-in, the Local Housing Office will provide the mailbox location. Residents are responsible for the custody of these keys. Residents are responsible for any and all address change notifications.
 3. Key Trouble. No person shall cut, force, or otherwise tamper with a government locking device, or any locking device which is not his or her own personal property. Under no circumstances shall any individual have keys to government locking devices duplicated or change door locks. Problems with keys or locks shall be promptly reported to the Local Housing Office.
 4. UH Key Issues. For further guidance see the appropriate Appendix.
-

M. Vandalism

1. General. Vandalism, malicious damage to government property, and other such crimes will not be tolerated. Residents can assist in curtailing and preventing such acts by doing the following:
 - Reporting any incidents to the local police and the Local Housing Office.
 - Cooperating in investigations.
 2. Coast Guard Policy on Vandalism.
 - a. **Arrest**. The respective local police department will be notified and is authorized to apprehend and prosecute anyone committing vandalism.
 - b. **Loss of Housing Privilege**. Residents caught vandalizing can be evicted from FH/UH. At a minimum, the service member will be issued a Letter of Warning for the commission of the offense by the service member, family member(s) or guests. Incidents can result in financial restitution to the government in addition to eviction. Major offenses may be cause for eviction after the first occurrence.
-

N. Thefts, Break-ins, Burglary

While most residents are conscious of the possibility of theft, a few feel immune to theft or vandalism because they live in military housing. Although the chances of burglary or vandalism may be lower, it is still a possibility. For protection, be sure the home is locked and all personal items such as bicycles and toys are secured within the quarters and garage doors are closed. All personal property should always be adequately insured for protection against possible loss. Report any theft or burglary to the police immediately. *Please provide a copy of the police report to the Local Housing Office.* Any resident/family members found to have committed theft or burglary will immediately be evicted. Service members are subject to UCMJ if found to be involved.

O. Firearms, Weapons & Explosives

1. Firearms Registration and Possession (CA State Law). Personal firearms (rifles, pistols, shotguns,

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BB and pellet guns, air pistols and air rifles) are authorized in housing providing the owner complies with all applicable Federal, State and Local laws, ordinances and regulations. Coast Guard housing supports the Lautenberg Amendment, which states that it is a crime to possess a firearm if the individual has ever been convicted of domestic violence. Personal firearms may not be loaded or discharged in housing or housing areas. All firearms in the member's possession must be registered at the Housing Office and stored in a safe manner. Members submitting false information, or omitting weapons from the registration form, are subject to disciplinary actions for the UCMJ. Firearms must either be stored in a locked gun safe or with a trigger or cable lock. Ammunition must be stored in a locked location separate from the firearm. Weapons prohibited by Federal, State and Local laws, such as switch blades, stiletto knives, blackjacks, brass knuckles and zip guns, may not be kept on housing property.

2. Other Weapons. The below list of weapons are potentially dangerous and their use in any government housing area is prohibited. If such weapons are maintained in housing they must be registered at the Housing Office.
 - Bows and Arrows.
 - Spear Guns.
 - Swords, long knives, machetes, etc.
 - Martial arts weapons.
 - Paintball Guns.
 - BB or Air Pellet Guns.
3. Black Powder, Smokeless Powder or Pyrodex. Black powder, smokeless powder and pyrodex are prohibited in housing.
4. Misuse of Weapons. Misuse of a weapon, such as discharging or brandishing, (including air rifles, BB guns, handguns, rifles, shotguns, spear guns, swords, martial arts weapons or other similar weapons) within housing will result in immediate eviction, UCMJ prosecution and possible arrest by civilian authorities.
5. Weapons Seizure. If the AHA, or the Commanding Officer (CO) at the base where the housing site is located, determines there is a threat to safety, weapons may be seized until such time when the AHA/CO determines the threat no longer exists.
6. Storing Dangerous Materials. Housing and storage areas must be free of excessive combustibles, explosives, toxic, or other dangerous materials.
7. Ammunition. Ammunition-related explosive materials will be handled and stored in compliance with all applicable Federal, State and Local laws, ordinances and regulations.

P. Fireworks

The possession of explosives and fireworks (for sale, storage or use) is prohibited in MH/UH. Fireworks do not include paper caps or highway flares.

Q. Joggers, Walkers, Bicyclists, Skaters and Scooters

1. Helmets. All residents under 18 must wear an approved bicycle helmet while operating a bicycle or skating (this includes skate boards, in-line skates and scooters) in the Coast Guard Housing area. All residents shall observe the following rules:

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- Do not interfere with the normal traffic flow.
 - During evening or periods of low visibility, wear reflective tape or clothing.
 - Joggers and walkers should use running paths and sidewalks.
 - Do not slide (grind) on handrails, stairs or any government property while using in-line skates, skateboards or scooters.
2. Motorized Skateboards, Mini-Bikes and Scooters. The use of motorized skateboards, mini-bikes and scooters in Coast Guard housing is strictly prohibited. Only licensed motorized vehicles may be used in CG housing.

R. Violence, Family Violence & Resident Disputes

Residents should try to resolve disputes by communicating their concerns with each other. However, in some situations this does not always happen. If a situation becomes violent (verbal or physical) residents shall **call 911**, and contact the Local Housing Office. Minor disputes can be reported by submitting a Resident Complaint Form.

*Any acts of family violence **shall be immediately reported** to the local police, and to the Coast Guard Work Life Staff for the area. Please provide a copy of the police report to the Local Housing Office.*

S. Fall Prevention

1. Windows. While there are many important safety measures to be taken in any home environment, falls from windows, or falls from heights where injury could occur, are of particular concern as there are so many small children in our neighborhoods. Children must be taught the dangers of playing near second story windows as they tend to be fearless when it comes to heights and are unaware of the consequences of a fall from a high place. Please take the appropriate safety measures to avoid a falling accident in the home. The following tips are provided to assist in creating a safe environment for any children.
- Do not put furniture, toy boxes, or beds under a window or children may climb up and fall out of the window.
 - Screens are meant to keep insects out. They are not a device to hold people in. A light push on a screen could make it fall out and the child may go with it if they are up high enough and off balance.
 - If a window must be open, make sure it is secured so it cannot open more than 4 inches. Window locks for the tracks of sliding windows are available at any hardware store.
 - Consider that fire and rescue personnel will need access in an emergency.
 - Never leave small children upstairs without adult supervision where they can gain access to an unsecured window.
 - Inform and educate children about avoiding a falling accident.
2. Roofs. All residents are prohibited from accessing roofs for any purpose.
3. Safety. The Local Housing Office encourages each resident to take time out for safety. Please make sure measures are taken to avoid a tragic accident in the home.

T. Compact Fluorescent Lamps (CFLs)

The home may contain Compact Fluorescent Lamps (CFLs). CFLs are an energy efficient and cost

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effective lighting alternative to regular incandescent light bulbs. They use approximately 75% less energy than a regular light bulb and can last up to 10 times longer. However, CFLs contain a very small amount of mercury sealed within their glass tubing. If a bulb breaks, follow the instructions below:

- a. Avoid the affected area and immediately open windows and leave the room for 15 minutes.
- b. Using leather work gloves with an inner nitrile, or, rubber or non-latex gloves, collect the fragments for appropriate disposal. Do not vacuum or sweep fragments, since the vacuum or broom may become contaminated with mercury powder. Use of sticky tape on carpet may collect some remaining powder. In cases where powder remains visible, carpeting may have to be cut out or replaced. If so, contact the Housing Maintenance Office.
- c. Place fragments in a secondary containment (a 6 mil plastic bag) and wash your hands.

Under California Law CFLs may not be disposed of in the normal household trash. Seek disposal at the local household hazardous waste disposal point for proper disposal. Additional information may be found on the web at:

www.epa.gov

U. Lead

The melting, casting, machining, soldering, and buffing of lead is prohibited. Any violation may result in eviction.

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A. Purpose

This chapter provides basic information on housing policies, regulations, and procedures within the housing community.

B. Pets

1. Definition. Pets, defined as small, domesticated animals such as dogs or cats along with hamsters, gerbils, birds and fish are allowed in family housing. Exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, monkeys, arachnids, or any farm animal, such as but not limited to, rabbits, chickens, pigs, are prohibited in all government housing. Violation of any pet policy can result in the loss of the privilege to live in government quarters.
2. Discussion. The keeping of pets is a conditional privilege extended to families who exhibit responsible behavior and control of their pets. Residents are financially and legally responsible for their pets. Pet owners (guardians) must control their animals at all times to maintain a safe and pleasant community for everyone. This is particularly true in the case of dogs. Unattended dogs constitute a public hazard and will not be tolerated. Certified military working dogs and service/emotional support animals will be considered pets. Therefore, they will count towards the two pet limit. Members are responsible for ensuring that pets are in compliance with all applicable state, federal and local laws and ordinances associated with ownership, registration, vaccination, licensing and control. Breeding and raising animals of any species is prohibited. Members are highly encouraged to have their animals spayed or neutered in order to reduce the possibility of destructive or nuisance behavior. The AHA has the final determination for allowing pets in family housing. Pets are not permitted in any leased housing. In all cases, damage caused by pets is the responsibility of the member.
3. UH Pets. Fish are **the only** pets authorized in Coast Guard-owned UH. All pets are prohibited in leased UH. Fish can be in fishbowls or in aquariums. Aquariums can be no larger than 25 gallons. Any UH residents assigned afloat or to duty that keeps them away for extended periods of time shall arrange for the care of any fish and notify the Local Housing Office of these arrangements prior to departure.
4. Pet Agreement. Residents who have or acquire a pet(s) must submit/have a signed Pet Agreement on file with the Local Housing Office, including a picture in the case of dogs and/or cats.
5. Maximum Amount. The absolute maximum number of dogs and cats that may be kept in a housing unit is two dogs or two cats or one of each. A reasonable number of other pets, such as caged birds, fish, hamsters, and the like, may be maintained. The reasonable number will be determined by each Local Housing Office and will be based on factors such as: type and size of unit, number of family members, conditions at site, impact on neighbors, etc.
6. Pet Sitting. Pets which are registered with the Housing Office may be cared for at a neighbor's home provided the visiting pet does not exceed the two pet per household limit. Caring for pets which are not registered is not permitted in housing.
7. Control of Pets.
 - a. **Abandonment**. Abandonment of pets is prohibited.

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- b. **Dogs.** Dogs will not be prohibited from housing based on breed, but may be removed for demonstrated instances of aggressive behavior. Dogs shall be kept inside the pet owner's residence, or when outside the residence, inside a fenced backyard, a housing office approved fenced area or dog run, or on a leash with the pet's owner. Dogs outside a fenced area must be on a leash not longer than 8 ft. and under the direct supervision of a responsible person at all times. Dogs shall not be tied to any stationary object outside the residence. All dogs must wear an identification tag and be licensed with the local animal authority as required by law. Dogs found loose and/or without tags may be impounded by local animal control officers.
 - c. **Cats.** All cats must wear an identification tag or have a chip implanted. In addition, cats must be licensed with the local animal authority if required by local law.
 - d. **Playgrounds/Athletic Fields.** Playgrounds and athletic fields are OFF LIMITS to animals at all times.
8. **Clean Up.** Areas where pets are kept (both indoors and outdoors) shall be maintained in a sanitary condition **at all times. It is mandatory** for pet owners to clean up after their pets when taking them for a walk. Failure to do so will result in a violation notice and may result in revocation of the owner's privilege to keep pets, or may result in eviction from family housing.
 9. **Removal by Authorities.** Any loose pet(s) picked up repeatedly in a six-month period shall be removed from the housing area, and the pet owner will lose the privilege to have another pet while a resident in government quarters. In all cases, when a pet is picked up, owners are responsible for fines, kennel fees, and any fee for emergency treatment.
 10. **Registration/Inoculations.** Residents shall supply a copy of pet registrations to the Housing Office within ten (10) days of the arrival of the pet. Residents shall also supply a photo of their pet(s) so they can be identified by the Housing Office and/or local authorities. All dogs/cats over four months of age shall be inoculated in accordance with local laws. Inoculations shall be kept current. Registration or licensing of all pets will be in accordance with local animal control laws. It is the responsibility of the member to update their housing records, verifying they reflect accurate and current pet information.
 11. **Complaints.** No pet shall be a public hazard or nuisance. If you feel your rights are being infringed upon by another person's animal (by noise, the creation of unsanitary conditions, property damage, or otherwise) and have been unable to arrive at a solution with the animal's owner, file a written complaint with the Housing Office.
 12. **Bites and Aggressive Acts.** Any animal that menaces or bites a person or another animal will be ordered by the Housing Office to be permanently removed from the housing area within five (5) days of the incident. Aggressive acts are unprovoked barking, growling, or snarling at people approaching the animal, aggressively running along fence line when people are present, biting or scratching people, and escaping confinement or restriction to chase people. Failure to remove an aggressive pet may result in the member's loss of their housing privilege. Personnel who have been bitten by an animal should report for medical treatment and shall file a notice of the biting with local animal control authorities and the Housing Office.
 13. **Pet Damage.** Residents are responsible for all acts of their animal, including damage to Government or personal property, and clean up of feces deposited on property or streets. When the government is required to correct damages of this nature, the service member will be billed at current hourly labor and material costs. When damage caused by pets is found, the member is responsible for immediate restoration of the property and must indicate what measures will be taken to avoid further occurrences. Upon termination of quarters, any and all repairs to damaged quarters and grounds must be completed and ready for inspection.

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14. Animal Mistreatment. The tormenting or inhumane treatment of domestic or wild animals by residents will not be tolerated. If and when detected the violator(s) will be reported to the Housing Office and the local animal control authorities.
15. Dead Pets. Pets will be disposed of in accordance with local animal control regulations (call local animal control authorities for guidance).
16. Pets In Garages/On Balconies. Residents shall not keep their pets in the garage or on their balcony.
17. Pet Care During Family's Absence. Pets are not to be left in the quarters or yard unattended while the resident is away for more than 24 hours. Even though the family may have someone care for their pet(s) during their absence, the member will still be fully responsible for his/her pet(s) and their actions. Residents shall notify the Housing Office with the name and number of the pet guardian prior to departure.
18. Flea Problem. It is the member's responsibility to exterminate fleas in their yard and unit. If at any time during occupancy a flea infestation is found, the member will be directed by the Housing Office, at the member's expense, to have the unit/yard treated for fleas. Proof of the treatment (a receipt from a California-licensed pest control contractor) will be provided to the Housing Office. At the time of vacating their assigned quarters, the member will ensure there is no flea infestation. If fleas are not properly/adequately exterminated, the member will be held financially responsible for an adequate extermination. The member will be held financially responsible to eliminate the problem of pest infestations detected within 60 days of their final inspection.
19. Lingering Pet Odors. The member will be held financially responsible to eliminate the problem of lingering pet odors detected within 60 days of their final inspection.
20. Random Pet Cleanliness Inspections. Each pet owner will have a random yearly pet/house cleanliness inspection performed by the Housing Office staff. In addition, "Just Cause" inspections may be conducted at any time.
21. Violations. Violations of these regulations will result in the loss of the privilege to maintain pets and may result in financial restitution to the government. In addition, violations may also result in the loss of the privilege to live in government quarters.

C. Businesses & Yard Sales

1. Home Businesses. Requests to operate a private commercial enterprise in government housing must be made in writing to the LHO and approved by the AHA in advance of starting the operation. Businesses such as Avon, Tupperware, cookware sales, jewelry sales/parties, etc. are acceptable. Computer websites are authorized providing they do not incur excessive utility charges, meet local, state, federal regulations, and do not bring discredit to the Coast Guard or U.S. Government. All requests to conduct a private business must be carefully evaluated. In no case may government resources (e.g. utilities) be used for individual profit.
2. Request Review. When reviewing a request, the LHO/AHA will consider:
 - Potential government liabilities.
 - State and local ordinances and licensing requirements.
 - Competition with the base's officially sanctioned businesses.
 - Prospective advertising practices.
 - The impact on community tranquility or safety.
 - The impact of any modification to quarters that may be necessary.

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3. Resident Responsibilities. Residents are responsible for any costs, alterations, damages or repairs necessary to government property caused by or for this business.
4. Yard Sales. Residents may have yard sales. Residents are limited to two (2) yard sales per year, limited to two consecutive days. Items are not to be left outside the residence overnight. Signs shall not be placed off property on road signs, telephone poles, mailboxes, etc. Signs on Coast Guard property may be posted no sooner than the day before the sale and must be removed by the end of the day of the sale.

D. Operation of Family Day Care

1. Definition. A Family Day Care Home is defined as any private residence which receives children for temporary custody and care on a regular basis during part or all of the day. Uncertified childcare by adults who have not had background checks or specialized training (i.e., CPR, child abuse prevention, child health and sanitation) poses risks to children’s safety and increases potential for injury, abuse, and neglect.
2. Policy. The Coast Guard does not regulate occasional child-care among families. Coast Guard policy only covers child-care that is provided by programs or individuals **more than 10 hours per week on a regular basis.** Frequently this policy is misunderstood and misinterpreted. There are reports that neighbors are afraid to care for a friend’s child overnight fearing they may violate the “10 hour rule”. Much of the confusion centers on conditions under which a person must become a Family Child Care (FCC) provider. Both the “10-hour” and the “regular basis” conditions must be met for this requirement to be applied.

Example: If a neighbor cares for a child one hour every day, every week, and on a regular basis, but not more than 10 hours per week, this person **would not** be required to become a FCC provider. If the neighbor cares for a child five hours every day, weekly, this constitutes more than 10 hours per week on a regular basis and this person **would** be required to be a FCC provider.

3. 10 Hour Policy. The Coast Guard must balance the ability of families to rely on one another to meet their short-term child care needs while protecting the safety and well-being of children. The “10-hour” policy is not an arbitrary decision, but is the standard most frequently used by state, county, and other comparable licensing agencies to determine when an individual providing child care should be monitored by an outside agency. This ten hour limitation:
 - Is a reasonable “parameter” that differentiates between occasional neighborly “baby-sitting” and child care conducted as a business.
 - Protects children from being in unregulated child care settings.
 - Reduces the potential for neglectful accidents and child abuse.
 - Provides consistency in policy throughout the Coast Guard.

The “10 hour child care limit” is very flexible and accommodates most “occasional” or short-term child care needs. Raising the 10-hour limit would allow individuals to establish unmonitored part-day preschools and after-school programs in their government quarters. National studies strongly indicate that program oversight and adult training are key indicators of safe, quality child-care. It is clearly not the intent to regulate, restrict, or preclude occasional child-care among Coast Guard families. Short-term care by neighbors is a way to transition between spouses who work different shifts, or for members required to work all day on weekends. In fact, “neighbors helping neighbors” is one solution to providing hourly care.

4. Authorization. Residents of Coast Guard owned housing may operate a "Family Day Care Home" provided they meet the above criteria and prior written authorization is received. If child-care is being

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provided more than **10 hours a week**, then the Coast Guard must certify the individual. Please contact the local Work Life Office to request an FCC application packet or for any questions about the FCC program and policies.

E. Child Supervision Standards

Providing proper, timely supervision of a child's activity both inside and outside the home is the parent's and/or guardian's responsibility. Parents must assess the maturity and judgment of the child, his/her capacity for self-care in any given situation, and accordingly set limits on the child's activity, whereabouts, whom he/she associates with, and when he/she will return home. Failure to provide adequate supervision and protection of a child may result in an allegation of child neglect. Such parental or guardian behavior will be promptly addressed with appropriate action. Residents must be tolerant of children and recognize their natural enthusiasm and exuberance. However, parents shall ensure the actions of their children do not exceed the bounds of proper behavior. Parents should always know where their children are. Children should be instructed in good safety practices, such as not playing in streets or misuse of play equipment. Parents are financially responsible for damages caused by their children.

F. Occupant Relations

1. Golden Rule. Use the Golden Rule (“Do unto others as you would have them do unto you”) in dealing with neighbors. Try to keep household noise to a minimum, keep the yard clean, know children's whereabouts, control pets, and don't let the party get too loud or run too late.
 2. Neighborhood Relationships. If difficulties are experienced with a neighbor, please try to settle the problem peaceably. If all efforts meet with failure, file a complaint in writing to the Local Housing Office. A phone call will not suffice. If it is serious enough to warrant a phone call, it is serious enough to be put in writing. The Housing Office will place a copy of the complaint in the member's file and the file of the individual in question. The Housing Office will investigate and attempt to gain resolution to the problem. A report of the investigation, results, and action will be made a matter of record. Occupants who are unwilling to resolve problems or who are a source of conflict, disturbing the peace and harmony of the neighborhood, may have their assignment to quarters terminated.
 3. Complaints. A complaint is normally defined as violations of Coast Guard Housing regulations, infractions of the UCMJ or a person's civil rights, and/or city, state, and federal ordinances, laws, and regulations.
 4. Actions Taken. Administrative action will be taken when residents or their guests display disruptive behavior, violate rules, or are involved in misconduct in the housing area. Depending upon the situation, any or all of the following actions may be taken:
 - The service member will be counseled by the LHO or representative. A memorandum for the record will be written and filed in the housing occupant's file.
 - The military member will be issued a letter of warning from the LHO.
 - Eviction from quarters may result.
-

G. Motor Vehicles

1. Registration. All motor vehicles in Coast Guard housing areas must have valid state registration and carry liability insurance in accordance with state laws. Unregistered, abandoned, improperly parked, inoperable motor vehicles are not allowed in the housing area. Violators will be notified in writing to

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remove the vehicle. If the vehicle is not removed within the time directed by the Housing Office, it will be towed at the owner's expense.

2. **Speed Limits.** Posted speed limits **shall be** observed. Repeated speeding violations by residents or guests can lead to loss of driving privileges within Coast Guard Housing or eviction. Speed humps have been installed in some areas to help control speeding. The Coast Guard will not be held responsible for any vehicle damage caused by the speed humps.
3. **Road Use.** Residents in the housing area may use only licensed motorized vehicles. The use of go-carts, motorized scooters, mini bikes, motorized skateboards, off road motorcycles, ATVs, etc. is strictly prohibited.
4. **Parking.** Residents of the housing area may utilize designated parking spots.
 - a. **Assigned Parking.** Please do not allow guests to park in a neighbor's assigned parking space. Residents are responsible for keeping assigned parking areas, carports or garages clean of oil and debris. Do not clutter parking areas by storing items other than vehicles. Garages or carports may be used to store personal items, however, at no time will the Housing Office allow unsanitary, unsafe, or unsightly conditions to exist.
 - b. **Open Parking Spaces.** Open Spaces will be utilized on a "first-come-first-served basis", however, cars must be moved on a regular basis and not parked in the same unmarked spaces habitually. To provide for the consideration of other residents and their guests, excess vehicles will be parked in an area not to cause congestion.
 - c. **No Parking.** Do not park closer than ten feet from any fire hydrant or crosswalk. Do not park on grass areas, dirt areas, sidewalks, or pedestrian walks. Vehicles shall not block driveways, crosswalks, alleys, and mailboxes or obstruct traffic. Do not park in driveways or carports of vacant units. Contractors and housing personnel will need the space to park at varying times during change of occupancy maintenance. There is no parking available for resident owned or operated commercial vehicles in the housing areas.
 - d. **Unauthorized Vehicles.** Vehicles habitually left parked and unmoved on the street and unregistered vehicles are subject to towing at the owner's expense. Residents are not permitted to store vehicles for other people or grant permission to others to park in their housing areas.
 - e. **Visitor Parking.** Designated visitor parking (by signage or street markings) may be used on a first-come-first-serve basis and shall not be used for permanent parking.
5. **Recreational Vehicles and Equipment Control.** Boats, jet skies, trailers, "pop-up" campers, camper bodies, motor homes, utility trailers and the like may be parked in the housing area for no more than 72 hours, unless otherwise authorized by the Housing Office. This allows work prior to a trip, such as loading and unloading, to occur. If the resident has a garage with a garage door the vehicle may be parked in the garage if it allows the garage door to close properly. Guests may park such vehicles in the housing area for up to 72 hours. The Housing Office *may* authorize extensions. Members are required to follow all manufacturers' safety instructions for correctly using and stowing approved privately owned outdoor recreational equipment.

Rules. Both residents and guests must park in accordance with the following regulations:

- Vehicle must not restrict normal vehicular traffic movement.
- Vehicle must be fully operational, have valid state registration and have liability insurance.
- Vehicle must not damage landscape.
- Vehicle must not be a safety hazard or eyesore.

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- Vehicle must not be connected to **any** housing utilities.
 - Flammables such as paints, thinners, and gasoline may not be stored in vehicles.
6. Storage of Small Recreational Items. Un-trailerred small boats such as canoes, prams and rowboats may be kept in the housing area at the resident's quarters under the provisions listed above, and must also comply with the following conditions:
- Must be stored in member's assigned fenced backyard or garage only.
 - Must be stored at least two feet above the ground (if outside).
7. Vehicle Maintenance. Due to environmental and safety concerns, the changing of motor oil and other automotive fluids and battery replacement is strictly prohibited. No automobile/vehicle maintenance or bodywork/painting is to be performed anywhere in the housing areas including garages, carports, parking spaces and/or on the street. Minor adjustments such as flat tire changes, windshield wiper/headlight replacement, and air cleaner changes are permitted. For safety reasons, cars are not to be left unattended on jacks, jack stands, or ramps for any amount of time. Vehicles shall not be in an inoperable status in excess of 72 hours. All inoperable vehicles must be removed from the housing area or stored in the garage.
8. Vehicle Washing. Providing there is no restriction on water usage, vehicles may be washed in the vicinity of a resident's quarters. Select a paved site that will drain readily to prevent an unsightly muddy area. Conserve water and be reasonable in the manner and frequency of vehicle washing utilizing a spray handle/nozzle with a shut off. Engine/drive train washing and degreasing is prohibited in the housing area, as water runoff flows to storm drains. Car wash facilities with oily water separators are available in the local area and should be used for these types of operations.
9. Electric Vehicles. Electric vehicles for personal use are becoming more popular each year. However, the use of electricity provided by the Coast Guard for a personal use vehicle is not permitted. Therefore, charging of personal vehicles in housing is prohibited.

H. Courtesy Rules

1. Quiet Hours. Out of respect for neighbors, TV and stereo (this includes car stereos) volume should be kept to a minimum as not to be overheard. Quiet hours are designated between 2200 through 0700 weekdays (Sunday – Thursday) and between 2300 through 0800 weekends (Friday, and Saturday) and proceeding day if a holiday. However, noise should be kept to a level so as not to disturb neighbors regardless of what time of day it is.
2. Playgrounds. Playground quiet hours are between 2000 through 0800. Basketball courts and other outdoor common areas will not be used during quiet hours. **Smoking and dogs are not authorized in playground areas.**
3. Curfew. Minors under age 18 shall not be loitering in the Coast Guard Housing area after 2400, unless they are accompanied by a legal guardian, and/or traveling to and/or from functions (i.e. job, movies, etc).
4. Bands, DJ's and Musical Instruments. Bands (musical groups) and DJ's are not authorized in the housing area. Personal musical instruments are to be kept to a low level and are not authorized to be amplified (this includes microphones and/or bullhorns). Acoustic drums and drum sets are not authorized. Electronic drums with headphones are allowed if headphones are always used.
5. Parties. Parties in a resident's home are permitted if they meet the guidelines listed below. Violation of these guidelines can be grounds for the loss of the member's housing privilege.

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- Quiet Hours must be observed.
- The rights of other residents shall not be violated.
- No one under the age of 21 may consume alcohol.

I. Pools, Spas and Hot Tubs

1. Pools. “Kiddy” pools (small wading pools) are authorized in the housing areas providing they comply with the following regulations:
 - Pools must be supervised by an adult at all times when in use.
 - Water level must not exceed 12 inches in depth.
 - May not be left in yards or common areas when not in use and must be fully drained when not in use.
 - Pools may not be placed in common areas of buildings used by multiple residents (residents of multi-plex buildings).
 - Resident’s pools will not interfere with contractual mowing and trimming of common grounds.
 - Residents are fully responsible for any incidents involving pools, including replacing dead grass.
2. Swimming Pools. Swimming pools are not authorized in housing.
3. Spas and Hot Tubs. Spas and hot tubs are not authorized in housing.

J. Holiday Lighting and Decorations, Political or Business Signage and Objectionable Material

1. Holiday Lighting and Decorations. Holiday lighting is authorized from Thanksgiving Day until the second weekend in January. Lighting shall not be left on during daylight hours or when no one is home. Additionally, lights shall be turned off by 2300 hours. Lights and decorations must be attached to the quarters without causing damage. Gutter clips are the preferred means of hanging lights. With the exception of balconies, for safety reasons, roof decorations and lighting above the first floor are not permitted. If such decorations are discovered, the resident will be required to immediately remove the decorations. Residents will be held financially responsible for any damages to the housing unit from decorations. Canned “snow” must not be sprayed on siding, stucco or brick facades.
2. Political, Business and Other Signage. Political or business advertisement signage of any type is not allowed in Coast Guard housing. Other signage, flags, or various materials considered objectionable or derogatory in nature, or not in the best interest of the Coast Guard or U.S. Government, is also prohibited. Bulletin board postings must be requested and Command approved through the LHO.

K. Personally Owned Equipment

1. Play Equipment. Family housing areas usually have age appropriate play areas for resident use. Therefore, the use of personally owned play equipment is discouraged. Resident owned play sets, if approved by the LHO, must be commercially purchased. The equipment shall not be anchored in cement. Home built play sets (swing sets, jungle gyms, playhouses, etc.), tree houses, tree swings, tree hammocks, zip lines and trampolines are prohibited.
2. Approval. The LHO must authorize the use of personal play equipment. Permission must be requested using a Self-Help Project Work Order form. Approval will be granted only when space and safety are not an issue.

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3. Insurance. Residents choosing, and approved, to set up personal play sets are required to have proof of liability insurance.
4. Portable Play Equipment. Portable equipment such as basketball hoops, tetherball poles, playhouses, etc., are permitted as long as they are stored within the resident's yard/patio and not in common areas, streets, or cul-de-sacs.

L. Telephones and Cable/Satellite Television

1. Phones. The Housing Office provides telephone jacks to the kitchen and master bedroom in each unit. Anyone desiring telephone service must make their own arrangements to have phone service installed and/or activated. The activation of phone service is solely the responsibility of the resident, who is liable for any charges incurred in the installation and use of their telephone. Additional telephone lines may be installed by the resident, at resident expense. Additional phone lines must be requested by submitting a Self-Help Project Work Order Request to the Housing Office.
2. Telephone Repair Responsibility. All wiring and telephone equipment from the phone panel in the utility room/side of the building **out**, belongs to the phone company and it is their responsibility to maintain and repair. All existing wiring and jacks from the same location **in** to the unit belong to the government and the phone company should never perform any work on these items if it is going to result in a charge (this does not include additional jacks that the resident has requested to be installed at the resident's expense).
3. Government Responsibility For Telephone Jacks. The government is only required to provide (2) operable phone jacks in each unit, (1) in the kitchen and (1) in the master bedroom.
4. Telephone Line Repairs. If a phone problem should occur, contact the phone company to have them test the number. If the phone company states their lines are ok, call the Housing Maintenance Office to report the problem. (Inoperable phone lines are considered an emergency, **if** there is only one phone line. Secondary phone lines and lines for computers **are not** an emergency).
5. Cable and Satellite Television. Cable TV may be installed in the housing unit. If there is no existing line, or there is a wish to install additional cable lines, submit a Self-Help Project Work Order Request to the Housing Office. Satellite TV may also be installed with the permission of the Housing Office. Installation restrictions do apply and vary depending on site location. Satellite TV must be requested by submitting a Self-Help Project Work Order Request to the Housing Office. The Housing Office will clarify any installation restrictions at that time. Residents who subscribe to Cable/Satellite TV service are solely responsible for any charges incurred in the installation, activation, and operation of their service. All satellite television equipment and components (exterior antenna, wiring, etc.) must be removed from the unit prior to vacating quarters.

M. Live-In Aides

Permission for live-in aides must be requested in writing substantiating the need for such an arrangement via the member's chain of command to the AHA, via the LHO. Approval of live-in aides is predicated on specific child-care or health-care requirements, which can be shown to require full-time, live-in assistance; for example, a single parent attached to a deploying command. A spouse wanting to work, as an example, is not a reason for approving a live-in aide. Approvals, if given, may not be for a complete length of tour but may only be for a specific timeframe that the hardship/need exists. An additional bedroom *may* be authorized but is not guaranteed.

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N. Prohibited Areas

Prohibited Areas. Any perimeter fencing separating government-owned housing from private or other non-housing government property will not be climbed or damaged. Signs stating “**DO NOT CLIMB OVER THE FENCE**” “**PRIVATE PROPERTY**” etc. will be strictly observed. Members found trespassing are subject to arrest by local authorities, UCMJ and immediate eviction.

O. Noise Levels

1. Excessive noise. Loud music, loud televisions, etc., will not be tolerated in the FH/UH. Music and televisions shall be played at a reasonable level. Common sense and respect for fellow residents shall prevail when determining “reasonable levels” of noise. Noise shall be kept to an absolute minimum (refer to Section H).
 2. Complaints. Complaints of excessive noise will be addressed by the Local Housing Office and can ultimately lead to a loss of housing privilege for repeated and/or severe offenses.
-

P. Shipboard Personnel, Deployments and Family Departures

Due to the unique operations and extensive deployment of Coast Guard Cutters, some families may leave their housing unit while the member is underway (refer to Chapter 2, Section B “Temporary Absences” for absence from quarters procedures). Residents shall ensure the following items/actions are taken prior to departing for an extended absence:

- Notify the Local Housing Office.
 - Lights and power are secured.
 - All garbage removed.
 - All perishable food is removed from the unit and other food items are properly stowed.
 - Newspapers and mail are stopped/held.
-

Q. Hazardous Material

The storing or dumping of hazardous material in Coast Guard-owned housing is strictly prohibited.

R. Solicitation

Commercial door-to-door sales are not permitted at the housing sites. Any requests for exceptions for resident children (girl scouts, boy scouts, school band, etc.) may be considered. Commercial advertising on Coast Guard housing bulletin boards and in the Housing Office is not authorized. The exception is Coast Guard/Work Life approved in-home child care providers and Command functions/events. Flyers or advertisements of any kind are not to be placed on mailboxes or mail box shelters. It is a federal offense to attach anything to mail boxes.

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S. Cleanliness and Grounds Maintenance

1. General. Residents are expected to keep their housing unit and grounds clean, comfortable, appropriately furnished, and to meet or exceed safety standards. Sanitary standards are essential and shall be strictly maintained at all times. Personal items (boxes, tools, play toys, bikes, etc.) need to be picked up and stored inside the unit, backyard, storage area, or garage when not in use. The Housing Office will perform just cause inspections on any housing unit that is suspected of not adhering to a reasonable cleanliness standard.
 2. Grounds Maintenance. The Housing Office, upon check-in of the member, will detail the resident responsibilities, if any, regarding grounds care. The care and cleanliness of the grounds surrounding a housing unit is the responsibility of the resident, i.e. picking up litter, taking out the trash on trash day, etc. Some locations may have assigned grounds maintenance responsibilities. Where grounds maintenance contractors exist, they will maintain all common area shrubs and common area lawns. See the appropriate Appendix for further information regarding the housing site and lawn self-help equipment that may be available.
 3. UH Interior Common Areas. In addition to individual rooms, the residents will share daily cleaning responsibilities of common areas. Common areas include the kitchen, bathroom, living/dining room, stairwell, halls, closets and garages/carports. Common areas shall be thoroughly cleaned weekly or more frequently if needed and all residents will be held accountable for failing to do so.
 4. UH Individual Bedrooms. Individual rooms shall be cleaned on a daily basis. The cleanliness of bathrooms in master bedrooms, if one exists, is the responsibility of the resident assigned to that room.
-

T. Laundry Areas

1. Washers/Dryers. The Coast Guard Maintenance Office will not be responsible for repairing personally owned washers and dryers. Some UH units may come equipped with a government provided washer and/or dryer.
2. UH Washers/Dryers. If a government washer and/or dryer is/are provided they are for the use of UH residents only. Equipment malfunctions shall be reported to the Housing Office immediately. In units that are not equipped with a government provided washer and/or dryer the resident(s) may install a personal washer and dryer with the approval of the Housing Office. All UH residents are responsible for the cleanliness of the laundry area
3. Unsafe Appliances. Washers and dryers (personal or Coast Guard provided) must be kept clean at all times. Dryer lint screens are to be cleaned after each use. Unsafe/hazardous personal washers and/or dryers will be immediately removed by order of the Housing Office.

If the laundry room is equipped with a gas dryer, anyone who smells natural gas shall immediately notify the Housing Maintenance Office and the Housing Office. If unsuccessful reaching either, or if after hours, call 911.

U. Tobacco Product Use

The use of all tobacco products (smoking, smokeless -- spit, lug, leaf, snuff, dip -- electronic cigarettes, electronic pipes and electronic cigars) is prohibited in all common/exterior areas. Smoking is permitted in

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the interior of individual FH units as long as the smoker's unit does not share a common heating/ventilation system with non-smoker units. In all cases the rights of the non-user will prevail.

Tobacco use is prohibited in all UH units.

Smoking is prohibited on the exterior of all multi-unit housing locations except in command designated outdoor smoking areas. For this reason, the following housing site locations have designated exterior smoking areas, as directed by reference (a):

- Alameda Housing
- Eureka Housing
- Knolls Housing in Novato
- Rio Vista

Except in the designated areas, smoking outside of a housing unit is prohibited at these locations. The Local Housing Office at each site will notify members of the designated smoking areas during the check-in process.

V. Controlled Substances

Use, possession, distribution, or cultivation of any Schedule 1 drugs listed in the Controlled Substances Act is illegal in Coast Guard housing, even with a prescription. Residents are subject to all applicable federal laws regardless of California laws to the contrary. Any incident with illegal drugs is cause for immediate eviction.

W. Decorations and Plants in UH

1. Decorations. Pictures, paintings, or posters may **NOT** be placed in any common areas. However, they may be displayed in UH bedrooms. Depiction of lewd, obscene, drug oriented, etc., material is strictly prohibited. The LHO will determine what is improper material in questionable cases. The use of tape to affix pictures/posters, etc. to walls and ceilings is prohibited. Small nails and/or thumbtacks are the preferred method of hanging these items.
2. Houseplants. Houseplants are authorized in UH as long as they are kept healthy and trimmed. They must not infringe on roommate rights or create hazards by producing mold or harboring insects.

X. Alcoholic Beverages in UH

1. Alcoholic Beverages. Alcoholic beverages are authorized in UH for members 21 years of age or older. Residents shall exercise moderation and common sense when consuming, serving, and storing alcoholic beverages.
2. Consumption. Consumption of alcoholic beverages within the UH is strictly limited to off-duty hours. For the purpose of this manual, off-duty hours are defined as any time when a member is on authorized liberty or leave. Keg beer is prohibited without the prior written approval of the LHO.

All alcohol consumption is confined to the interior of the housing unit or within the fenced backyard/patio/balcony.

3. Legal Drinking Age. Possession and consumption of alcoholic beverages is permitted in the UH only for those residents and guests who are **21 years of age and over**. Any underage Coast Guard personnel found in the possession of, or consuming alcohol in or near a UH unit, will be subject to

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disciplinary action as provided for in the UCMJ. Any violation of this directive will result in eviction of all residents involved.

4. Providing Alcohol to Minors. Great care must be exercised when serving alcoholic beverages to any guests since UH is located in the family housing areas. Therefore, any resident found providing alcohol to an underage person(s) in or near UH will be prosecuted in accordance with the UCMJ or applicable state/city laws, and evicted from UH.
5. Persons Under 21. Personnel 21 years of age or older sharing a unit with another member under 21 will ensure all alcohol will be kept from the underage member at all times. In the “of age” member’s absence, alcohol will need to be kept locked up in the member’s room (not in the refrigerator).
6. Alcoholic Containers. Alcoholic beverage containers are not to be used as decorations or left in UH after use. All used containers are to be disposed of in the refuse containers provided to each unit.

Y. Etiquette in UH

1. Clothing. Proper attire shall be worn in the UH common areas at all times.
2. Common Courtesy. Common courtesy dictates that personnel assigned to the same UH unit cooperate with each other in order to live in harmony. Honor and respect of each other’s privileges, rights, property, beliefs, and privacy shall be considered at all times.
3. Personal Relationships. Personal relationships shall be in strict compliance with the Coast Guard Discipline and Conduct Manual, COMDTINST M1600.2 (series), Chapter 2A.

Z. UH Shipboard Personnel and Deployments

Due to the unique operations and extensive deployment of Coast Guard Cutters, UH residents who are assigned to seagoing units shall ensure the following items/actions are taken prior to deployment:

- Lights and power are secured, thermostats are lowered to 60 degrees.
- All garbage removed.
- Room is thoroughly cleaned and vacuumed.
- All perishable food is removed from the unit and other food items are properly stowed.
- All laundry is clean and properly stowed.
- All valuables are locked or secured.
- Personal phone/cable TV bills are paid.
- Newspapers and mail is stopped/held.

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Chapter 5 – Household Responsibilities

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Chapter 5 – Household Responsibilities

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Chapter 5 – Household Responsibilities

A. Purpose

The purpose of this chapter is to provide basic information on Coast Guard Housing maintenance, self help projects, resident responsibilities and procedures. Further guidance is provided in Chapter 6. This chapter has been formatted to address most policies and procedures generally. However, if a particular housing area has a specific requirement it will be addressed in the appropriate Appendix.

B. Changes to Quarters or Grounds

Residents are not permitted to make any physical or structural changes to government quarters or to the grounds/landscape without prior approval of the Local Housing Office. Alteration, construction, or tampering with electrical, plumbing, heating or other utility equipment or systems is strictly prohibited.

C. Maintenance Personnel and Access

1. Access to Government Quarters. Periodically, housing and/or maintenance personnel may need to enter government owned housing to perform maintenance services/work orders, or may need to enter the premises for health, and safety concerns. Except for emergencies (i.e. flooding, fire, gas leak), every effort will be made to notify the resident at least 24 hours in advance of any scheduled and/or requested maintenance work. However, notification cannot be guaranteed and if an emergency exists, maintenance representatives will enter government quarters to arrest the emergency (with a housing staff representative if a contractor is involved). For non-emergency work, the resident or his/her representative shall be present during time of access and must be at least 18 years old. Housing maintenance personnel will not enter any residence if the only person at home is a minor (emergency situations are excluded). The Housing Office cannot, and will not, provide a representative to be present during any routine maintenance work in family quarters if a contractor is performing the work. The Housing Office may provide a representative for routine work in UH. In emergency situations, the Coast Guard and/or the contractor will not be responsible or liable for conditions, property, pets, or damages due to an emergency.
 2. House Locks. Changing of house locks by the resident is prohibited. Residents who change entry locks will be assessed any locksmith and/or damage charges and issued a Letter of Warning.
 3. Pest Control Access. Routine exterior pest control will be performed without prior notice.
 4. Missed Appointments. Work requests will be automatically cancelled if a resident misses two scheduled service call appointments. Furthermore, the sponsor's Commanding Officer may be notified of the sponsor's failure to be present during a scheduled maintenance appointment. Residents may be held liable for any cost the government incurs from a contractor for missed appointments.
 5. Identification of Contract Maintenance Representatives (where applicable). All contracted maintenance workers are required to possess a valid identification tag indicating their association with the housing maintenance contractor. If there is doubt of the validity of contracted personnel or vehicles, do not hesitate to contact the Housing Office prior to allowing access to the quarters.
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Chapter 5 – Household Responsibilities

D. Household Maintenance

1. Maintenance. Coast Guard policy calls for a continuing program of cost reductions in the maintenance of housing. It is equally important that the value of the Coast Guard's investment not diminish because of poor maintenance. That is where the resident comes in. Housing Office personnel are dedicated to providing clean, livable quarters for all residents. We strive to assign units in "shipshape" condition – but we need all resident's help. In order to provide a good, clean unit, we need to receive the unit in that condition from the previous occupant. Likewise, we expect to receive the quarters back in that same condition when the member leaves, ordinary wear and tear expected. The member is responsible for the quarters and equipment assigned to them, which means proper housekeeping, performing minor repairs, performing grounds maintenance and reporting items which require maintenance and repair that cannot be accomplished. ***Treat military housing as if you owned it.***
2. Minor Repairs. While in quarters the resident is responsible for minor maintenance and repairs. Residents are expected to make minor household repairs which do not require a skilled repair person, such as replacing light bulbs, clearing minor plumbing stoppages, tightening loose screws and pest control. Chapter 6 outlines specific resident and government responsibilities.
3. Damages. Residents are responsible for the acts of themselves, all guests and any pets. It is the resident's responsibility to make certain any loss or damage caused by abuse or negligence, or missing government property, is corrected or the government is reimbursed. For instance, if the child next door throws a rock through your window, you are responsible for replacing the window or paying for it. Even though it wasn't your child, it is your window. The child's parents should be responsible to you, but you are responsible to the government. If a rock hits the window while mowing the lawn or a door is damaged while trying to open and close it, the assigned member is responsible. This would be the case in a civilian rental property. Renter's insurance will sometimes pay a portion of the repairs.
4. Maintenance Contracts (where applicable). To maintain the quarters and grounds the Coast Guard may have acquired the services of a maintenance contractor. If this is the case, the maintenance contractor is responsible for performing specific periodic maintenance, upkeep, and troubleshooting of Coast Guard housing, equipment, and associated grounds as outlined in the service contract. The maintenance contractors will report to the Contracting Officer Representative (COR), who will be located in the Housing Office or with the Facility Engineer's (FE) office.
5. When to Call for Assistance. If repairs required are beyond the expertise of the resident, call the Housing Maintenance Office. After hours, only call for maintenance assistance if the problem is other than routine or urgent (paragraph 7 below should be used as a rule of thumb). Emergency maintenance service is available 24 hours a day. See the appropriate Appendix for further details.
6. Placing a Request for Maintenance Assistance. The Housing Maintenance Office is responsible for receiving and scheduling requests for repair to government quarters and grounds. When calling the service desk, please be prepared to give name, address, nature of problem, and a phone number.
7. Maintenance Request Priorities. Use the following list of common problems to help determine the priority of service calls:

Emergency:

- Loss of heat, water, electricity, hot water.
- Gas interruptions (smelling gas).
- Faulty wiring/fuse.

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- To report fire hazards.
- Major plumbing problems (all drains plugged/flooding).
- Exposed/damaged asbestos containing materials in the interior of the home.
- Calls to prevent damage occurring.
- Failure of government furnished refrigerator.
- Failure of the one and only phone land line (not the phone provider's problem).

Routine:

- Damaged or flaking lead-based paint (found in housing built prior to 1981).
 - Inoperative garbage disposal.
 - Clogged drains or toilets (*Resident must attempt to unclog first. Emergency if only one toilet exists*).
 - Failure of government furnished stove or dishwasher.
 - Missing/damaged window screens.
 - Minor plumbing problems (i.e. dripping faucet, running toilet).
8. Maintenance Request Status. Each service request is assigned a work order number. The status of a work order may be checked on by calling the Housing Maintenance Office during normal working hours.
 9. Scheduling Appointments for Routine Service Work. Residents may schedule appointments for routine service work. Appointments will only be made for Monday-Friday and in locations where housing maintenance is contracted, the Contractor may make scheduled appointments within a four-hour window. Where contracted, the Contractor will generally not schedule a specific time for routine work.

E. Alterations

1. Self Help Projects. Residents must receive written approval from the Local Housing Office prior to starting any "Self Help" or "do-it-yourself" improvements to quarters or grounds/landscaping, using a Self Help Project Work Order Request. All costs associated with the project will be the resident's responsibility. The Self Help projects listed below are typical projects which may be accomplished (or contracted) by a resident:
 - Fences
 - Gardens (not allowed or limited in some locations)
 - Interior Painting
 - Telephone Installation
 - Cable TV and Satellite Dish Installation
2. Conformance to Standards. Only the Local Housing Office can approve Self Help projects. This is to ensure that each proposal is compatible with existing material and/or construction, utility systems will not be affected or excessive usage will occur, fire regulations and access to buildings are not compromised, common areas will not be encroached, the appearance of the area is not adversely affected, and the government's long-term investment is protected. When submitting a Self Help request, the member agrees to the following:
 - The Self Help project will conform to this publication and standard construction principles.
 - A commitment to the financial investment.
 - Available time to accomplish all work.
 - The ability to do the work.
 - The workmanship will reflect a high degree of professionalism.

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- The Local Housing Office will inspect the finished project. If the work does not pass inspection, changes will be made, at the resident's expense, to comply.
 - Existing utility systems will not be altered for any self-help project.
 - At termination of housing, the quarters will be returned to the original configuration unless previously authorized by the Local Housing Office in writing. Failure to return the unit to its original condition may result in financial restitution being made to the government.
3. Who May Submit a Self Help Request. Residents may submit and complete a Self Help project, with the understanding they are fully responsible for the project, must comply with the provisions of this section, and will be financially liable for restitution to the government if necessary.
-

F. Self Help Supplies

1. Self Help. Self help supplies may be available at some locations. These supplies are generally geared to assist residents in performing routine grounds maintenance responsibilities, where they exist. Examples of materials/equipment that may be available at the Self Help lockers are: lawnmowers, weed eaters, shovels, rakes, grass seed, top soil and fertilizer. These items are available on a first-come, first serve basis. See the appropriate Appendix for items provided at the housing site and potential availability.
2. Responsibility. Residents are fully responsible for any item/equipment they check out. All residents will be required to make financial restitution for government-owned equipment/items that are stolen, lost, broken, and/or misused. Residents are required to return equipment on time and in good, clean condition. Residents abusing time limits may lose their self-help privilege.
-

G. Utilities & Energy Management

1. General. The utilities used are paid for by the U.S. Government and are *your tax dollars*. So, please keep in mind the continued success of our housing program is largely dependent upon each resident's sensible use of utilities. Energy conservation is a national concern. Excessive energy consumption drains natural resources and housing funding that could be used on other projects. It is necessary that everyone in Coast Guard owned housing take steps to ensure that our Coast Guard Housing Program is not reduced or jeopardized because of excessive utility consumption.
2. Utility Abuse. Abuse will not be tolerated. The Housing Office will issue Warning Letters to residents who are caught abusing utilities. Eviction can occur after one warning.
-

H. Practical Energy Saving Tips

1. Practical Energy Saving Tips. Energy conservation is not reduced comfort, it is taking steps to ensure that energy is not wasted or abused.
2. Heating.
- Maintain inside temperatures in the 65-70 degree range when home.
 - Everyone should wear warm clothes indoors during the winter.
 - Turn down the thermostat(s) at night before going to bed or when the house is unoccupied to at least 65 degrees. When leaving for an extended vacation turn down thermostats to 60 degrees or less, but don't turn the heat off because this could cause pipes to freeze and burst if extreme weather occurs.

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- Humidifiers used during the winter enable temperatures to be lowered and remain just as comfortable. They put moisture in the air and improve the comfort level.
 - Don't keep bathroom or stove ventilation fans running when not needed. These fans vent out heated air and draw cold outdoor air into the home.
 - Pull down shades, close blinds, and draw drapes at night. Open them during daylight hours.
3. Electricity. Reduce consumption of electricity during peak demand periods from 11:00 AM to 5:00 PM and observe the following conservation methods:
- Avoid the use of washers and dryers during the peak use period.
 - Lighting intensities shall not exceed "UL" wattage recommendation for installed fixtures. This practice is also a fire safety precaution (ex. Incandescent fixtures in housing should not have bulbs over 60W).
 - Turn off lights when leaving a room.
 - Refrigerator coils that are unsealed must be kept clean and at least two inches from wall. If there is an energy saver switch, use it.
 - Stereos and Televisions should be turned off when no one is home.
 - Consider replacing incandescent light bulbs with Compact Fluorescent Light (CFL) bulbs or Light-emitting diode (LED). Fluorescent lights use less energy and don't have to be changed as often.
 - Use table or desk lamps verses overhead lighting.
 - Reducing the light bulb wattage will save energy.
 - Turn off appliances when not in use.
4. Gas.
- Report all gas leaks immediately.
 - Gas furnaces and ranges should burn with a blue flame. The presence of a yellow flame could indicate an improperly functioning system, incomplete combustion and consequently a release of Carbon Monoxide, an odorless, colorless, deadly gas. If the stove or furnace has a "pilot" light, and it goes out, call Housing Maintenance to re-ignite. Do not attempt to re-light it yourself.
 - Do not use the range or oven to heat the quarters.
5. Appliances.
- Appliances not working properly can contribute greatly to high-energy bills. Water heaters, furnaces, etc. that seem to not be functioning properly should be serviced. If the furnace or range needs repair or adjustment contact the Housing Maintenance Office.
 - Hang clothes in the bathroom/laundry room to dry.
 - Wash clothes in cold water whenever possible.
 - Don't overload the dryer. There must be adequate air flow for the clothes to dry properly.
 - Check the dryer exhaust hose for clogging or crimping.
 - Clear the dryer lint screen after each use.
 - Check the outside dryer vent exhaust. Make sure the flap is attached and working properly (it should be shut when the dryer is not running).
 - Clean dust off of cooling vents on refrigerators. The older models have cooling vents on the back, while the newer ones have them in the front, on the bottom.
 - Check the gaskets around the door of the refrigerator and make sure there is a tight fit when the door is shut.
 - The freezer works more efficiently when it's full. Put bags of ice in the freezer to keep it fuller. Do not block the freezer vents since this will cause the freezer to run constantly.
 - Heating/cooling units (furnaces and air conditioners) and intake vents contain filters that should be inspected and replaced if clogged or dirty. Some filters can be vacuumed instead of being replaced.

Chapter 5 – Household Responsibilities

- Avoid using the dishwasher unless there is a full load.
6. Water.
- Water restrictions that may be imposed are to be adhered to.
 - A slow leaking faucet can waste between 50-75 gallons of water per month. Faucets should be closed tightly to prevent dripping. It is the resident's responsibility to report leaks immediately.
 - Water shall be conserved when bathing, laundering, and doing dishes, etc. Do not remove water saving devices that are installed.
 - If watering of lawns is permitted, over watering the lawn is wasteful. 10 to 15 minutes in any one spot is sufficient. To reduce evaporation, the most effective time for watering is before 0800, or after 1800. Care will be exercised to ensure sprinklers water the lawn, not the sidewalk or street.
 - If car washing is permitted, use a pail when washing cars. Do not turn on the hose and leave it running. Use a shut off for the end of the hose to ensure conservation of water.
 - A poorly seated flapper valve or improperly adjusted tank float generally causes continuously running toilets. Report running toilets to the Housing Maintenance Office immediately.
 - Immediately report any water leaks that can't be repaired. Exterior leaks may occur around meters, sprinkler heads, water cutoff boxes and exterior water faucets.
 - When turning on the shower check the lower spigot to ensure no hot water is going directly down the drain. If this is the case, have leaky part tightened or replaced by the Housing Maintenance Office.
 - Flow-restricted showerheads can reduce the amount of water used by half. All showers should have these installed. Replacement of a flow-restricted head with a non-restricted head is not allowed.

I. Pest Control

Residents are expected to resolve minor pest control problems. Costs to the government need to be controlled and the responsibility for routine household pest control needs to be focused on the resident. Residents can control many varieties of pests with minimum expense and effort. Products are available at local grocery, drug and home improvement stores. If it is believed there is an infestation, a housing inspector will visually inspect the quarters to validate the presence of the infestation. This is required before any government funded pest control work will be done.

J. Trash Collection

A trash pickup schedule should have been provided during check-in. Where individual cans are provided, they must be at the curb before 0500 on the scheduled pick-up days and must be returned to proper storage by the end of pick-up day. When not out for collection, the cans must be properly stored. The size and amount of trash which can be placed at the curb for pick-up varies with each contract at each site (see appropriate appendix). Using plastic trash bags, keeping trash containers covered, and routinely washing trash containers and recycling bins with soap and water will minimize odor and pest control problems.

K. Trash Recycling

Trash recycling is mandatory for military housing residents. Information regarding recycling should have been provided during the check-in inspection. Contact the Housing Office for additional information. Recycling containers must be properly stored with the trash cans.

Chapter 5 – Household Responsibilities

L. Grounds Care

The Housing Office, upon check-in of the member, will detail the resident responsibilities regarding potential grounds care. The care and cleanliness of the grounds surrounding a unit is the responsibility of the resident, i.e. picking up litter, potentially mowing the grass, etc. Prudent care by each resident will be appreciated by the many families who will occupy the quarters after each resident vacates and have moved on to their next assignment. Some locations may not have grounds care responsibilities.

Chapter 5 – Household Responsibilities

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Chapter 6 – Maintenance Responsibilities

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Chapter 6 – Maintenance Responsibilities

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Chapter 6 – Maintenance Responsibilities

A. Purpose

This Chapter outlines both the resident and government maintenance responsibilities for all government owned housing.

1. Maintenance Responsibility Table.

Responsibilities			
Description of Maintenance Item	Who's Responsible		
	Resident	Government	Note
Carbon Monoxide Detector	X	X	B
Carpet	X		C
Dishwasher	X	X	D
Door Care (Interior)	X	X	E
Driveways, Garages, Catch Basins, and Storm Drains	X	X	F
Electrical Service		X	G
Fire Extinguishers	X	X	H
Fireplace Use and Firewood Storage	X	X	I
Floor Maintenance	X	X	J
Gardens	X	X	K
Grass Mowing/Lawn Care	X	X	L
Grounds Care	X	X	M
Heater Filter Replacement	X	X	N
Keys and Electric Garage Door Openers	X	X	O
Lighting/Light Fixtures	X	X	P
Painting	X	X	Q
Pest Control	X	X	R
Plumbing	X	X	S
Refrigerator	X	X	T
Refuse Removal and Recycling	X	X	U
Smoke Detectors	X	X	V
Street Maintenance		X	W
Stove/Range	X	X	X
Telephone/Cable and Satellite TV Service	X	X	Y
Walls, Cabinets, and Trim Care	X	X	Z
Water Heater		X	AA
Window Screens	X	X	AB
Window Shades/Blinds	X	X	AC
Window Cleaning and Replacement	X	X	AD
Window Well Cleaning	X	X	AE

Chapter 6 – Maintenance Responsibilities

B. Carbon Monoxide (CO) Detector

General: CO detectors are government property and the resident will be charged for replacement if found missing.

Resident Shall:

- Test unit or check battery every month and replace battery as necessary.
- Not remove from installed location, alter, cover up, make inoperable, or remove battery.

Government Shall:

- Install CO detectors in quarters as appropriate; replace if inoperative or out of date.
 - Test during all inspections.
-

C. Carpet

Resident Shall:

- Vacuum carpet as needed. Spot clean/deodorize carpet with water when possible (never use bleach). Commercial cleaners can be used for stain removal.
- Steam clean all carpets as necessary during occupancy and prior to time of check-out.

Government Shall:

- Replace as scheduled and/or when deemed necessary.
 - Charge resident for repair/ replacement if damage is beyond normal wear and tear.
-

D. Dishwasher

Resident Shall:

- Routinely clean inside and out. If inoperative, contact the Housing Maintenance Office.
- Follow these guidelines for using their dishwasher:
 - Before loading, rinse dishes of excess food.
 - Use dishwasher detergent made only for dishwashers.
 - Arrange dishes so water can run off.
 - Remove paper labels before washing jars or cans.
 - Run dishwasher only when full.

Government Shall:

- Perform maintenance as necessary.
-

E. Door Care (Interior)

Resident Shall:

- Wipe down doors with mild household cleaner as necessary.
- Normally, interior doors are hollow-core and covered with veneer plywood. Care should be exercised so as not to puncture, scratch or otherwise damage the veneer on these doors. Damage considered in excess of normal wear and tear will require the resident to repair/replace or reimburse the government.

Chapter 6 – Maintenance Responsibilities

Government Shall:

- Repair/replace as necessary.
 - Charge resident for repair/ replacement if damage is beyond normal wear and tear.
-

F. Driveways, Garages, Catch Basins and Storm Drains

General: Residents are responsible for cleaning garages and driveways.

Resident Shall:

- Pick up and/or clean any auto fluid/oil spots on driveways and/or garage floor.
- Keep debris such as rubbish, leaves, grass cuttings, paper, rags, wood, etc. from getting into storm drains and catch basins.

Government Shall:

- Check during all inspections.
 - Perform maintenance as necessary.
-

G. Electrical Service

Resident Shall:

- Use electric service responsibly.
- Reset breakers as necessary.
- Notify Housing Maintenance of power outages, and/or persistent electrical problems.
- Purchase surge suppressors to protect electronic equipment (i.e. computers TV, VCR, Stereo, etc).

Resetting a Circuit Breaker: Circuit breakers or fuses in the electrical distribution panel protect electric circuits. An electrical short will trip the circuit breaker or burn out the fuse, causing an outage. Usually, a short or an electric overload causes the outage. Disconnecting an appliance(s) and resetting the circuit breaker (it works like a light switch) will normally restore the electrical power. Switch the tripped circuit breaker from the neutral position to the "off" position, wait 5 seconds, then reset to "on". If the circuit breaker or fuse trips a second time, do not reset it. Call the Housing Maintenance Office.

Government Shall:

- Provide electric service.
 - Provide troubleshooting when appropriate.
 - Repair electrical systems as necessary.
-

H. Fire Extinguishers

Resident Shall:

- Check charge on gauge on a monthly basis.
- Familiarize everyone on the proper use of the fire extinguishers. Operating instructions can be found on the extinguisher.
- Notify the Local Housing Office if extinguishers need servicing.

Government Shall:

- Replace or recharge spent or faulty fire extinguishers.
 - Check during all inspections.
-

Chapter 6 – Maintenance Responsibilities

I. Fireplace Use and Firewood Storage

General: Special care should be taken whenever using the fireplace.

Resident Shall:

- Always ensure the fireplace flue is in the open position before starting a fire.
- Always have a screen in front of the fireplace to prevent embers from falling out and causing a fire. Never burn plastics or anything other than dry, hard wood. Never burn pressure treated - creosote coated lumber.
- Keep the fireplace free of excess ashes and debris by utilizing the ash dump door. Clean ash dump area.
- For safety reasons, stow firewood in an orderly fashion on either the side or to the rear of the building. To reduce termite problems, do not allow the wood to touch the exterior walls, it should be stacked no higher than 48" at a minimum of 12 inches from the home.
- Residents are responsible for any pest removal stemming from fire wood storage (i.e. bees, rats, mice, etc.)
- Have no more than one cord of wood on the premises (the dimensions of a cord of wood are 4ft X 4ft X 8ft).

Government Shall:

- Inspect and clean fireplaces at least once a year and during change of occupancy.
 - Repair as necessary.
-

J. Floor Maintenance

General: In any house, the floors receive the greatest wear. Thus, it is important to frequently and properly clean and take care of carpet, oak hardwood, and/or resilient (wood, sheet vinyl, tile or vinyl planking) floors in the unit. Keep in mind, that water in any form should never be used on oak floors, and excessive water spillage on resilient floors may cause severe damage.

Resident Shall:

- If Oak Hardwood floors exist:
 - Frequently dust with a dry or chemically treated mop or vacuum.
 - Use oil soap product to clean hardwood floors.
 - Dust mop or vacuum with the grain.
 - Never wax hardwood floors.

Note: Water in any form should never be used on an oak wood floor. Water can seep through the finish, mar it, and ruin the wood's grain. Rugs on floors which become wet will turn the oak floor black.
- If Sheet or Vinyl Plank floors exist:
 - Dust mop and spot mop daily. Periodically damp mop as necessary.
 - Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners.
 - Never flood floor with water.
 - Keep wet cleaning frequencies to a minimum.
 - Do not wax flooring as recommended by the manufacturer.
- If Ceramic Tile floors exist:
 - Dust mop and spot mop daily. Periodically damp mop as necessary.
 - Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners.

Chapter 6 – Maintenance Responsibilities

- Never flood floor with water.
- Never wax tile floors.
- **If Vinyl Tile floors exist:**
- Dust mop and spot mop daily. Periodically damp mop.
- Clean with mild detergent. Avoid high alkaline cleaners/detergents and ammoniated cleaners.
- Never flood floor with water.
- Do not wax flooring as recommended by the manufacturer.

Government Shall:

- Repair and replace flooring as necessary.
 - Refinish oak hardwood floors as necessary.
 - Charge resident for any damage beyond normal wear and tear.
-

K. Gardens

General: All gardens are considered 'self-help' projects. Residents are encouraged, where permitted, to plant flowers (bulbs, plants) to beautify and brighten up the landscape. Colorful annuals are easy to acquire, plant, and maintain. *See the appropriate Appendix for specific information for the housing site.*

Resident Shall:

- Receive approval from the Local Housing Office using a Self Help Work Order Request prior to planting any garden.
- Purchase all garden supplies.
- Not remove existing topsoil or grass from around the foundation without prior approval. Removal of the grass and topsoil prevents drainage away from the house foundation.

Government Shall:

- Maintain common area gardens, shrubs, etc.
-

L. Grass Mowing/Lawn Care

General: See the appropriate Appendix for any specific grounds care requirements. Lawn mowers, edgers and other equipment may be available at the Local Housing Office.

Resident Shall:

- Mow grass as required for their housing site.

Government Shall:

- Maintain all common area lawns.
 - Provide safe and operable lawn equipment in the Self-Help Locker.
-

M. Grounds Care

General: All residents are responsible for maintaining the exterior grounds around their quarters in a neat and orderly fashion. Residents will be held financially responsible for any grounds maintenance costs where their personal property restricts the maintenance staff's ability to do their job.

Chapter 6 – Maintenance Responsibilities

Resident Shall:

- Pick up all litter/yard debris and dog feces in their yard, walks, parking and/or driveway areas.
- Keep personal yard gear such as picnic tables and lawn chairs off common areas when not in use. All personal items shall be in safe working order so they present a neat and clean appearance.
- When not in use, neatly stow all toys and bicycles in the back yard area or garage/carport. Bicycles and other toys **shall not** be left in the street, common areas, walkways, parking areas, or front yards.
- Common Yard Areas: In places that share a common yard area, stow all portable items inside the unit, in the garage/carport or on the patio.

Government Shall:

- Periodically inspect all exterior grounds and notify residents of deficiencies by issuing a Violation Notice.
 - Maintain all common area grounds.
-

N. Heater Filter Replacement

General: Degraded and clogged filters decrease heating efficiency and increase associated utility usage and costs. See the appropriate Appendix for requirements at the housing site.

Resident Shall:

- Inspect filter every 3 months, at a minimum.
- Residents with animals, or who otherwise create a lot of dust/airborne particles, shall inspect on a more frequent basis than every 3 months.
- Replace heater filter as necessary.
- Allow maintenance staff access to the unit for filter replacement.

Government Shall:

- Replace heater filter semi-annually or annually.
 - Inspect during the annual Inspection.
-

O. Keys and Electric Garage Door Openers

Resident Shall:

- Reimburse the government for any lost keys or electric garage door openers.

Government Shall:

- Provide trouble shooting services and repairs.
-

P. Lighting/Light Fixtures

Resident Shall:

- Purchase and replace burned-out light bulbs. Use CFL or LED bulbs.

Government Shall:

- Perform troubleshooting and repairs as necessary.
 - Provide light covers and specialty bulbs as necessary.
-

Chapter 6 – Maintenance Responsibilities

Q. Painting

General: Normally, all painting is accomplished by the government.

Interior Painting: Most units will be painted during change of occupancy maintenance, however, under normal living conditions interior painting may only be done once every 5-6 years. Painting does not need to be done if the walls, ceiling, and other surfaces can be restored to a satisfactory appearance by cleaning and touchup. Residents may be authorized to paint interior walls/ceilings if they so desire.

Residents may be required to restore any self painted area to the original color prior to vacating. Some examples would be, the color used is different from the original, the application itself is unsatisfactory (streaking, insufficient coverage), etc. The requirement to restore the painted area prior to departure will be addressed by the Housing Office on the Self Help Request or at the pre-termination inspection.

Exterior Painting: Accomplished by the government as needed in order to maintain water tightness and to prevent metal and wood surfaces from deterioration

Resident Shall:

- Receive approval from the Local Housing Office using a Self Help Work Order Request prior to starting any project.
- Reimburse the government for any and all damages if determined to be beyond normal wear and tear.
- Report any paint failure to the Housing Maintenance Office, especially if lead paint is present.

Government Shall:

- Perform all scheduled interior and exterior painting as necessary or programmed.
-

R. Pest Control

General: Responsibility for routine household pest control needs to be focused on the resident. Excluding termites and rats, residents are expected to perform all routine pest control. Routine pest control means controlling normal household pests (including mice), along with keeping pets free of fleas and ticks. The use of non-residual insecticides for safe application by the general public, such as household spray insecticides, is expected of the resident.

Residents can control many varieties of pests with minimum expense and effort. Products are available at the local exchange, commissary, grocery or drug store, home improvement store or nursery. While the government may, on a scheduled basis during the year, perform exterior pest control, it is still each resident's responsibility to ensure their home is free of pests.

As a general rule, poor housekeeping is the main factor in pest infestation. Pests thrive on leftover food placed on sink counters and in cupboards, on unwashed dishes, and on food left out for pets. They will also feed on paper and glue products. Things to do to control household pests are: Deposit garbage in plastic garbage bags before putting them in your trash can, wipe up spilled food and drinks immediately, do not keep empty bottles or cans of sugary drinks under the sink, clean up immediately after pets and store leftover food in airtight containers.

Unless bats are located within a wall and causing the resident problems, bats will not be considered pests, and are to be left alone.

Chapter 6 – Maintenance Responsibilities

If it is believed there is an infestation beyond the resident's capabilities and requires professional control measures, contact the Local Housing Office and a housing inspector will visually inspect the quarters to validate the presence of the infestation. This is required before any government funded pest control work will be performed.

Resident Shall:

- Use safe pesticides and traps that are available in local stores.
- Carefully follow all instructions for pesticides and traps. Avoid exposing children and pets to any fumes from pesticides.
- Contact the Housing Office to schedule treatment that is beyond resident capabilities and requires professional control measures.
- Keep backyard accessible for scheduled exterior pest control. Residents will normally be notified of these appointments 48 hours in advance.
- Reimburse the government for all pest control costs due to neglect or poor housekeeping practices.

Government Shall:

- Perform periodic and routine external and internal pest control.
- Inspect for severe infestation during all inspections. If neglect can be determined, charge resident for all pest control costs.
- Exterminate termites and rats.

Infestation Cases: The resident shall advise the Housing Office in cases where normal pest control measures have not been effective. If infested quarters are a part of a multi-unit building, it may be necessary to inspect and commercially treat the entire building.

Termination of Quarters: When terminating quarters, a Housing Representative will check for severe insect/pest problems. If significant infestation is discovered (i.e. fleas, ants), and the housing official determines the insect/pest problem is a result of poor housekeeping or neglect, the resident will be ordered to have the quarters treated professionally by a licensed contractor. The resident must show proof of treatment before passing their final inspection. If the resident is unable to have the treatment performed due to time constraints, they will be charged the government's cost for such treatment.

Termites: Termites are small, ant-like insects that feed on and live in wood. They are very destructive to the wood found in house structures. If detected, the Housing Office will take immediate action.

- **Evidence of:** Large numbers of winged termites emerging or swarming from the soil or wood may be the first indication of the presence of a termite colony. Even if the actual flight of the termites is not observed, the presence of discarded wings is very good evidence of a well-established colony nearby. The presence of thin, flattened tubes over the surface of foundation walls is another sign of termite infestation. Call the Housing Maintenance Office if a termite infestation is suspected.
- **Treatment:** If termites are found, treatment will be completed under government contract. Residents will be advised of their responsibilities and treatment schedule. Every reasonable effort will be made to give residents as much advance notice as possible before entering the quarters. However, once prior notice is given, a member of the housing staff will escort the pest control technician into the quarters if no one is at home when the extermination is scheduled.
- **Fumigation:** The Housing Office will notify all affected residents if it is necessary to fumigate a housing unit or entire building.

Chapter 6 – Maintenance Responsibilities

S. Plumbing

General: Most plumbing stoppages can be prevented by using good judgment. If there is a leak or overflow, try to secure the water to prevent further damage. Regarding garbage disposals, these units are very handy but must be used with care, because they are easily damaged. Never put chemical drain cleaners down the disposal, as serious corrosion and damage will result. To properly operate the garbage disposal, remove the drain stopper, turn on the cold water, and keep it going during the entire operation to thoroughly flush the ground waste through the drain. Start the disposal and feed food wastes directly into it. NEVER put your fingers or hand into a running disposal. Run the disposal until there is no longer the sound of food grinding. DO NOT put bones, meat gristle, onion skins, corncobs, rice, and other very hard or fibrous foods down the garbage disposal.

Resident Shall:

- Routinely remove hair and other debris from sink, bathtub, and shower drain traps.
- Do not wash anything down the drains such as, petroleum products, paint, cooking oil, rice, bones, insecticides, etc.
- Use a plunger if a drain is clogged.
- Have a sink and toilet plunger on hand to assist in reducing sluggishness in drains.
- Purchase, install, and maintain shower curtain(s) on all showers that require them. Always have the shower curtain inside the tub when showering; this will avoid floor and other structural damage that may result in charged damages.
- Contact the Housing Maintenance Office for any leaks, or plumbing problems that cannot be repaired.
- Clean up overflows using mop, wet/dry vacuum.

Government Shall:

- Provide troubleshooting assistance and repairs as needed.
-

T. Refrigerator

General: Proper cleaning and care will assure care free operation of this kitchen appliance for many years. Government furnished refrigerators are considered installed property and will NOT be replaced with personal refrigerators. Residents are not to perform any type of repairs on refrigerators. Damages caused by such repairs will be charged to the member.

Resident Shall:

- Clean the refrigerator and freezer sections at least twice a year. Do not use abrasives. Use warm water and 1 tablespoon of baking soda to a quart of water. Rinse thoroughly with water and wipe dry. Wash ice trays in lukewarm water only. The water evaporation pan located under the refrigerator should be cleaned periodically.

Government Shall:

- Provide troubleshooting and repairs.
-

U. Refuse Removal and Recycling

General: Contact the Local Housing Office or see the appropriate appendix for trash service schedules and the location and availability, if any, of a dumpster for disposal of excess yard waste. New residents are responsible for disposing of empty packing boxes/materials if the mover does not take them.

Chapter 6 – Maintenance Responsibilities

Resident Shall:

- Use only the trashcans and recycling bins that were provided by the Housing Office. Ensure all items fit in cans leaving no excess debris.
- Report contractor failure to empty a container(s) on the scheduled date of pickup to the Local Housing Office.
- Clean garbage cans and recycling containers regularly to prevent pest infestation and odor.
- Keep lids secured at all times.
- Keep the cans in the garage or trash area until waste pickup day. Trashcans and recycling bins should be placed at the curb on pickup day, and then they should be stored within 24 hours of waste pickup.

Government Shall:

- Provide refuse and recycling service and containers.
-

V. Smoke Detectors

Resident Shall:

- Test the smoke detector monthly to ensure batteries do not need replacing. Follow the instructions below.
- Purchase and replace batteries as necessary. (*Good practice is to replace the batteries in the fall and spring when the time changes*)
- Do not remove smoke detectors.

Government Shall:

- Install smoke detectors in quarters as appropriate; replace if inoperative or out of date.
- Test during all inspections.

Resident Inspection Instructions: Monthly inspections shall be performed by pushing the test button on the detector. If the detector does not make a sound, contact the Housing Maintenance Office. If the battery power is low, the detector will produce an audible click or beep every few seconds for about seven (7) days. Also, the smoke detector should be tested often by blowing smoke from a match, or by using "canned smoke" into the side vents until the alarm sounds. To clear the alarm, gently blow or fan the smoke out of the vents until the alarm stops. Clean the detector once a year by holding the nozzle of a vacuum cleaner to the side slot openings.

W. Street Maintenance

General: The maintenance and repair of streets within the housing areas is the government's responsibility.

Resident Shall:

- During road maintenance residents are required to remove all vehicles from the street. Instructions will be issued prior to any parking restrictions.

Government Shall:

- Provide street maintenance.
 - Issue resident instructions.
-

Chapter 6 – Maintenance Responsibilities

X. Stove/Range

General: Proper cleaning and care will guarantee care-free operation of this kitchen appliance. Residents are not to perform any type of repairs on stoves/ranges. Damages caused by such repairs will be charged to the member.

Pilotless Ignition: Gas ranges installed after mid-1978 have pilotless ignition. The ticking sound heard when turning on the top burner(s) to the light position is normal. This is the electronic igniter, and will make this sound until the knob is turned to another position after the burner flame comes on.

Resident Shall:

- Report malfunctions to Housing Maintenance.
- Cleaning Guidelines: Clean the range on a frequent basis. Remove all dirt, grease and spills promptly. If allowed to remain on the finish, grease or spills on parts of the range subjected to high heat will turn to hard carbon and be difficult to remove. Immediately, wipe up any acidic food (vinegar, fruit juices, tomato, milk, fruit pie filling) spilled on porcelain to avoid permanent stains. Clean enamel parts using warm soapy water or cleaning powder that will not scratch the surface. Keep burner head ports clean for proper ignition and efficient use of the burners. To be sure the ports are kept open use a soft brush to clean away loose soil. If there is still soil in the ports, clean them with a thin wire or hairpin.
- Not use spray-on oven cleaners.
- Moving/Cleaning Behind the Range: Upon quarters termination, and when necessary, ranges and adjoining areas must be thoroughly cleaned. Please follow these guidelines before moving the range:
- Gas ranges connected to the gas supply with **semi-rigid flexible tubing** may be moved up to 6 inches by the resident. However, care must be exercised to insure the hose, connections, and flooring is not damaged. Gas ranges needing to be moved more than 6 inches, or connected with **rigid piping**, must be disconnected by housing maintenance. Call the Housing Maintenance Office at least 48 hours in advance for disconnection. Do Attempt to Disconnect YOURSELF!

Government Shall:

- Perform troubleshooting services and repairs.
 - Conduct significant (greater than 6 inches) moving of gas ranges that are installed with flex piping. Move gas ranges that are installed using rigid piping.
-

Y. Telephone/Cable and Satellite TV Service

General: Telephone and Cable TV service is the responsibility of the resident.

The Coast Guard is required to provide (2) operable phone jacks in each unit; (1) in the kitchen and (1) in the master bedroom. Any additional outlets installed beyond the two mentioned above would be at the expense of the resident. In addition, the resident is responsible for all costs associated with their initial activation.

Phone Problems: If a resident has a phone problem, the first step is to call the phone company to have them test their number(s). This is done remotely by the phone company when calling the 800 number. If the phone company informs the resident their lines are good then the resident needs to contact the Housing Maintenance Office to have the wiring inside the unit checked for proper operation.

Chapter 6 – Maintenance Responsibilities

- All wiring and telephone equipment from the phone panel in the utility room/side of the housing unit **out**, belongs to the phone company and it is their responsibility to maintain and repair.
- All existing wiring and jacks from the same location **into the unit** belong to the government and **the phone company should never be allowed to perform any repair work on these items if it will result in a charge.** Residents are responsible for all costs and will not be reimbursed for expenses incurred if they allow the phone company to fix problems inside the housing unit.
- Complete failure of phone service is considered an emergency. If the phone company has determined the failure is inside the housing unit, call the Housing Maintenance Office.

Resident Shall:

- Arrange and pay for any installation of telephone and cable/satellite TV and pay monthly service charges.
- Submit a Self-Help Work Order Form for additional telephone or cable/satellite television jack installations prior to work commencing.

Government Shall:

- Provide 2 operable phone jacks (kitchen and master bedroom). Approve all additional installations.
- Repair all phone wiring/jack problems inside the unit.

Z. Walls, Cabinets and Trim Care

General: A fully washable paint has been used to paint walls, cabinets, and trim surfaces. Follow the instructions below for cleaning.

Cleaning Instructions:

Never use any harsh cleansers, abrasives, automotive/marine/aircraft degreasers or steel wool. Test compatibility of cleaning agents in an inconspicuous place.

Wash walls and cabinets using a mild detergent applied with a sponge or soft cloth. After washing, rinse with a sponge and clean water. **Do not overuse water and do not remove texture surface.**

Resident Shall:

- Clean all kitchen/bathroom walls, trim and cabinets as needed. All walls must be cleaned prior to termination, even if quarters are scheduled for repainting. Washing is necessary to ensure a proper bond, texture, and color when repainted.
- Not use any adhesive contact paper on shelving.

Government Shall:

- Check for cleanliness during all inspections. Make repairs if necessary.

AA. Water Heater

Resident Shall:

- NOT attempt to adjust temperature or any type of setting or valves on their water heater. Tampering with water heater valves can be dangerous. Leaks, breaks, or non-heating water should be reported to the Housing Maintenance Office immediately.
- Not use the space surrounding the water heater for storage.

Chapter 6 – Maintenance Responsibilities

- Never have an open flame near the water heater.

Government Shall:

- Provide troubleshooting when appropriate.
 - Repair/replace water heaters as necessary.
-

AB. Window Screens

General: Unless cleaning a window or the screen, window screens should remain in place at all times.

Resident Shall:

- Carefully remove screens and use a mild detergent and water to spray clean.
- Repair, replace, or reimburse the government for any damaged window screens.

Government Shall:

- Determine if resident is responsible for repair/replacement of screens.
 - Repair/replace worn out screens as necessary.
-

AC. Window Shades/Blinds

General: Shades/blinds have an expected life of several years. Shades/blinds that become unusable through abuse or are missing after check-in inspection will be replaced at the resident's expense.

Resident Shall:

- Periodically clean all window shades and blinds.
- Repair, replace, or reimburse the government for any damaged window shades or blinds.

Government Shall:

- Determine if resident is responsible for repair/replacement of shades/blinds.
 - Repair/replace worn out shades/blinds as necessary.
-

AD. Window Cleaning and Replacement

General: Residents are responsible for cleaning all windows inside and out and replacing glass if broken through negligence or misuse.

Resident Shall:

- Periodically clean all windows inside and out. *Contact the Local Housing Office for instructions on how to remove certain types of windows.*
- Notify the Housing Maintenance Office as soon as possible of a broken or cracked window (including storms).
- Temporarily seal window breaks or cracks with suitable material such as heavy cardboard, vinyl sheeting or wood until repairs are made.
- If the break or crack was caused by the resident/guest/pet due to misuse or negligence, reimburse the government for labor and material costs to repair/replace broken or cracked window or door glass. The Housing Office will instruct the resident of replacement procedures.

Government Shall:

- Determine responsibility of broken/cracked windows and charge the resident if appropriate.
- Repair/replace broken windows.

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- Determine if the resident is responsible for replacement.
-

AE. Window Well Cleaning

General: Residents with basements are responsible for cleaning window wells. Thorough cleaning will ensure satisfactory drainage and prevents water from building up and entering the basement through the window area. Cleaning window wells also eliminates breeding areas for insects.

Resident Shall:

- Keep basement window wells clean and free of rubbish, leaves, grass cuttings, paper, rags, wood, etc. as required.

Government Shall:

- Inspect window wells during all inspections.
 - Repair drains as needed.
-

Chapter 7 – Family Disaster Plan and Earthquake Preparedness

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Chapter 7 – Family Disaster Plan and Earthquake Preparedness

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Chapter 7 – Earthquake Preparedness

A. Disasters and Earthquakes

There are many different kinds of disasters. Earthquakes, floods, fires, pipeline leaks, explosions, etc., which seldom give warning and are always equally devastating to their victims. This chapter is primarily geared to earthquakes, but the planning a family does now will be of benefit when and if any disaster strikes. California is susceptible to earthquakes. Earthquakes strike quickly and without warning. Families may be forced to evacuate their neighborhood if directed by civil authorities or the Coast Guard, or may be confined to their home. Families need to ask themselves what would they do if basic services- water, gas, electricity or telephones- were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Don't be caught unprepared for such a disaster. Plan ahead by conducting earthquake drills and prepare an earthquake kit that will sustain everyone for a few days if necessary. Housing Offices will not be providing residents with essentials in the event of a catastrophe. Each resident will be on their own to have their necessary items on hand. The best way to make everyone, and the home, safer is to **be prepared before disaster strikes.**

B. Identify Hazards

Identify potential hazards in the home ahead of time. Advance planning can reduce the danger of serious injury or loss of life from an earthquake.

- Fasten shelves securely to walls.
 - Place large or heavy objects on lower shelves.
 - Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.
 - Hang heavy items such as pictures and mirrors away from beds, couches, and anywhere people sit.
 - Have defective electrical wiring and leaky gas connections repaired. These are potential fire risks. *Contact the Housing Maintenance Office for any problems.*
 - All water heaters should be strapped to the wall studs. *Contact the Housing Maintenance Office if the water heater is not secured.*
 - Repair any deep cracks in ceilings or foundations. *Contact the Housing Maintenance Office if any problems are noted.*
 - Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.
-

C. Supplies

When preparing for an earthquake, plan on having enough supplies to get everyone in the family through at least the first 72 hours. A 2-week supply of water, food, medicine and other consumable items is recommended. After a major earthquake, there is a good chance that traditional emergency response teams will be too busy to take care of Coast Guard residents. Basic services to the home may be non-existent – gas, water, electricity, and telephones – for a few days. Housing Offices will not be providing residents with supplies. Each family needs to prepare their home. Ensure supplies are stored in a convenient place known to all family members.

Essentials

Water (2 gallons per person per day).

- Water purification kit.
- First aid kit, freshly stocked & First Aid Book.
- Flashlight and extra batteries.

Chapter 7 – Earthquake Preparedness

- Portable battery-operated radio and extra, fresh batteries.
- Non-perishable food (requires no refrigeration, heat preparation or water). Consider pets and other special dietary requirements.
- Manual can opener.
- Watch or battery-operated clock.
- Blankets or sleeping bags.
- Essential medications (include antacid and anti-diarrhea medication).
- Extra pair of eyeglasses.
- Extra set of car keys.
- Fire extinguisher (A-B-C type).
- Pet food, water and restraint (leash or carrier).
- Cash and change.
- Sunscreen.
- Scissors, tweezers, needles and safety pins (in assorted sizes).
- Baby supplies: formula, bottle, pacifier, soap and baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices.

Sanitation Supplies

- Large plastic trash bags for waste; tarps and rain ponchos.
- Bar soap and liquid detergent.
- Shampoo.
- Toothpaste and toothbrushes.
- Feminine hygiene supplies.
- Deodorant.
- Toilet paper.
- Household bleach.
- Latex gloves.
- Moistened towelettes.
- Infant supplies.
- Newspapers (to wrap garbage and waste).

Safety and Comfort

- Sturdy shoes.
- Heavy gloves for clearing debris.
- Candles and matches (in a waterproof container).
- Put a security light in each room. These lights plug into any outlet and light up automatically if there is a loss of electricity. They continue operating automatically for four to six hours and they can be turned off by hand in an emergency.
- Light sticks.
- Change of clothing.
- Garden hose for siphoning and firefighting.
- Tent.
- Paper, pens (or pencils), stamps.
- Matches (kept in a waterproof container).
- Knife (sharp) or utility knife/razor blades.

Cooking

- Plastic knives, forks, spoons.
- Paper plates and cups, paper towels.

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- Pots (at least 2).
- Heavy-duty aluminum foil.
- Non-electric can opener.
- Zip lock plastic bags (various sizes).
- Camping stove for outdoor cooking (caution: before using fire to cook, make sure there are no gas leaks; never use charcoal or gas grills indoors).

Tools and Supplies

- Axe, shovel, broom.
- Tool kit including a screwdriver, pliers, crescent wrench and a hammer.
- Coil of 1/2" rope.
- Plastic tape, staple gun and vinyl sheeting for window replacement.
- Bicycle.
- Utility knife (with extra blades).
- Duct tape.
- Needles and thread.
- Whistle.
- Plastic bucket with tight lid.
- Pen and paper.
- Disinfectant.

D. Emergency Communication Plan

Develop an emergency communication plan. In case family members are separated from one another during an earthquake (a real possibility during the day when adults are at work and children are at school) develop a plan for reuniting after the disaster.

Decide where and when to reunite as a family should you be apart when an earthquake occurs. Pick two meeting places: (1) a location a safe distance from the home in case of fire and (2) a place outside the neighborhood in case returning home is not an option.

- Choose an out-of-state friend or relative as a “checkpoint” for other friends and relatives to call. After a disaster, it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.
- Know the policies of the school or daycare center children attend. Make plans to have someone pick them up if you are unable to get to them.
- If there is a family member who does not speak English, prepare an emergency card written in English indicating that person's identification, address and any special needs such as medication or allergies. Tell that person to keep the card with him/her at all times.
- Include the babysitter, guests and other household help in the plans.

E. Vital Records and Valuables

Protect important family documents such as wills, insurance policies, contracts, stocks and bonds, passports, immunization cards, credit card account numbers, an inventory of valuable household goods, important telephone numbers, birth and marriage certificates in a waterproof, fireproof portable container.

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Make copies of vital records and take photos and/or videos of all valuables. Send the copies to a relative outside the state or keep them in a safe deposit box.

F. Family Preparation

Conduct drills, establish escape routes and ensure everyone knows all the best possible ways to exit the house after an earthquake.

- Have a plan for each room. Know the safest place in each room because it will be difficult to move from one room to another during an earthquake. Keep escape routes clear.
 - *Get under sturdy furniture such as a heavy desk or table.*
 - *Get against an inside wall.*
 - *Get away from where glass could shatter (around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over).*
 - Always keep escape routes clear.
 - Make sure everyone knows how to respond after an earthquake. **Do Not** attempt to secure utilities yourself. The Housing Office and/or Housing Maintenance Staff will secure shutoff valves for gas, water and electricity, if warranted.
 - Teach children how and when to call 9-1-1, police, or fire department and which radio station to tune to for emergency information.
 - Know the locations of the nearest fire and police stations.
 - Practice taking cover as if there were an earthquake and learn the safe places in the home. Conduct Earthquake Duck, Cover & Hold drills every six months and include family escape routes.
 - Call the local Red Cross chapter and Office of Emergency Services to find out about their plans for emergency shelters and temporary medical centers in case of such a disaster.
 - Review any renter's insurance policies. Some damage to personal property may be covered without specific earthquake insurance.
-

G. What To Do During an Earthquake

Most importantly - STAY CALM, and stay where you are unless you are in danger. Most injuries during earthquakes occur when people are hit by falling objects when entering or exiting buildings.

Earthquake: Duck, Cover & Hold

No matter what, **DUCK** or **DROP** down on the floor. Take **COVER** under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture. If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

General Tips During an Earthquake. When an earthquake is felt, duck under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and other heavy

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objects that could fall. Watch out for falling plaster and ceiling tiles. Stay undercover until the shaking stops, and hold onto the cover. If it moves, move with it. Below are some additional tips for specific locations:

- If in a **HIGH-RISE BUILDING**, and not near a desk or table, move against an interior wall and protect your head with your arms. Do not use the elevators. Do not be surprised if the electricity goes out or alarm or sprinkler systems come on. Stay indoors on the same floor, as an evacuation may not be necessary. Glass windows can dislodge during the quake and sail for hundreds of feet.
- If **OUTDOORS**, move to a clear area away from trees, signs, buildings, electrical wires, and poles.
- If on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster, and other debris.
- If **DRIVING**, as quickly as safety permits, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over. Proceed cautiously, watching for road and bridge damage.
- If in a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that could fall.
- If in a **WHEELCHAIR**, stay in it. Move to cover, if possible, lock the wheels, and protect your head with your arms.
- If in the **KITCHEN**, move away from the refrigerator, stove, and overhead cupboards.
- If in a **STADIUM OR THEATER**, stay in the seat and protect your head with your arms. Do not try to leave until the shaking is over. Leave in a calm, orderly manner and as directed by event personnel. Avoid rushing toward the exits.
- Be prepared for aftershocks. While these secondary shock waves are usually less violent than the main quake, they can be strong enough to do additional damage to already weakened structures.
- If the electricity goes out use flashlights or battery powered lanterns. Do not use candles, matches, or open flames after the quake because of possible gas leaks.

After an Earthquake

After the earthquake has stopped, the following are some steps to take.

- Check the home for structural damage and report any damage as soon as possible to the Housing Office.
- If there is a smell of gas or a hissing sound, leave the building and report the leak directly to the Housing Office or from a neighbor's home.
- If there is electrical damage, switch off all electrical power at the main fuse box or circuit breaker. Report any damage to the Housing Office. Do not turn on the electricity until it has been checked by the Housing Office or housing maintenance staff.
- If water pipes are damaged, turn off the water supply at the main valve. Do not turn on the water supply until it has been checked by the Housing Office or housing maintenance staff.
- Open cabinets cautiously as objects may have shifted and could fall.
- Use the telephone only to report injuries or serious damage.
- Have a portable radio or television available to listen for the latest emergency information. Note: television may not be able to broadcast.
- Stay off the streets to allow emergency crews to perform their tasks. If you must go out, watch for hazards such as fallen objects, downed electrical wires, weakened walls, bridges, roads, and sidewalks.

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- Stay away from damaged areas unless your assistance has been specifically requested by police, fire, Coast Guard or relief agencies.
 - If evacuating the home, leave a posted message telling family members and others where you can be found.
-

H. Tips for Preparing Children

Infants and Toddlers. For infants and toddlers, special emphasis should be placed on making their environment as safe as possible.

- Cribs should be placed away from windows and tall, unsecured bookcases and shelves that could slide or topple.
- A minimum of a 72-hour supply of extra water, formula, bottles, food, juices, clothing, disposable diapers, an extra diaper bag, baby wipes and prescribed medications should be stored where it is most likely to be accessible after an earthquake.
- Store strollers, wagons, blankets and cribs with appropriate wheels to evacuate infants, if necessary.
- Install latches on all cupboards (not just those young children can reach) so that nothing can fall during a quake.

Preschool and School-age Children. Children need to be prepared for an earthquake as much as adults are, if not more. By age three or so, children can understand what an earthquake is and how to get ready for one. Take the time to explain what causes earthquakes in terms they'll understand. Include children in family discussions and planning for earthquake safety. Conduct drills and review safety procedures every six months.

- Show children the safest places to be in each room when an earthquake hits. Also show them all possible exits from each room.
 - Use sturdy tables to teach children to Duck, Cover & Hold.
 - Teach children what to do wherever they are during an earthquake (at school, in a tall building, outdoors).
 - Make sure children's emergency cards at school are up-to-date. Although children should not turn off any utility valves, it's important that they know what gas smells like. Advise children to tell an adult if they smell gas after an earthquake.
-

I. Tips for the Physically Challenged

Before an Earthquake

- Set up the home, apartment or workplace so that you can quickly get under a sturdy desk, table or other safe place for protection. Identify doorways that do not have doors in which you can take cover.
- Maintain a list of medications, allergies, special equipment, names and numbers of doctors, pharmacists and family members with you at all times.

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- Keep extra medication with emergency supplies.
- Keep extra emergency supplies at the bedside and by a wheelchair.
- Have walking aids near at all times. Place extra walking aids in different rooms of the house.
- Put a security light in each room. These lights plug into any outlet and light up automatically if there is a loss of electricity. They continue operating automatically for four to six hours and they can be turned off by hand in an emergency.
- Have a whistle near to signal for help.
- Find two people that can be trusted who will check on you after an earthquake. Tell them any special needs. Show them how to operate any equipment used. Show them where the emergency supplies are kept.

During and After an Earthquake

- If in bed or out of a wheelchair, stay where you are and cover your head and neck.
- If you are in a wheelchair, stay in it and go into a doorway that doesn't have a door. Cover your head and neck with your hands.
- Prepare to be self-sufficient for at least three days.
- Turn on the portable radio for instructions and news reports. For your own safety, cooperate fully with public safety officials and instructions.
- Prepare for aftershocks. If evacuation from the home occurs, leave a posted message telling family members and others where you can be found.

J. Tips for the Elderly

Before an Earthquake

- Eliminate hazards. Make it as easy as possible to quickly get under a sturdy table or desk for protection.
- Anchor special equipment such as telephones and life support systems. Fasten tanks of gas, such as oxygen, to the wall.
- Keep a list of medications, allergies, special equipment, names and numbers of doctors, pharmacists and family members. Make sure you have this list with you at all times.
- Keep an extra pair of eyeglasses and medication with emergency supplies.
- Keep walking aids near at all times. Have extra walking aids in different rooms of the house.
- Put a security light in each room. These lights plug into any outlet and light up automatically if there is a loss of electricity. They continue operating automatically for four to six hours and they can be turned off by hand in an emergency.

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- Make sure you have a whistle to signal for help.
- Keep extra batteries for hearing aids with your emergency supplies. Remember to replace them annually.
- Keep extra emergency supplies at the bedside.
- Find two people you trust who will check on you after an earthquake. Tell them your special needs. Show them how to operate any equipment you use. Show them where your emergency supplies are kept.

During and After an Earthquake

- If in bed or sitting down, do not get up.
- If standing, duck and cover or sit down. You could be thrown to the floor if you are standing.
- Prepare to be self-sufficient for at least three days.
- Turn on a portable radio for instructions and news reports. For your own safety, cooperate fully with public safety officials and instructions.
- Prepare for aftershocks.
- If you evacuate, leave a posted message at your home telling family members and others where you can be found.

K. Tips for Pet Owners

When preparing the home for an earthquake, don't forget to include pets on the list. They will depend on you even more after an earthquake to take care of them and their needs.

Before an Earthquake

- Store enough food and water to last for 72 hours, preferably for two weeks. Prepare a shelter or evacuation kit for your pet, including an unbreakable dish, veterinarian records, a restraint (leash or pet carrier) and medication with instructions.
- Keep any pet ID tags and micro-chips up-to-date.
- Make sure nothing can fall on your pet.
- Arrange for a neighbor to take care of your pet if you are not able to get home after an earthquake.
- The behavior of pets may change dramatically after an earthquake. Normally quiet and friendly cats and dogs may become aggressive or defensive. Watch animals closely.
- Pets may not be allowed into shelters for health and space reasons. Prepare an emergency pen for pets in the home that includes a 3-day supply of dry food and a large container of water.

During and After an Earthquake

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- Do not try to hold onto a pet during the shaking. Animals will instinctively protect themselves and hide where they're safe. If you get in their way, even the nicest pets can turn on their owners.
 - Be patient with pets after a quake. They get stressed just like people and need time to readjust. They may disappear for some time, but they generally show up again when things have calmed down.
 - If pets are outdoor pets, keep them indoors until the aftershocks have subsided and they have calmed down.
 - If evacuation of the home occurs, leave any pets secured in a safe place. Pets may not be allowed at shelters. Be sure to leave plenty of fresh water and food. If possible, visit your pet daily until you can return home.
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Appendix A – Alameda/Novato/YBI

Hours of Operation	Who		Hours of Operation	
		Alameda/YBI Housing Office	<ul style="list-style-type: none"> • 0800-1600 Monday-Tuesday and Thursday - Friday • 0730-1130 Wednesday • Closed weekends/holidays 	
	Novato Housing Office	<ul style="list-style-type: none"> • 0800-1600 Monday-Tuesday and Thursday - Friday • 0730-1130 Wednesday • Closed weekends/holidays 		
	Novato Self Help Locker	<ul style="list-style-type: none"> • 0800-1530 Monday-Tuesday and Thursday - Friday • 0800-1130 Wednesday • Closed weekends/holidays 		
<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i>				

Position	Phone Number
Alameda/YBI Local Housing Officer	(510) 769-0831
Alameda/YBI Local Housing Representative	(510) 769-0831
Alameda Contracting Officer Representative (COR)	(510) 769-0831
Novato Local Housing Officer	(415) 382-4251
Novato Local Housing Representative	(415) 382-8584
Novato COR	(415) 382-4240

Housing Web Site

<http://www.dcms.uscg.mil/Our-Organization/Director-of-Operational-Logistics-DOL/Bases/Base-Alameda/Alameda-Personnel-Support-Department/Alameda-Area-Housing-Office>

Maintenance and Emergencies

Type of Problem	Location	Number to call
Maintenance Problems	Alameda/YBI	(510) 769-9191
	Novato	(415) 883-3496
Emergencies (Fire/Police/Medical)	Alameda/Novato/YBI	911

Appendix A – Alameda/Novato/YBI

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. A locksmith (at your own expense) will need to be contacted if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

UH Keys and Lock Outs

1. Room/Unit Keys. Upon check-in, the Housing Office will issue each resident one key to his/her assigned room and to the UH unit. Residents are responsible for these keys and must return them upon check-out. **Residents are not authorized to give their room or UH unit key to anyone, aside from duty personnel acting in an official capacity** (i.e. Housing Representatives, OOD, etc.). Any member violating this policy is subject to loss of housing privilege and financial liability for changing of the locks.
2. Mail Keys. One mailbox per UH unit is located in mailbox clusters near the UH units. Only one key will be issued per UH unit. Residents are responsible for the custody of this key, which shall be kept available for all residents to use. Residents are responsible for any and all address changes.
3. Key Trouble. No person shall cut, force, or otherwise tamper with a government locking device, or any locking device which is not his or her own personal property. Under no circumstances shall any individual have keys to government locking devices duplicated. Problems with keys or locks shall be promptly reported to the Housing Office. Unauthorized entry into another resident's room is considered breaking and entering and **violators will be subjected to criminal charges/UCMJ/ immediate loss of housing privilege.**
4. Lock Outs. If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. For lockouts after hours, afloat member(s) must go back to their boat for berthing until the next business day. For ashore members, they must report to the Coast Guard Island barracks, if space is available, until the next business day. If space is not available, the member(s) will need to find another arrangement, such as a hotel, until the next business day. Any lodging costs will be the member's to bear. If anyone has a guest who gets locked out, that guest would need to contact the member, they will not be let in by the Housing Office.
5. Lock Out Log. A 'lock out log' is maintained by the Housing Office, which records the date of the lock out. After two lock outs a written warning will be issued to the resident. Following the third lock out the resident will be held financially liable and an Administrative Remarks CG-3307 entry will be initiated.
6. Lost Keys. Any loss of a room or UH key will result in the Housing Office changing the lock core. This will require the issuance of a new room key or possibly new UH keys to all residents of the UH.

Appendix A – Alameda/Novato/YBI

Due to the cost and staff hours involved in this process, a **monetary charge** will be required on each instance or prior to check out to replace lock cores and keys.

UH Loss of Housing Privilege

Any violation of this instruction may result in the loss of privileges to reside in UH. In the event of such an action, members that have their UH privileges revoked by their Command, or by Commanding Officer, Base Alameda, will **NOT** be entitled to BAH. E-4 members who had submitted a request for BAH to live on the economy will be removed from the list and the request will be denied. Ashore members who lose their privilege will be assigned to the Base Barracks and afloat members will be assigned back to their Cutter (unless underway, in which case the member will be assigned to the Barracks until the Cutter’s return). Members will report to the Command-Master-at-Arms (CMAA) at the Barracks on CG Island in Alameda and be assigned to a Probation Room.

UH Length of Probation for Loss of Privilege

The Local Housing Officer (LHO), Local Housing Manager (LHM) and the CMAA, with command input, will determine the amount of probation time to be served. Length of probation time will be a minimum of 3 months with a maximum of 1 year, depending on the severity of the infraction. Severe cases will result in a permanent loss of housing privilege and BAH will not be granted. To have their housing privilege reinstated, each probation member must forward a written request to the LHO via their chain of command. The LHO will review the facts of the case, along with a report from the member’s command and/or CMAA, and make a determination. If disapproved, the member will be notified immediately and given the reasons for the denial. If approved, the member will be assigned a UH room and will be required to sign a CG-3307 stating they understand the rules and regulations of the UH and will abide accordingly.

Grounds and Gardens

Resident Shall:	Government Shall:
<u>Alameda Marina Village</u> : Residents have no grounds care responsibility. The site is considered a common area.	Maintain common area grounds.
<u>Novato Knolls</u> : Residents in first floor units must mow the grass in the back yard, if fenced. Ensure that grass height does not exceed three inches.	Maintain common area grounds.
<u>Novato Spanish Housing</u> : Mow grass to a minimum of 50 feet from the quarters or to the curb as instructed (this includes front and back yards). Ensure that grass height does not exceed three inches. Edge half inch from all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices.	Maintain all common area lawns. Provide safe and operable lawn maintenance equipment in the Self-Help Locker.
<u>YBI</u> : Qtrs. A and C have no grounds care responsibility. As Representational/Flag quarters the area is considered a common area. Quarters B maintains an area around the unit.	Maintain common area grounds. Provide safe and operable lawn maintenance equipment for Qtrs. B as requested.

Appendix A – Alameda/Novato/YBI

1. In ground gardens are not allowed in Alameda or Novato Knolls housing areas. Items planted in pots/planter boxes of reasonable size and placed on the patio or balcony is allowed. No pots/planter boxes are to be placed on the balcony railing or hung from any portion of the structure.

2. A sample of the Self-Help equipment that *may* be available at Novato includes:

- Lawn Mowers.
- Edgers.
- Weed Eaters.
- Shovels.
- Rakes.
- Grass Seed.
- Fertilizer.

Inspection and Repair Service (to include heater filter replacement)

General: The maintenance contractor, on a semi-annual or annual basis will perform an Inspection and Repair (I/R) service to each home. This service includes various systems such as the furnace, security lights, garage doors, water heaters, smoke and carbon monoxide detectors, fireplaces and several other components. The furnace service includes replacing heater filters. To perform this service the contractor will contact the member/spouse and make an appointment in advance.

Resident Shall:

- Replace heater filter if desired more often than the contractor performs.
- Allow contractor access to the unit for I/R service.

Government Shall:

- Perform I/R service, to include replacing heater filter.

Trash Collection

Alameda – Pickup is on Friday. Three cans are provided, one for trash, one for recycling and one for green waste (green waste is optional). The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Novato - Pickup is on Tuesday. Two cans are provided, gray and blue. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

YBI - Pickup is on Tuesday. Two cans are provided, one for trash and one for recycling. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Telecommute Center

1. Locations. A Telecommute Center is located at the Novato Housing site.
2. Access. The entry codes to the center are provided by the Housing Office. The center is open to Coast Guard active duty members, civilians and contractors who possess a valid Coast Guard CAC card.

Appendix A – Alameda/Novato/YBI

3. Supplies. Telecommute Center users must provide their own supplies, i.e. copy paper, pens, staplers, etc.
4. Janitorial. Telecommute Center users are required to maintain the cleanliness of the spaces, including the kitchen and bathroom.
5. Prohibited. Smoking and pets are not allowed in the Telecommute Centers.

Recreational Vehicle Storage Lots

Secured, low cost storage space is available at the Novato housing site through the Base Alameda MWR Office. The Coast Guard is not liable for damage to anything stored in this area. Contact the Local Housing Office or MWR for information.

Air Conditioning Units

Previous policy required residents to provide a documented medical need for greater climate control to the Local Housing Officer from their physician prior to approval of an a/c unit. Due to recent warming trends and community interest, the Local Housing Authority has expanded this policy to eliminate the documented medical need and will review/approve requests for residents to personally procure a/c units under this policy revision. Due to the age of the housing units, the construction, limited electrical distribution, and the Local Housing Authority's desire to maintain the community aesthetics, the following guidelines shall be adhered to when procuring, installing and operating portable a/c units. Where possible, residents should utilize residential evaporative air coolers instead of portable a/c units to cool their unit. Evaporative cooling is a simple cost effective method for cooling indoor spaces and is ideal for the local climate. Window-type a/c units are prohibited due to the inherent concerns associated with improper installation, damage to units from installation, liability, and aesthetic concerns. Residents are permitted to use floor type a/c units with the discharge vent placed in a window opening.

Equipment Parameters: Residents shall utilize a/c units only and not dual-purpose units (i.e. cooling and heating). The following guidelines will be adhered to when considering the purchase and use of an a/c unit or evaporative cooler in their housing unit:

- No more than two (2) units allowed
- No window-type units
- Maximum 12,000 BTU/hr
- 110-120V AC
- Maximum 100 Watts

Additional Discussion: To reduce energy consumption and minimize the operation of a/c units, they shall not be in operation from 1 November through 30 April, or when the ambient outside air temperature is less than 72 degrees. Units should remain unplugged when not in use to reduce “phantom loading” on the electrical system. Residents must be cognizant of electrical circuits to prevent overloading circuits with multiple a/c units. Overloads will cause circuit breakers to trip and decrease the effectiveness of breaker protection and increase the risk of fire hazards. Residents experiencing tripping breakers should notify the Housing Maintenance Contractor. Should it be discovered during a service call or an inspection by the Maintenance Contractor or Housing Office that the parameters above have not been adhered to, the resident will be directed to discontinue their use of the a/c unit(s). Also, residents who fail to comply with this policy and/or any warnings or notices may be subject to administrative action(s). The Housing Maintenance Contractor and the Housing Office shall not be liable for the installation, operation, or

Appendix A – Alameda/Novato/YBI

maintenance of resident-purchased equipment. Any damages to Government property shall be the responsibility of the member to reimburse the Housing Program for repairs.

Appendix B – Point Vicente (includes Lease units)

Hours of Operation	Who		Hours of Operation	
	Los Angeles/Long Beach Housing Office		<ul style="list-style-type: none"> • 0700-1530 Monday-Friday • Closed weekends/holidays 	
	<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i>			

Position	Phone Number
LA/LB Local Housing Officer	(310) 521-6143
LA/LB Local Housing Representative	(310) 521-6140

Base LA/LB Portal Housing Website
<https://cg.portal.uscg.mil/units/dol/dol-3/BLALB/P/PH/SitePages/Home.aspx>

Base LA/LB Internet Housing Website
<http://www.uscg.mil/baselalb/personnel/HousingDefault.asp>

Maintenance and Emergencies		
Type of Problem	Location	Number to call
Maintenance Problems	Point Vicente – Business Hours	(310) 521-6143
	Point Vicente – Emergencies After Hours	(310) 345-5941 (OOD)
	Fort MacArthur	(310) 241-6194
Emergencies (Fire/Police/Medical)	Point Vicente/Fort MacArthur	911

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. A locksmith (at your own expense) will need to be contacted if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

Appendix B – Point Vicente (includes Lease units)

UH Keys and Lock Outs

1. Unit Keys. Upon check-in, the Housing Office will issue each resident one key to his/her assigned UH unit. Residents are responsible for these keys and must return them upon check-out. **Residents are not authorized to give their UH unit key to anyone, aside from duty personnel acting in an official capacity** (i.e. Housing Representatives, etc.). Any member violating this policy is subject to loss of housing privilege and financial liability for changing of the locks.
2. Mail Keys. One mailbox per UH unit is located in mailbox clusters near the UH units. Each resident of the UH unit will receive a mailbox key and are responsible for the custody of this key. Residents are responsible for any and all address changes.
3. Key Trouble. No person shall cut, force, or otherwise tamper with a government locking device, or any locking device which is not his or her own personal property. Under no circumstances shall any individual have keys to government locking devices duplicated. Problems with keys or locks shall be promptly reported to the Local Housing Office. Unauthorized entry into another resident's room is considered breaking and entering and **violators will be subjected to criminal charges/UCMJ/ immediate loss of housing privilege.**
4. Lock Outs. If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office or the Manager's Office of your housing facility if in a leased unit. If you are in a leased unit and locked out on a weekend, holiday, and/or after hours; please follow the guidelines set forth by the apartment complex you live in. If you are forced to call a locksmith to gain entrance into your owned or leased unit; the cost will be at your expense. If anyone has a guest who gets locked out, that guest would need to contact the member, they will not be let in by the Housing Office.
5. Lock Out Log. A 'lock out log' is maintained by the Local Housing Office, which records the date of the lock out. After two lock outs a written warning will be issued to the resident. Following the third lock out the resident will be held financially liable and an Administrative Remarks CG-3307 entry will be initiated.
6. Lost Keys. Any loss of a UH key will result in the Local Housing Office or Apartment Complex changing the door locks. This will require the issuance of new keys to all residents of the UH. Due to the cost and staff hours involved in this process, a **monetary charge** will be required on each instance.

UH Loss of Housing Privilege

Any violation of this instruction may result in the loss of privileges to reside in UH. In the event of such an action, members that have their UH privileges revoked by their Command, by Commanding Officer, Base LA/LB, or by the AHA, will **NOT** be entitled to BAH. Members will be assigned back to their Cutter, unless underway, in which case the member will vacate UH upon the Cutter's return.

UH Length of Probation for Loss of Privilege

The LHO, with command input, will determine the amount of probation time to be served. Length of probation time will be a minimum of 3 months with a maximum of 1 year, depending on the severity of the infraction.

Appendix B – Point Vicente (includes Lease units)

Severe cases will result in a permanent loss of housing privilege. To have their housing privilege reinstated, each probation member must forward a written request to the LHO via their chain of command. The LHO will review the facts of the case, along with a report from the member’s command and make a determination. If disapproved, the member will be notified immediately and given the reasons for the denial. If approved, the member will be assigned a UH room and will be required to sign a CG-3307 stating they understand the rules and regulations of UH and will abide accordingly.

UH Smoking Policy at Fort MacArthur, Redondo Beach and Costa Mesa Leases

The designated smoking area is the balcony of the housing unit if it is an upstairs unit. If it is a first floor unit it is the patio area. However, care needs to be taken to not infringe on the rights of roommates or neighbors on either side as far as smoke entering their unit through open balcony doors or windows.

Grounds and Gardens

Resident Shall:	Government Shall:
Point Vicente: Residents have no grounds care responsibility. The site is considered a common area.	Maintain common area grounds.

Any in ground gardens plantings are not allowed without prior approval of the Local Housing Office.

Trash Collection

Garbage is to be taken to the provided dumpster(s) on site for collection.

Appendix B – Point Vicente (includes Lease units)

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Appendix C – Eureka (Includes Crescent City)

Hours of Operation	Who		Hours of Operation	
	Eureka Housing Office	<ul style="list-style-type: none"> • 0800-1600 Monday - Friday • Closed weekends/holidays 		
	<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i>			

Position	Phone Number	Ext.
Eureka Local Housing Officer	(707) 839-6160	6160
Eureka Housing Office	(707) 442-1473	
Eureka Housing Duty Response	(707) 599-9411	
Eureka Housing Office Fax	(707) 442-0300	
<p>Housing Web Site http://www.uscg.mil/d11/grpHumboldtBay/housing.asp</p>		
After Hours		
Type of Problem	Location	Who to call
Maintenance Emergencies	Eureka	(707) 599-9411
Emergencies (Fire/Police/Medical)	Eureka	911

UH Loss of Housing Privilege

Any violation of this instruction may result in the loss of privileges to reside in Unaccompanied Personnel Government Housing (UPH). In the event of such an action, members that have their UPH privileges revoked by their Command, or by Commanding Officer, Base Alameda, will **NOT** be entitled to BAH. E-4 members who had submitted a request for BAH to live on the economy will be removed from the list and the request will be denied. Ashore members who lose their privilege will be assigned to the Base Barracks and afloat members will be assigned back to their Cutter (unless underway, in which case the member will be assigned to the Barracks until the Cutter’s return).

UH Keys and Lock Outs

1. Room/Unit Keys. Upon check-in, the Housing Office will issue each resident one key to his/her assigned room and to the UPH unit. Residents are responsible for these keys and must return them upon check-out. **Residents are not authorized to give their room or UPH unit key to anyone, aside from duty personnel acting in an official capacity** (i.e. Housing Representatives, OOD, etc.). Any member violating this policy is subject to loss of housing privilege and financial liability for changing of the locks. Residents are not allowed to change any government lock.

Appendix C – Eureka (Includes Crescent City)

2. Mail Keys. One mailbox per UPH unit is located in mailbox clusters near the UPH units. Only one key will be issued per UPH unit. Residents are responsible for the custody of this key, which shall be kept available for all residents to use. Residents are responsible for any and all address changes.
3. Key Trouble. No person shall cut, force, or otherwise tamper with a government locking device, or any locking device which is not his or her own personal property. Under no circumstances shall any individual have keys to government locking devices duplicated. Problems with keys or locks shall be promptly reported to the Housing Office. Unauthorized entry into another resident's room is considered breaking and entering and **violators will be subjected to criminal charges/UCMJ/ immediate loss of housing privilege.**
4. Lock Outs. If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office or the Manager's Office of your housing facility if in a leased unit. If you are in a leased unit and locked out on a weekend, holiday, and/or after hours; please follow the guidelines set forth by the apartment complex you live in. If you are forced to call a locksmith to gain entrance into your owned or leased unit; the cost will be at your expense. If anyone has a guest who gets locked out, that guest would need to contact the member, they will not be let in by the Housing Office.
5. Lock Out Log. A 'lock out log' is maintained by the Housing Offices, which records the date of the lock out. After two lock outs a written warning will be issued to the resident. Following the third lock out the resident will be held financially liable and an Administrative Remarks CG-3307 entry will be initiated.
6. Lost Keys. Any loss of a room or UPH key will result in the Housing Office changing the lock core. This will require the issuance of a new room key or possibly new UPH keys to all residents of the UPH. Due to the cost and staff hours involved in this process, a **monetary charge** will be required on each instance or prior to check out to replace lock cores and keys.

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. You must contact a locksmith (at your own expense) if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

Long Term / Recreational Vehicle Storage Lot

Secured, no cost storage space is available at the Eureka Housing site through the Housing Office. The Coast Guard is not liable for damage to anything stored in this area. Long Term / recreational vehicle storage spaces are available for assigned members only. Contact the Local Housing Office for additional information.

Appendix C – Eureka (Includes Crescent City)

Yard Landscape and Grounds Maintenance

Resident Shall:	Government Shall:
<p><u>Eureka Housing</u>: Mow grass adjacent to your assigned quarters or to the curb as instructed (this includes front and back yards).</p> <p>Residents are required to trim along outside perimeter of fences and quarters.</p> <p>Ensure that grass height does not exceed three inches. Edge half inch from all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices.</p>	<p>Maintain all common area lawns.</p> <p>Provide safe and operable lawn mowers and trimmers in the Self-Help Locker at the Eureka Housing Office.</p> <p>Contact the Eureka Housing Office during normal work hours to check in/out lawn equipment.</p>

Self-Help equipment that is available for Eureka Residents:

- Lawn Mowers
- Edgers
- Weed Eaters
- Shovels
- Rakes
- Grass Seed
- Fertilizer

Top soil, bark-mulch and other beautification materials may also be available at specified times.

Furnace Filter Replacement

General: The Housing Representative replaces furnace filters annually during the required annual / ERA Inspection. To do this the Housing staff will contact the member and make an appointment in advance.

Resident Shall:

- Replace additional furnace filters if desired.

Government Shall:

- Replace furnace filter every year. This is normally done in conjunction with Annual/ERA inspections.
- Provide furnace filters.

Trash Collection

Pickup is on Wednesday. Two cans are provided, one for trash, one for recycling. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Appendix C – Eureka (Includes Crescent City)

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Appendix D – Monterey

Hours of Operation	Who		Hours of Operation	
	Monterey Housing Office		<ul style="list-style-type: none"> • 0700-1500 Monday – Friday • Closed weekends/holidays 	
	<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i>			

Position	Phone Number	Ext.
Monterey Local Housing Officer	(831) 647-7300	364
After Hours		
Type of Problem	Location	Who to call
Maintenance Emergencies	Monterey	(831) 647-7300
Emergencies (Fire/Police/Medical)	Monterey	911

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. You must contact a locksmith (at your own expense) if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing.

Trash Collection

Pickup is on Tuesday. Two cans are provided, one for trash, one for recycling. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Appendix D – Monterey

Grounds and Gardens

Resident Shall:	Government Shall:
<p><u>Monterey Housing</u>: Mow grass to a minimum of 50 feet from your quarters or to the curb as instructed (this includes front and back yards).</p> <p>Ensure that grass height does not exceed three inches. Edge half inch from all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices.</p>	<p>Maintain all common areas.</p>

A sample of the Self-Help equipment that may be available at Novato includes:

- Lawn Mowers.
- Edgers.
- Weed Eaters.
- Shovels.
- Rakes.
- Grass Seed.
- Fertilizer.

Heater Filter Replacement

General: Housing Maintenance replaces heater filters semi-annually or annually. To do this the Housing Office will contact the member/spouse and make an appointment in advance.

Resident Shall:

- Replace heater filter if desired.
- Allow Housing Maintenance access to your unit for filter replacement.

Government Shall:

- Replace heater filter every year.

Appendix E – Noyo River

Hours of Operation	Who		Hours of Operation	
	Noyo River		<ul style="list-style-type: none"> Non Staffed Housing Site, Contact Noyo River Housing Representative listed below 	
	<i>Noyo River Housing Site is non staffed, contact Housing representative at Station Noyo River.</i>			

Position	Phone Number	Ext.
Eureka Local Housing Officer	(707) 839-6160	6160
Eureka Housing Office	(707) 442-1473	
Eureka Housing Duty Response	(707) 599-9411	
Noyo River Housing Representative	(707) 964-6612	
Housing Web Site http://www.uscg.mil/d11/grpHumboldtBay/housing.asp		
After Hours		
Type of Problem	Location	Who to call
Maintenance Emergencies	Noyo River	(707) 964-6612
Emergencies (Fire/Police/Medical)	Noyo River	911

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. You must contact a locksmith (at your own expense) if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

Appendix E – Noyo River

Yard Landscape and Grounds Maintenance

Resident Shall:	Government Shall:
<p><u>Noyo River</u>: Mow grass adjacent to your assigned quarters or to the curb as instructed (this includes front and back yards).</p> <p>Residents are required to trim along outside perimeter of fences and quarters.</p> <p>Ensure that grass height does not exceed three inches. Edge half inch from all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices.</p>	<p>Maintain all common area lawns.</p> <p>Provide safe and operable lawn mowers and trimmers in the Self-Help Locker on site.</p> <p>Contact the Noyo River Housing Representative during normal work hours to check in/out lawn equipment.</p>

Self-Help equipment that is available for Eureka Residents:

- Lawn Mowers
- Edger
- Weed Eaters
- Shovels
- Rakes
- Grass Seed
- Fertilizer

Top soil, bark-mulch and other beautification materials may also be available at specified times.

Furnace Filter Replacement

General: The Housing representative replaces furnace filters annually during the required annual / ERA Inspection. To do this the Housing staff will contact the member and make an appointment in advance.

Resident Shall:

- Replace additional furnace filters if desired.

Government Shall:

- Replace furnace filter every year. This is normally done in conjunction with annual / ERA inspections.
- Provide furnace filters.

Trash Collection

Pickup is on Tuesday. Three cans are provided, one for trash, one for recycling and one for yard debris. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Appendix F – Point Loma

Hours of Operation	Who		Hours of Operation	
	San Diego (Point Loma)		• 0700-1500 Monday - Friday	
	<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1200, Monday through Friday.</i>			

Position	Phone Number	Ext.
Sector San Diego Local Housing Officer	(619) 278-7218	
Housing Maintenance Office	(619) 278-7202	
After Hours		
Type of Problem	Location	Who to call
Maintenance Emergencies	Point Loma	(619) 666-7448 (OOD)
Emergencies (Fire/Police/Medical)	Point Loma	911

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. If the lockout occurs after hours you need to call the OOD.

Yard Landscape and Grounds Maintenance

Resident Shall:	Government Shall:
Point Loma: Residents have no grounds care responsibility. The site is considered a common area.	Maintain common area grounds.

Note: No grounds plantings are allowed without written approval from the Housing Office.

Trash Collection

Garbage pickup is on Wednesday. Recycle pickup is once a month, in the first full week of the month on a Thursday. The Housing Office will provide more details upon checking in to the unit.

Appendix F – Point Loma

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Appendix G – Rio Vista

Hours of Operation	Who	Hours of Operation
	Station Rio Vista Housing Office	<ul style="list-style-type: none"> • 0800-1500 Monday-Friday • Closed weekends/holidays • For after hour issues contact the Station OOD

Position	Phone Number
Station Rio Vista Housing Representative	(707) 374-2871
Station Rio Vista Officer of the Day	(707) 374-2871
Station Rio Vista XPO	(707) 389-0517

<i>Maintenance and Emergencies</i>		
Type of Problem	Location	Number to call
Maintenance Problems	Station Rio Vista	(707) 374-2871 (OOD)
Emergencies (Fire/Police/Medical)	Station Rio Vista	911

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office. You must contact a locksmith (at your own expense) if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

Grounds and Gardens

Resident Shall:	Government Shall:
Maintain the backyard and common areas in a presentable appearance. Ensure grass height does not exceed three inches. Edge a half inch around all sidewalks and driveways. Ensure no grass or weeds are visible through cracks and crevices.	Provide safe and operable lawn mowers and edgers in the Self-Help Locker.

Appendix G – Rio Vista

In ground gardens are allowed but the plan shall be approved by a Housing Representative before any landscape changes are made.

A sample of the Self-Help equipment that may be available includes:

- Lawn Mowers.
- Edgers.
- Weed Eaters.
- Shovels.
- Rakes.

Heater Filter Replacement

General: The Housing Maintenance Officer (HMO) replaces heater filters semi-annually or annually during the mandatory Inspection and Repair (I/R) service. To do this the HMO will contact the member/spouse and make an appointment in advance. Please note: If the resident fails to make the appointment the Housing Office may escort the maintenance worker into the unit.

Resident Shall:

- Replace heater filter if desired.

Government Shall:

- Replace heater filter every year.

Trash Collection

Garbage is to be taken to the provided dumpster(s) on site for collection.

Appendix H – Santa Barbara (includes Carpinteria)

Hours of Operation	Who		Hours of Operation	
	MSD Santa Barbara Housing Office		<ul style="list-style-type: none"> • 0800-1600 Monday-Friday • Closed weekends/holidays 	
	<i>Not all services are available during lunch hours. Reduced staffing may occur between 1130-1230, Monday through Friday.</i>			

Position	Phone Number
MSD Santa Barbara Local Housing Officer	(805) 962-7430
MSD Santa Barbara Local Housing Representative	(805) 896-6794

<i>Maintenance and Emergencies</i>		
Type of Problem	Location	Number to call
Maintenance Problems	MSD Santa Barbara	(805) 896-6794
Emergencies (Fire/Police/Medical)	MSD Santa Barbara	911

UH Loss of Housing Privilege

Any violation of this instruction may result in the loss of privileges to reside in UH. In the event of such an action, members that have their UH privileges revoked by their Command, by Commanding Officer, MSD Santa Barbara, or by Commanding Officer Base Alameda, will **NOT** be entitled to BAH. Afloat members will be assigned back to their Cutter (unless underway, in which case the member will vacate the UH unit upon Cutter's return).

UH Length of Probation for Loss of Privilege

The Local Housing Officer (LHO), with command input, will determine the amount of probation time to be served. Length of probation time will be a minimum of 3 months with a maximum of 1 year, depending on the severity of the infraction. Severe cases will result in a permanent loss of housing privilege and BAH will not be granted. To have their housing privilege reinstated, each Probation member must forward a written request to the LHO via their chain of command. The LHO will review the facts of the case, along with a report from the member's command and make a determination. If disapproved, the member will be notified immediately and given the reasons for the denial. If approved, the member will be assigned a UH room and will be required to sign a CG-3307 stating they understand the rules and regulations of the UH and will abide accordingly.

UH Keys and Lock Outs

1. Unit Keys. Upon check-in, the Housing Office will issue each resident one key to his/her assigned UH

Appendix H – Santa Barbara (includes Carpinteria)

unit. Residents are responsible for these keys and must return them upon check-out. **Residents are not authorized to give their UH unit key to anyone, aside from duty personnel acting in an official capacity** (i.e. Housing Representatives, etc.). Any member violating this policy is subject to loss of housing privilege and financial liability for changing of the locks.

2. Key Trouble. No person shall cut, force, or otherwise tamper with a government locking device, or any locking device which is not his or her own personal property. Under no circumstances shall any individual have keys to government locking devices duplicated. Problems with keys or locks shall be promptly reported to the Housing Office. Unauthorized entry into another resident's room is considered breaking and entering and **violators will be subjected to criminal charges/UCMJ/ immediate loss of housing privilege.**
3. Lock Outs. If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office or the Manager's Office of your housing facility if in a leased unit. If you are in a leased unit and locked out on a weekend, holiday, and/or after hours; please follow the guidelines set forth by the apartment complex you live in. If you are forced to call a locksmith to gain entrance into your owned or leased unit; the cost will be at your expense. If anyone has a guest who gets locked out, that guest would need to contact the member, they will not be let in by the Housing Office.
4. Lock Out Log. A 'lock out log' is maintained by the Housing Offices, which records the date of the lock out. After two lock outs a written warning will be issued to the resident. Following the third lock out the resident will be held financially liable and an Administrative Remarks CG-3307 entry will be initiated.
5. Lost Keys. Any loss of a UH key will result in the Housing Office or Apartment Complex changing the door locks. This will require the issuance of new keys to all residents of the UH. Due to the cost and staff hours involved in this process, a **monetary charge** will be required on each instance.

Family Housing Lock Outs

If anyone locks themselves out of their quarters during normal working hours (Monday through Friday) contact the Local Housing Office Assistant. You must contact a locksmith (at your own expense) if you are locked out on a weekend, holiday, and/or after hours.

Note: The Local Housing Office will not admit minors under 16 into a house even with a valid ID until one of the parents is contacted for approval. The Housing Office has no idea if parents want these children in the house alone, if they skipped school, left the babysitter, etc. The Housing Office will not accept this responsibility. In addition, the Local Housing Office will not let in anyone not listed as a valid family member on the member's application. If anyone has a guest who gets locked out, that guest would need to contact the member or spouse, they will not be let in by the Housing Office. It is the resident's responsibility to plan ahead, make plans with neighbors or friends to leave a key, etc. Make sure the Housing Office has work, home and cell phone numbers. This policy is in place to protect the family and the Housing Office.

Appendix H – Santa Barbara (includes Carpinteria)

Grounds and Gardens

Resident Shall:	Government Shall:
<p>Mow grass to a minimum of 50 feet from your quarters or to the curb as instructed (this includes front and back yards).</p> <p>Ensure that grass height does not exceed three inches. Edge half inch from all sidewalks and driveways with no grass or weeds growing up through any cracks or crevices.</p>	<p>Maintain all common area lawns.</p> <p>Provide safe and operable lawn mowers and edgers in the Self-Help Locker at Housing.</p>

A sample of the Self-Help equipment that may be available at Housing includes:

- Lawn Mowers.
- Edgers.
- Weed Eaters.
- Shovels.
- Rakes.
- Grass Seed.
- Fertilizer.

Heater Filter Replacement

General: Housing Maintenance replaces heater filters semi-annually or annually. To do this the Housing Office will contact the member/spouse and make an appointment in advance.

Resident Shall:

- Replace heater filter if desired.
- Allow Housing Maintenance access to your unit for filter replacement.

Government Shall:

- Replace heater filter every year.

UH Smoking Policy at Carpinteria Lease

The designated smoking area is the patio of the housing unit. However, care needs to be taken to not infringe on the rights of roommates or neighbors on either side as far as smoke entering their unit through open doors or windows.

Trash Collection

Pickup is on Wednesday. Three cans are provided, one for trash, one for recycling and one for compost. The Housing Office will provide more details on the proper use of each can upon checking in to the unit.

Appendix H – Santa Barbara (includes Carpinteria)

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